

**Institutional Development Department
Organization and Management Development Division**

Frontline Service : Evaluation of EC's Management Tools on Re-organization/Re-alignment
 Clients : ECs
 Requirements : Board Resolution and Proposed Management Tools
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Twenty-Nine (29) days
 How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|--|---|---|--------------------------|----------------------|
| 1 | Submits Request and supporting documents | Receives request thru RMU | Cluster A | OMDD/IDD, 6/F | 1/2 day |
| | | Reviews and evaluate the submitted documents | | | 7 days |
| 2 | Receives fax message for Management Tools presentation | Evaluates documents for panel presentation (EC and NEA Cluster/Committee) | Cluster Committee | IDD, 6/F | 7 days |
| | | Finalizes the approval of Management Tools incorporating all the suggestions of the panel | Cluster A, IRD Chief & Division Manager | OMDD/IDD, 6/F | 14 days |
| | | Recommends approval of Management Tools | Department Manager & DAECMS | IDD & ODAECMS, 4/F & 6/F | |
| | | Approves EC's Management Tools | Administrator | OA, 7/F | |
| 3 | Receives letter-approval | Fax to EC and release thru RMU letter-approval | Records Officer | OMDD/IDD, 6/F | 1/2 day |
| END | | | | | |

LEGEND:

IDD - Institutional Development Department
OMDD - Organization and Management Development Division
OA - Office of the Administrator
ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

IRD - Industrial Relations Development
RMU - Records Management Unit
ECs - Electric Cooperatives

Organization and Management Development Division

| | |
|-------------------------------------|--|
| Frontline Service | : Conduct of Performance Evaluation Seminar-Workshop |
| Clients | : ECs |
| Requirements | : Board Resolution or Letter-Request from EC |
| Schedule of Availability of Service | : Monday - Friday (8AM - 5PM) |
| Fees | : None |
| Total/Maximum Duration of Process | : Ten (10) days |
| How to Avail of the Service | : |

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|-----------------|--|--|------------------|------------------------------|
| 1 | Submits request | Evaluates request and prepare schedule of assistance | Clusters A & B Staff | OMDD/IDD, 6/F | 1 day |
| | | Prepares necessary documents | Clusters A and B Staff, IRD Chief, Division Manager & Department Manager | -do- | 5 days |
| | | Conducts Seminar-Workshop | Clusters A & B Staff | EC venue | 2 days for each school |
| | | Prepares post-training activity report | Staff | OMDD/IDD, 6/F | 2 days |
| END | | | | | |

LEGEND:

IDD - Institutional Development Department

OMDD - Organization and Management Development Division

IRD - Industrial Relations Development

ECs - Electric Cooperatives

Organization and Management Development Division

Frontline Service : Selection Process of EC General Manager
 Clients : ECs/Applicants
 Requirements : EC Board Resolution
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees :
 Total/Maximum Duration of Process : One Hundred Two (102) days
 How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|--|--|---|------------------|----------------------|
| 1 | Submits Board Resolution declaring the position of the GM vacant and request for advertisement | ADVERTISEMENT Prepares: a) Memorandum for the Administrator b) Letter to the BOD a) Advertisement to news paper of national circulation - Verify classification for the salary - Date of advertisement (Deadline for submission of Applications 15 days after publication) b) Prepares application forms | Cluster B Staff, Division Manager, Department Manager, DAECMS & OA | 4/F & 7/F | 15 days |
| 2 | Receive application forms | PRE-SCREENING a) Consolidates of Applicants b) Prepares memorandum for the Pre-screening Committee c) Endorses/Distributes to the Pre-screening Committee d) Consolidates the pre-screened applicants e) Letter/s to applicant/s who did not qualify | OMDD Cluster B Staff } OMDD Cluster B Staff, } Division Manager & } Department Manager OMDD Cluster B Staff OMDD Cluster B Staff & Division Manager | 6/F | 7 days |

EXAMINATIONS (ORAL & WRITTEN)**A. WRITTEN (ESSAY, IQ, EQ EXAMS)**

- a) Fax Message/Telegram to all qualified
 - 1. Qualified applicants
 - 2. Board president of the concerned EC
 - 3. Regional Association President
 - 4. NAGMEC President
- b) Memo to the NEA Director to act as panel of interviewer
- c) Letter to PHILRECA General Manager
- d) Coordinate w/ HRAD & prepare a memo re-IQ Exam
- e) Coordinate w/ UP re- EQ Exam
- f) Prepare folders of the applicants (11 sets)
- g) Prepare attendance Sheet
- h) Prepare Essay Questions
- i) Prepare Tally Sheet (IQ and Essay)
- j) Brief of applicants on the day of examination
- k) Inform applicants who are qualified for the initial interview

