

Accounts Management and Guarantee Department
Accounts Management Division

Frontline Service : Approval of Stand-by Credit Facility (SCF)
 Clients : ECs
 Requirements : 1. Board Resolution Requesting for SCF
 2. 12-Month Projected Cash Flow
 3. Justifications for Availing Loan
 4. Computation of Amount of Facility from GENCOs/MOs
 Schedule of Availability of Service Fees : Monday - Friday (8AM - 5PM)
 : 2% of the Approved Amount of the Facility (Based on NEA BOA approval)
 Total/Maximum Duration of Process : Seven (7) days
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/ documents	Receives and endorse the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	6 days
		Evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Finalizes the evaluation and prepare the LRAD	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAD	Department Manager		
		Recommends the LRAD	DACRFS	ODACRFS, 5/F	
		Approves the LRAD	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.

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer, Section Chief & Division Manager	AMD, ASD,AMGD, 5/F	1 day
		Receives copy of approved LRAD for contract preparation	Clerk		
		Prepares Loan Contract	Data Encoder		
		Checks entries on the Loan Contract and prepares transmittal to EC	Loans Analyst		
		Reviews Loan Contract and Initial the transmittal	Loans Management Chief		
		Checks Loan Contract and sign the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		
2	Receive copy of Loan Contract for signature	Receives request and e-mail Loan Contract	Data Encoder		
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
AMD - Accounts Management Division
ASD - Accounts Servicing Division
OA - Office of the Administrator
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

LRAD - Loan Recommendation and Approval Document
GENCOs - Generation Companies
MOs - Market Operators

Accounts Management Division

- Frontline Service : Approval of Application for Short-Term Credit Facility (STCF)
- Clients : ECs
- Requirements : 1. Board Resolution Requesting for STCF 4. Impact/Benefit of the Loan on the EC
 2. 12-Month Projected Cash Flow/Income Statement
 3. Justifications for Availing Loan 5. Concrete Steps on How to Address the Cash Shortfall
- Schedule of Availability of Service Fees : Monday - Friday (8AM - 5PM)
- Total/Maximum Duration of Process : 1/2 of 1% of the approved amount of facility (Based on NEA BOA approval)
- How to Avail of the Service : Seven (7) days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/ documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD, AMGD, 5/F	6 days
		Evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Finalizes the evaluation and prepare the LRAD	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAD	Division Manager & Department Manager		
		Recommends the LRAD	DACRFS		
		Approves the LRAD	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.

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer, Section Chief & Division Manager	AMD, ASD, AMGD, 5/F	1 day
		Receives copy of approved LRAD for contract preparation	Clerk		
		Prepares Loan Contract	Data Encoder		
		Checks entries on the Loan Contract and prepares transmittal to EC	Loans Analyst		
		Reviews Loan Contract and initials the transmittal	Loans Management Chief		
		Checks Loan Contract and signs the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		
2	Receives copy of Loan Contract for signature	Receives request and e-mail Loan Contract	Data Encoder		
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department

AMD - Accounts Management Division

ASD - Accounts Servicing Division

OA - Office of the Administrator

ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

LRAD - Loan Recommendation and Approval Document

RMU - Records Management Unit

Accounts Management Division

Frontline Service	:	Release of Availment on Short-Term Credit Facility (STCF) and Stand-by Credit Facility (SCF)
Clients	:	ECs
Requirements	:	1. Notice of Availment/Borrowing (STCF or SCF) 2. Promissory Note 3. Post-dated Check/s
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	1% interest rate per month on the amount withdrawn or Based on NEA BOA approval
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 the Notice of Availment/Borrowing and other documents	Receives and endorses the Notice of Availment/ Borrowing and other documents	AMD Staff	AMD/AMGD, 5/F	3 days
		Evaluates the Notice of Availment/Borrowing and other documents	Accounts Officer, Section Chief & Division Manager		
		Prepares the Request to Release Loan Fund, DV and BUR	Division Manager & Department Manager		
		*For BUR processing (refer to page 33)	FPCD	FSD, 5/F	1 day
		* For DV processing (refer to page34)	FSAD		1 day
		* For cheque preparation (refer to p.36-37)	TD		1 day
END					

LEGEND:

AMGD- Accounts Management and Guarantee Department
AMD - Accounts Management Division
FSD - Finance Services Department
FPCD - Financial Planning and Control Division
FSAD - Financial Services and Accounting Division
TD - Treasury Division

ECs - Electric Cooperatives
DV - Disbursement Voucher
BUR - Budget Utilization Report

Accounts Management Division

- Frontline Service : Approval of Application for Loan Restructuring
 Clients : ECs
 Requirements : 1. Board Resolution Requesting for Restructuring
 2. Commitment of EC Board, Management and Staff
 3. Justification for Loan Restructuring
 4. 10-Year Projected Financial Statement (Cashflow, Balance Sheet and Income Statement)
 5. Issuance of Post-Dated Checks
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : 8% interest rate per annum (Based on NEA BOA approval)
 Total/Maximum Duration of Process : Nineteen (19) days
- How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/ documents	Receives and endorses the Board Resolution and requirements/documents	AMD/AMGD, 5/F	AMD/AMGD, 5/F	15 days
		Pre-evaluates the Board Resolution and requirements and eligibility	Accounts Officer & Section Chief		
		Completes the evaluation and staffwork of the request for loan restructuring	Accounts Officer, Section Chief & Division Manager		
		Finalizes the evaluation of the request for restructuring	Accounts Officer, Section Chief, Division Manager & Department Manager		
		Recommends and endorses the loan restructuring to the CRMC	DACRFS & Administrator	ODACRFS, 5/F & 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.
		Reviews and endorses the loan restructuring	CRMC	Office of the Board of Administrators, 7/F	
		Finalizes the CRMC's indorsement of loan restructuring	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	3 days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Endorse the loan restructuring to the NEA Board of Administrators.	Chairman, CMRC	Office of the Board of Administrators, 7/F	Time is dependent on the official action of the Board of Administrator. Duration of Activity within this office is not included in the total duration of the process.
		Approves the request for loan restructuring	NEA Board of Administrators	Office of the Board of Administrators, 7/F	
		Prepares and issues Board Resolution of approval	Corporate Secretary	OCorSec, 7/F	
		Provides ASD with copy of NEA Board of Resolution for contract preparation	Accounts Officer, Section Chief & Division Manager	ASD/AMGD, 5/F	1 day
2	Submits NEA Board Resolution of approval	Receives copy of NEA Board of Resolution for contract preparation	Clerk	AMD, ASD, AMGD, 5/F	
		Prepares Loan Contract	Data Encoder		
		Checks entries on the Loan Contract and prepares transmittal to EC	Loans Analyst		
		Reviews Loan Contract and Initials the transmittal	Loans Management Chief		
		Checks Loan Contract and sign the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		
3	Requests and receives	Receives request and e-mail Loan Contract	Data Encoder		
END					

* Signing of Loan Contract is also being done at NEA (optional)

LEGEND:

AMGD - Accounts Management and Guarantee Department

AMD - Accounts Management Division

ASD - Accounts Servicing Division

OA - Office of the Administrator

ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

OCorSec - Office of the Corporate Secretary

RMU - Records Management Unit

ECs - Electric Cooperatives

CRMC - Credit and Risk Management Committee

Accounts Management Division

Frontline Service	:	Clearance of ECs to Avail Loan Outside NEA - Collateral Sharing
Clients	:	ECs
Requirements	:	<ol style="list-style-type: none"> 1. Board Resolution Requesting for Collateral Sharing 2. Project Profile/Description of the Project to be Loaned/and or ERC Approval on CAPEX 3. 10-Year Projected Financial Statement (Cashflow, Balance Sheet and Income Statement (ICPM) 4. Appraisal Report on EC's Assets (if applicable) 5. Loan Term Sheet from the Bank
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process	:	Nineteen & One half (19 1/2) days
How to Avail of the Service	:	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
1	Submits the Board Resolution with complete requirements/documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	3 days	
		Pre-evaluates the Board Resolution, requirements and eligibility	Accounts Officer & Section Chief			
		Endorses to ED for technical evaluation of the project	Department Manager			
		1. Receives technical aspect of the request for clearance	Records Officer	ED, 6/F	5 days (see Eng'g Dept. p. 62)	
		2. Reviews and evaluates the technical aspect of the request for clearance and prepares evaluation report	Engineers			
		3. Reviews and signs the evaluation report	Section Chief			
		4. Signs and endores the Evaluation Report to ODAEDUS	Department Manager			
		5. Forwards the Evaluation Report to ODAEDUS	Records officer			ODAEDUS, 6/F
		6. Receives the approved Evaluation Report and forward to AMD/AMGD				ED, 6/F

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Finalizes the evaluation of the request for clearance	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	5 days
		Recommends and endorses the collateral sharing to the CRMC	DACRFS & Administrator	ODACRFS, 5/F & OA, 7/F	Time is dependent on the official action of the Board of Administrator. Duration of Activity within this office is not included in the total duration of the process.
		Review and studies the collateral sharing	CRMC	Office of the Board of Administrators, 7/F	
		Finalizes the CRMC's indorsement of collateral sharing	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F & IDD, 6/F	4 days
		Endorses the collateral sharing to the NEA Board of Administrators	Chairman, CMRC	Office of the Board of Administrators, 7/F	Time is dependent on the official action of the Board of Administrator. Duration of Activity within this office is not included in the total duration of the process.
		Approves the collateral sharing	NEA Board of Administrators	Office of the Board of Administrators, 7/F	
		Prepares and issues Board Resolution of approval	Corporate Secretary	OCorSec, 7/F	
		Provides ASD with a copy of Board Resolution for contract preparation	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/ F	1 day

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Submits copy of MSI	Receives and reviews MSI	Loans Analyst, Section Chief & Division Manager	ASD/AMGD, 5/F	1 day
		Endorses to Legal Department for further review	Legal Staff	LSO, 2/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.
		Endorses MSI for Signature	FSD Director, DACRFS & Administrator	OA, 7/F	
3	Receives copy of signed MSI	Sends copy of signed MSI	Clerk	ASD/AMGD, 5/F	1/2 day
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department

AMD - Accounts Management Division

ASD - Accounts Servicing Division

OA - Office of the Administrator

ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities Services

IDD - Institutional Development Department

OCorSec - Office of the Corporate Secretary

ED - Engineering Department

CRMC - Credit and Risk Management Committee

ECs - Electric Cooperatives

MSI - Mortgage Sharing Indenture

ICPM - Integrated Computerized Planning Model

ERC - Energy Regulatory Commission

CAPEX - Capital Expenditures

LSO - Legal Services Office

Accounts Management Division

Frontline Service	:	Clearance of ECs to Avail Loan Outside NEA - NEA Loan Policy No. 14-A
Clients	:	ECs
Requirements	:	1. Board Resolution Requesting for Clearance 2. Loan Term Sheet (including Amortization Schedule) from the Bank, (if applicable)
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process	:	Five (5) days
How to Avail of the Service	:	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	5 days
		Pre-evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Finalizes the evaluation of the request for clearance	Accounts Officer, Section Chief & Division Manager		
		Reviews and recommends the clearance	Department Manager		
		Signs/Approves the clearance	DACRFS		
2	Receives copy of clearance	Sends the clearance thru Records or e-mail/Fax	Accounts Officer	AMD/AMGD, 5/F	
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
AMD - Accounts Management Division
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