B. ORAL (INITIAL INTERVIEW)

- a) Inform members of the Pre-screening Committee/
Prepare Notice of Interview
- b) Prepare attendance Sheet
- c) Prepare fact Sheet form and authorization to be filled-up by the applicants
- d) Prepare applicants folder (10) sets including EC Fact Sheet/Financial Profile
- e) Prepare interviewers Rating Sheet
- f) Prepare Summary of Rating Sheets with the Board
- g) Prepare materials needed during the interview
- h) Suggested questions for GM's interview

OMDD Cluster B Staff,
Division Manager &
Department Manager

OMDD Cluster
B Staff

6/F

30 days

OMDD Cluster B Staff
& Division Manager

OMDD Cluster B Staff

PREPARATION BEFORE THE CONDUCT OF B.I.

- a) Minutes of the Interview
- b) Memo to DAECMS
- b) Letter to the Board of Directors
- c) Summary Results of the Exam/Interview
- d) Prepare Travel Order
- e) Telegram to the Applicants
- f) Fax Message to the EC on the conduct of B.I.
- g) Letter to school
- h) Letter to PRC/Supreme Court
- i) Letter/s to previous and/or present employer/s
- j) Prepare Questionnaires and Reference Inquiry
- k) Letter/s to applicant/s who did not qualify for the B.I.

OMDD Cluster B Staff,
Division Manager,
Department Manager
& DAECMS

OMDD Cluster B Staff,
Division Manager &
Department Manager

4/F & 6/F

7
days

OMDD Cluster B Staff
OMDD Cluster B Staff
& Division Manager

| | | | | | |
|--|--|--|--|--|----------------|
| | | <p>CONDUCT OF B.I. (Date/Duration)</p> <p>After the conduct of B.I., the person responsible prepare the:</p> <p>a) B.I. Report (per applicant) b) Memo to DAECMS or summary of the B.I.</p> | <p>OMDD Cluster B Staff, Division Manager, Department Manager & DAECMS</p> | <p>4/F & 6/F</p> | <p>14 days</p> |
| | | <p>FINAL INTERVIEW (Date of Final Interview)</p> <p>a) Prepares Fax Message/Telegram to applicants</p> <p>b) Informs the panel of interviewers/Prepare Notice of Interview</p> <ul style="list-style-type: none"> - NEA Board of Administrators (thru OCorSeC) - Deputy Administrators <p>c) Prepares letters to the NEA Board of Administrators</p> <p>d) Coordinates on the venue of the final interview</p> <p>e) Completes folder of the applicants (10 folders)</p> <ul style="list-style-type: none"> - Board Resolution - Summary of the Exam/Interview - Result of EQ Exam - B.I. Report - Bio-data/Resume - EC Fact Sheet/Financial Profile - Interviewers Rating Sheets (Final Interview) - Guidelines for Final Interview <p>f) Prepares materials needed during the interview</p> <p>g) Prepares the summary/result of the interview</p> <p>h) NEA Board Governance Committee Interview</p> | <p>OMDD Cluster B Staff & Division Manager</p> <p>Cluster B Staff</p> <p>Cluster B Staff, Division Manager, Department Manager, DAECMS & Administrator</p> <p>OMDD Cluster B Staff</p> | <p>6/F</p> <p>4/F, 6/F &7/F</p> <p>6/F</p> | <p>15 days</p> |

| | | | | | |
|-----|---|--|---|-------------------|-----------|
| 3 | Submits Board Resolution on selection made by the EC BODs | CONFIRMATION AS PROBATIONARY GM a) Letter to the Board of Directors b) Memo for the Administrator - Date of Confirmation - PMC period of ONE (1) year | OMDD Cluster B Staff, Division Manager, Department Manager, DAECMS & Administrator | 4/F, 6/F & 7/F | 7 days |
| | | CONFIRMATION AS REGULAR GM a) Memo for the Administrator b) Letter to the Board of Directors - Date of confirmation as GM | OMDD Cluster B Staff, Division Manager, Department Manager, DAECMS & Administrator | 4/F, 6/F & 7/F | 7 days |
| END | | | | | |

LEGEND:

- IDD - Institutional Development Department**
- OMDD - Organization and Management Development Division**
- OA - Office of the Administrator**
- ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services**
- OCorSeC - Office of the Corporate Secretary**
- HRAD - Human Resources and Administration Department**
- IQ - Intelligence Quoteint**
- EQ - Emotional Quoteint**

- UP - University of the Philippines**
- PMC - Performance Management Contract**
- ECs - Electric Cooperatives**
- BODs - Board of Directors**
- GM - General Manager**
- PHILRECA - Philippine Rural Electric Cooperatives Association**
- NAGMEC - National Association of General Managers of Electric Cooperatives**
- PRC - Professional Regulation Commission**
- B.I. - Background Investigation**