ECs - Electric Cooperatives

Accounts Management Division

Frontline Service	:	Clearance of ECs to Avail Loan Outside NEA - NEA Loan Policy No. 14-B
Clients	:	ECs
Requirements	:	1. Board Resolution Requesting for Clearance 2. Project Profile/Description of the Project to be Loaned/ and or ERC Approval on CAPEX 3. 10-Year Projected (Financial Statement, Cashflow, Balance Sheet and Income Statement) (ICPM) 4. Loan Term Sheet (including Amortization Schedule) from the Bank
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process	:	Thirteen & 1/2 (13 1/2) days
How to Avail of the Service	:	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	3 days
		Pre-evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Endorses to ED for technical evaluation of the project	Department Manager	AMGD, 5/F	
		1. Receives technical aspect of the request for clearance	Records Officer	ED, 6/F	5 days (see Eng'g Dept. p. 61)
		2. Reviews and evaluates the technical aspect of the request for clearance and prepares evaluation report	Engineers		
		3. Reviews and signs the evaluation report	Section Chief		
		4. Signs and endorses the Evaluation Report to ODAEDUS	Department Manager		
		5. Forwards the Evaluation Report to ODAEDUS	Records officer		
		6. Receives the approved Evaluation Report and forward to AMD/AMGD		ED, 6/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Finalizes the evaluation of the request for clearance	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	5 days
		Recommends and endorses the clearance	DACRFS	ODACRFS, 5/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,
		Approves the clearance	Administrator	OA, 7/F	
2	Receives copy of letter-approval	Sends the clearance thru Records or e-mail/Fax	Accounts Officer	AMD/AMGD, 5/F	1/2 day
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
AMD - Accounts Management Division
OA - Office of the Administrator
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services
ED - Engineering Department
ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities Services

ECs - Electric Cooperatives
ICPM - Integrated Computerized Planning Model
ERC - Energy Regulatory Commission
CAPEX - Capital Expenditures

Accounts Management Division

Frontline Service	:	Approval/Release of Single Digit System Loss (SDSL) Loan
Clients	:	ECs
Requirements	:	1. Board Resolution Requesting for Loan 2. Project Profile/Description and or ERC approval on CAPEX project 3. Benefit/Cost of the Project/s 4. 10-Year Investment Plan (ICPM)
		5. Budget Request 6. Price Reference (if applicable) 7. Issuance of Post-Dated Checks
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	7% / 8% interest rate per annum or Based on NEA BOA approval
Total/Maximum Duration of Process	:	Seventeen (17) days
How to Avail of the Service	:	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/ documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	4 days
		Receives Board Resolution and requirements and initially assess the application	Accounts Officer, Section Chief & Division Manager		
		Endorses and recommends the loan application for technical evaluation to ED	Department Manager	AMGD, 5/F	
		1. Receives technical aspect of the request for clearance	Records Officer	ED, 6/F	5 days (see Eng'g Dept. p. 60)
		2. Reviews and evaluates the technical aspect of the request for clearance and prepare evaluation report, Disbursement Vouchers (DV) Budget Utilization Report (BUR)	Engineers		
		3. Reviews and signs the evaluation report	Section Chief		
		4. Signs and endorses the Evaluation Report to ODAEDUS	Department Manager		
		5. Forwards the Evaluation Report to ODAEDUS	Records officer		
		6. Receives the approved Evaluation Report, DV, BUR and forward to AMD/AMGD		ED, 6/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Finalizes the evaluation of the loan application and prepares the LRAD	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	3 days
		Endorses and recommends the LRAD	Department Manager & DACRFS	AMGD & ODACRFS, 5/F	1 day
		Approves the LRAD and returns same to AMGD	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.
		Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	1 day
		Receives copy of approved LRAD for contract preparation	Clerk	ASD/AMGD, 5/F	
		Prepares Loan Contract	Data Endoder		
		Checks entries on the Loan Contract and prepare transmittal to EC	Loans Analyst		
		Reviews Loan Contract and Initials the transmittal	Loans Management Chief		
		Checks Loan Contract and signs the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		*For BUR processing (refer to page 33)	FPCD	FSD, 5/F	1 day
		* For DV processing (refer to page 34)	FSAD		1 day
		* For cheque preparation (refer to p.36-37)	TD		1 day
END					

- * 1. Submission of signed and registered Loan Contract
- 2. First Mortgage to follow

LEGEND:

AMGD - Accounts Management and Guarantee Department
AMD - Accounts Management Division
ASD - Accounts Servicing Division
OA - Office of the Administrator
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services
FSD - Finance Services Department
FPCD - Financial Planning and Control Division
FSAD - Financial Services and Accounting Division
TD - Treasury Division
ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities Services

ED - Engineering Department
CAPEX - Capital Expenditures
ERC - Energy Regulatory Commission
RMU - Records Management Unit
ECs - Electric Cooperatives
BR - Budget Request
LRAD - Loan Recommendation and Approval Document

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
	If applicable (case to case basis)	Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer, Section Chief & Division Manager	AMD, ASD, AMGD, 5/F	1 day
Receives copy of approved LRAD for contract preparation		Clerk			
Prepares Loan Contract		Data Encoder			
Checks entries on the Loan Contract and prepare transmittal to EC		Loans Analyst			
Reviews Loan Contract and Initial the transmittal		Loans Management Chief			
Checks Loan Contract and sign the transmittal to EC		Division Manager			
Transmits Loan Contract thru RMU		Clerk			
2	Receives copy of Loan Contract for signature	Receives request and e-mail Loan Contract	Data Encoder	ASD/AMGD, 5/F	1 day
		*For BUR processing (refer to page 33)	FPCD	FSD, 5/F	1 day
		* For DV processing (refer to page 34)	FSAD		1 day
		* For cheque preparation (refer to page 36-37)	TD		1 day

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
3	Signs and submits Promissory Note and Loan Contract to NEA	Receives copy of signed Promissory Note and/or Loan Contract prior to the release of cheque	Loans Analyst, Section Chief & Division Manager	ASD/AMGD, 5/F	7 days
END					

* 1. Submission of signed and registered Loan Contract

2. First Mortgage to follow

** Depends on the EC's creditworthiness

LEGEND:

AMGD - Accounts Management and Guarantee Department

AMD - Accounts Management Division

ASD - Accounts Servicing Division

FSD - Finance Services Department

FPCD - Financial Planning and Control Division

FSAD - Financial Services and Accounting Division

TD - Treasury Division

**ODAEDUS - Office of the Deputy Administrator for
Electric Distribution Utilities Services**

BOA - Board of Administrators

LRAD - Loan Recommendation & Approval Documents

ED - Engineering Department

**ITCSD - Information Technology and
Communication Services Department**

RMU - Records Management Unit

ECs - Electric Cooperatives

R.E. - Rural Electrification

BR - Budget Request

ICPM - Integrated Computerized Planning Model

CAPEX - Capital Expenditures

ERC - Energy Regulatory Commission

Accounts Management Division

- Frontline Service : Release of R. E. Loan - Working Capital:
 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement
- Clients : ECs
- Requirements : 1. Board Resolution Requesting for Loan
 2. Justifications for Availing the Loan
 3. 10-Year Investment Plan (ICPM) (if applicable)
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : 7% / 8% interest rate per annum or Based on NEA BOA approval
- Total/Maximum Duration of Process : Eighteen (18) days
- How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Board Resolution with complete requirements/ documents	Receives and endorses the Board Resolution and requirements/documents	AMD Staff	AMD/AMGD, 5/F	2 days
		Receives Board Resolution and requirements and initially assess the application	Accounts Officer & Section Chief		
		Endorses the loan application for evaluation by the IDD for retirement package only	Department Manager	AMGD, 5/F	
		Receives, reviews and evaluates the retirement package	Staff, Section Chief, Division Manager & Department Manager	OMDD/IDD, 6/F	5 days
		Finalizes the evaluation of the request and prepare LRAD	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	4 days