Organization and Management Development Division

Frontline Service : Request for General Manager's Salary Increase
 Clients : ECs
 Requirements : Board Resolution and Evaluation of GM's Performance
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Six (6) days
 How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|------------------------------------|--|--|------------------|----------------------|
| 1 | Submits request | Receives request | Sr. ECDO & Sr. IRD Staff | OMDD/IDD, 6/F | 1/2 day |
| | | Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment | Sr. ECDO, Sr. IRD, IRD Chief, Division Manager & Department Manager | | 5 days |
| 2 | Receives letter-approval/deferment | Fax to EC and release thru RMU | Records Officer | | 1/2 day |
| END | | | | | |

LEGEND:

IDD - Institutional Development Department

OMDD - Organization and Management Development Division

**DAECMS - Deputy Administrator for Electric Cooperatives
Management Services**

ECDO - Electric Cooperative Development Officer

IRD - Industrial Relations Development

RMU - Records Management Unit

ECs - Electric Cooperatives

Organization and Management Development Division

Frontline Service : Request for Employees' Salary Increase
 Clients : ECs
 Requirements : 1. Board Resolution
 2. Existing and Proposed Employees' Salaries
 3. Proposed Salary Scale
 4. Three (3)-year Projected Cash Flow
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Sixteen (16) days
 How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|------------------------------------|--|--|------------------|----------------------|
| 1 | Submits request | Receives request | Sr. ECDO & Sr. IRD Staff | OMDD/IDD, 6/F | 1/2 day |
| | | Gathers data and evaluate employees' salary increase | | | 10 days |
| | | Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment | IRD Chief, Division Manager & Department Manager | | 5 days |
| 2 | Receives letter-approval/deferment | Fax to EC and/or release thru RMU | Records Officer | | 1/2 day |
| END | | | | | |

LEGEND:

IDD - Institutional Development Department
OMDD - Organization and Management Development Division
DAECMS - Deputy Administrator for Electric Cooperatives Management Services

ECDO - Electric Cooperative Development Officer
IRD - Industrial Relations Development
RMU - Records Management Unit
ECs - Electric Cooperatives

Organization and Management Development Division

- Frontline Service : Productivity Incentives of Officers and Employees
- Clients : ECs
- Requirements : Board Resolution and MFSR as of October of the Current Year
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : None
- Total/Maximum Duration of Process : Six (6) days
- How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|---|--|---|-------------------------------|--|
| 1 | Submits request and complete supporting documents | Receives request | Cluster B | OMDD/IDD, 6/F | 1/2 day |
| | | Gathers necessary data and evaluate request: - MFSR Evaluation - Matrix on Comparative Incentives and Evaluation as of October of the current year | Staff & Cluster B | FSD, 5/F & IDD, 6/F | 5 days |
| | | Reviews and recommends approval of the matrix | Division Manager, Department Manager & DAECMS | OMDD/IDD & ODAECMS, 4/F & 6/F | |
| | | Approves/Signs the request for incentives | Administrator | OA, 7/F | Time is dependent on the official action of the Administrator. Duration of Activity within this office is not included in the total duration of the process. |
| 2 | Receives letter-approval | Fax to EC and release thru RMU | Records Officer | OMDD/IDD, 6/F | 1/2 day |

END

LEGEND:

IDD - Institutional Development Department
OMDD - Organization and Management Development Division
ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

FSD - Finance Services Department
RMU - Records Management Unit
ECs - Electric Cooperatives
MFSR - Monthly Financial and Statistical Report

Organization and Management Development Division

- Frontline Service : Assistance on District Elections
- Clients : ECs
- Requirements : Request from EC
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : None
- Total/Maximum Duration of Process : Fourteen (14) days
- How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|---|---|---|----------------------------|---|
| 1 | Submits request | Evaluates request and prepare reply of approval or disapproval of request | Sr. ECDO, ECDO Chief & IRD Director, DAECMS | OMDD/IDD, & ECMS 4/F & 6/F | 3 days |
| | | Prepares necessary documents | Sr. ECDO, ECDO Chief & IRD | | |
| | | Conducts briefing of Election Committees (DECOM/PECOM) and candidates | | EC HQ | 4 days or more depending on the number of districts |
| | Receives assistance in the Conduct of District Election | Supervises the actual conduct of election | | EC District/s | 2 days |
| | | Prepares and submits post-activity report | Sr. ECDO, ECDO Chief & IRD Director, DAECMS | OMDD/IDD, & ECMS 4/F & 6/F | 5 days |

END

LEGEND:

- IDD - Institutional Development Department
- OMDD - Organization and Management Development Division
- ECDO - Electric Cooperative Development Officer
- IRD - Industrial Relations Development

- ECs - Electric Cooperatives
- DECOM - District Election Committee
- PECOM - Precinct Election Committee