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Endorses and recommends the LRAD	Department Manager & DACRFS	AMGD & ODACRFS, 5/F	1/2 day
		Approves the LRAD and return same to AMGD	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.
		Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer	AMD/AMGD, 5/F	1/2 day
		Receives copy of approved LRAD for contract preparation	Clerk	ASD/AMGD, 5/F	1 day
		Prepares Loan Contract	Data Encoder		
		Checks entries on the Loan Contract and prepare transmittal to EC	Loans Analyst		
		Reviews Loan Contract and Initials the transmittal	Loans Management Chief		
		Checks Loan Contract and signs the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
4	Receives LRAD	Receives request and --mail Loan Contract	Data Encoder	ASD/AMGD, 5/F	1 day
		Prepares the DV and BUR	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	1 day
		Endorses and initials the DV and BUR	Department Manager	AMGD, 5/F	
		*For BUR processing (refer to page 33)	FPCD	FSD, 5/F	1 day
		* For DV processing (refer to page 34)	FSAD		1 day
		* For cheque preparation (refer to page 36-37)	TD		1 day
END					

- * 1. Submission of signed and registered Loan contract
- 2. First Mortgage to follow

** Depends on the EC's creditworthiness

LEGEND:

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ASD - Accounts Servicing Division
OA - Office of the Administrator
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services
FSD - Finance Services Department
FPCD - Financial Planning and Control Division
FSAD - Financial Services and Accounting Division
TD - Treasury Division
IDD - Institutional Development Department

OMDD - Organization Management and Development Division
RMU - Records Management Unit
ECs - Electric Cooperatives
LRAD - Loan Recommendation and Approval Document
DV - Disbursement Voucher
BUR - Budget Utilization Report
R.E. - Rural Electrification
ICPM - Integrated Computerized Planning Model

Accounts Services Division

Frontline Service	:	Foreign Loan Debt Servicing
Clients	:	DOF and BTR
Requirements	:	Billing Statement
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process	:	Four (4) days
How to Avail of the Service	:	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
1	Sends Billing Statement	Receives Billing Statement	Clerk	ASD/AMGD, 5/F	1 day	
		Downloads the conversion rates from BSP, GR and compute the amount due in peso	Sr. Accounts Management Specialist & Sr. Loans Analyst A			
		Prepares the DV, BUR and SDs				
		Checks relative date and amount due, accuracy of the Amortization Schedule and computation of amount due and sign the "Checked by" portion of the SDs	Chief Accounts Management Specialist			
		Checks the correctness of amount per DV and BUR against the SDs, then initial in "Box A" portion of the 2nd & 3rd copies of the BUR	Division Manager			
		Reviews the documents if in order, then sign the "Box A -Certified: Charges..."portion of BUR if amount is up to P500,000.00; otherwise, initial if the amount is above P500,000.00	Department Manager			AMGD, 5/F
		Reviews the documents if in order, then sign in the BUR portion of "Box A - Certified: Charges..." if the amount is above P500,000.00	DACRFS			ODACRFS, 5/F



No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		*For BUR processing (refer to page 33)	FPCD	FSD, 5/F	1 day
		* For DV processing (refer to page 34)	FSAD		1 day
		* For cheque preparation (refer to page 36-37) (For the release of cheque, the Loan Analyst receives the cheque then forwards it to the BTr and receives BTr's OR together with the signed DV)	TD		1 day
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services
FSD - Finance Services Department
FPCD - Financial Planning and Control Division
FSAD - Financial Services and Accounting Division
TD - Treasury Division

BTR - Bureau of Treasury
DOF - Department of Finance
BSP - Bangko Sentral ng Pilipinas
DV- Disbursement Voucher
BUR - Budget Utilization Report
GR - Guiding Rate
SDs - Supporting Documents
OR - Official Receipt