Organization and Management Development Division

- Frontline Service : Request/Application for Retirement of GM (without pending case)
- Clients : ECs
- Requirements : Board Resolution
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : None
- Total/Maximum Duration of Process : Sixteen (16) days
- How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|--------------------------|--|---|--------------------------|----------------------|
| 1 | Submits request | Receives request | Sr. ECDO or Sr. IRD Staff | OMDD/IDD, 6/F | 1/2 day |
| | | Gathers and evaluates request in coordination with ADCOM and ECAD for CSW | | | 10 days |
| | | Prepares memo for the Administrator and letter to the EC Board to be signed by the Administrator | Division Manager, Department Manager DAECMS & | IDD & ODAECMS, 4/F & 6/F | 5 days |
| 2 | Receives letter-approval | Fax to EC and release thru RMU | Records Officer | OMDD/IDD, 6/F | 1/2 day |
| END | | | | | |

LEGEND:

- IDD - Institutional Development Department
- OMDD - Organization and Management Development Division
- ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services
- ECDO - Electric Cooperative Development Officer
- IRD - Industrial Relations Development

- ECAD - Electric Cooperative Audit Department
- ADCOM - Administrative Committee
- RMU - Records Management Unit
- ECs - Electric Cooperatives
- GM - General Manager
- CSW - Complete Staffwork

Consumer Development and Protection Division

Frontline Service : Action/Reply on Consumer Complaint
 Clients : EC Member-Consumers
 Requirements : Letter-Complaint
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Twelve (12) days
 How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|------------------------------------|---|--------------------|-------------------------------|----------------------|
| 1 | Submits complaint/s | Prepares letter-reply to complainant and endorsement to EC | Staff | CDPD/IDD & ODAECMS, 4/F & 6/F | 6 days |
| | | Endorses to Division Manager | | | |
| | | Endorses to Department Manager | Division Manager | | |
| | | Endorse to DAECMS | Department Manager | | |
| | | Requires EC to reply/act on the complaint/s | DAECMS | ODAECMS, 4/F | |
| 2 | Replies/Acts on consumer complaint | | | | |
| | | Monitors/Follow-up EC action/reply (if no EC reply after 15 days) | CDPD | CDPD/IDD, 6/F | 6 days |
| | | Endorses to Division Manager | | | |
| | | Endorses to Department Manager | Division Manager | | |
| | | Endorses to DATS | Department Manager | | |
| | | Signs follow-up letter | DAECMS | | |
| 3 | Receives action taken by EC | | | | |
| END | | | | | |

LEGEND:
 IDD - Institutional Development Department
 CDPD - Consumer Development and Protection Division
 ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services
 EC - Electric Cooperative

Consumer Development and Protection Division

Frontline Service : Approval of By-Laws Amendments
 Clients : ECs
 Requirements : 1. By-Laws Amendment - Articles of Amendments
 2. Certification of Quorum
 3. Certificate of Ratification
 4. Affidavit of Board President
 5. Signed Minutes of the General Assembly Meeting approving the proposal
 6. Board Resolution adopting the annual AGMA proposed amendment

Additional Requirements for Redistricti : 1. Actual vs. Potential Number of Connections
 2. Actual vs. Potential Revenue
 3. Comparative Table of Actual/Proposed Non-Power Cost Expenses as a result of Redistricting
 4. Spot Map and Existing/Amended Coop by-Laws

Schedule of Availability of Service : Monday - Friday (8AM - 5PM)

Fees : None

Total/Maximum Duration of Process : Thirty-One (31) days*

How to Avail of the Service :

| No. | Client Step | Agency Action | Person Responsible | Office/ Location | Duration of Activity |
|-----|--|--|---|-------------------------------|--|
| 1 | Submits proposed amendment to EC by-laws | Reviews/Evaluates/Prepares draft recommendation and Approval of Recommendation (including coordination with other departments/offices) | Staff, Department Manager, DAECMS & concerned Department/Office | CDPD/IDD & ODAECMS, 4/F & 6/F | 30 days |
| | | Reviews/Approves recommendation | DA LEGAL | ODALS, 2/F | Time is dependent on the action to be taken by DA Legal |
| | | Approves EC By-Laws Amendments | Administrator | OA, 7/F | Time is dependent on the official action of the Administrator. Duration of Activity within this office is not included in the total duration of the process. |
| 2 | Receives approved amendment | Endorses to EC BOD | Staff | CDPD/IDD, 6/F | 1 day |
| END | | | | | |

*Excluding Legal action

LEGEND:

IDD - Institutional Development Department
CDPD - Consumer Development and Protection Division
OA - Office of the Administrator
ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

ODALS - Office of the Deputy Administrator for Legal Services
ECs - Electric Cooperatives
AGMA - Annual General Membership Assembly
BOD - Board of Directors