Accounts Services Division

Frontline Service : Memorandum of Agreement
 Clients : ECs
 Requirements : BR
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Three (3) days
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives BR from ED and records to logbook & control book of MOA	Clerk/Loans Analyst	ASD/AMGD, 5/F	1 day
		Prepares MOA, Checks entries, prepares transmittal to ECs	Data Encoder/Loans Analyst/Clerk		
		Reviews MOA and initials & sign transmittal	Data Encoder		
		Sends MOA to EC for signature thru mail c/o RMU of thru e-mail	Clerk		
1	Receives MOA for signature, and send back to NEA	Receives MOA, for signature	Department Manager FSD/DACRFS		1 day
2	Receives signed MOA for notarization	Sends back signed MOA to EC for notarization	Sr. Accounts Management Specialist/Loans Management Chief Division Manager		1/2 day
3	Sends notarized MOA to NEA	Receive notarized MOA	Data Encoder		1/2 day
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
ED - Engineering Department
RMU - Records Management Unit
ECs - Electric Cooperatives
MOA - Memorandum of Agreement
BR - Budget Request

FSD - Finance Services Department
**DACRFS - Deputy Administrator for Corporate
 Resources and Financial Services**

Accounts Services Division

Frontline Service : Amortization Schedule for New Loans
 Clients : ECs
 Requirements : BR/DV
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : One (1) day
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits BR	Receives BR from ED or DV from AMD and records to logbook	Clerk	ASD/AMGD, 5/F	1 day
		Certifies loan balance	Accounts Management Specialist		
		Prepares tentative Amortization Schedule	Sr. Accounts Management Specialist		
2	Confirms Amortization Schedule	Consults AO, AMD for number of years to pay and grace period if charged to loan balances or loans with no LRAD/AO to consult EC			
		Prepares and signs final Amortization Schedule			
		Checks and initials Amortization Schedule	Loans Management Chief		
		Recommends for approval and signs Amortization Schedule	Division Manager		
		Approves and signs Amortization Schedule	Department Manager	AMGD, 5/F	
		Provides TD a copy of Amortization Schedule	Clerk	ASD/AMGD, 5/F	
3	Receives Amortization Schedule	Sends copy to EC thru mail c/o RMU			
		Sends EC a copy thru e-mail	Data Encoder		
END					

LEGEND:

AMGD - Accounts Management and Guarantee Department
AMD - Accounts Management Division
ASD - Accounts Servicing Division
TD - Treasury Division
AO - Accounts Officer
ED - Engineering Department

ECs - Electric Cooperatives
DV - Disbursement Voucher
BR - Budget Request
RMU - Records Management Unit
LRAD - Loan Recommendation and Approval Document

Accounts Servicing Division

Frontline Service : Loan Contract (Short-Term Credit Facility)
 Clients : ECs
 Requirements : LRAD
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : none
 Total/Maximum Duration of Process : One (1) day

How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives copy of approved LRAD for contract preparation	Clerk	ASD/AMGD, 5/F	1 day
		Prepares Loan Contract for EC signature	Data Encoder		
		Checks entries on the Loan Contract and prepares transmittal to EC	Loans Analyst		
		Reviews Loan Contract and initials the transmittal	Loans Management Chief		
		Checks Loan Contract and signs the transmittal to EC	Division Manager		
		Transmits Loan Contract thru RMU	Clerk		
2	Receives copy of Loan Contract for Signature	Receives request and e-mail Loan Contract	Data Encoder		

END

LEGEND:

AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
ECs - Electric Cooperatives

LRAD - Loan Recommendation and Approval Document
STCF - Short-Term Credit Facility
RMU - Records Management Unit

Accounts Services Division

Frontline Service : Reclassification of Loan Balances
 Clients : ECs
 Requirements : Board Resolution
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : One (1) day
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
1	Submits Board Resolution	Records incoming documents	Clerk	ASD/AMGD, 5/F	1 day	
		Prepares memorandum to EC for the DACRFS' approval of EC reclassification of loan balances	Accounts Management Specialist			
		Reviews and initials the memorandum	Loans Management Chief & Division Manager			
		Checks and initials the memorandum	Department Manager			AMGD, 5/F
		Approves and signs the memorandum	DACRFS			ODACRFS, 5/F
2	Receives memorandum-approval	Transmits copy of the memorandum thru RMU for mailing or fax message	Clerk	ASD/AMGD, 5/F		
END						

LEGEND:

AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services

RMU - Records Management Unit
ECs - Electric Cooperatives