

**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 & DAEDUS	IDD & ODAEDUS, 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  
 ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities 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	<p><b>ADVERTISEMENT</b></p> <p>Prepares:</p> <p>a) Memorandum for the Administrator            b) Letter to the BOD</p> <p>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</p>	Cluster B Staff, Division Manager, Department Manager, DAEDUS & OA	6/F & 7/F	15 days
2	Receive application forms	<p><b>PRE-SCREENING</b></p> <p>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</p>	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 DAEDUS
- 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  
& DAEDUS

OMDD Cluster B Staff,  
Division Manager &  
Department Manager

OMDD Cluster B Staff  
OMDD Cluster B Staff  
& Division Manager

6/F

7  
days

**CONDUCT OF B.I. (Date/Duration)**

After the conduct of B.I., the person responsible prepare the:

- a) B.I. Report (per applicant)
- b) Memo to DA-EDUS or summary of the B.I.

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

6/F

14 days

**FINAL INTERVIEW (Date of Final Interview)**

- a) Prepares Fax Message/Telegram to applicants
- b) Informs the panel of interviewers/Prepare Notice of Interview
  - NEA Board of Administrators (thru OCorSeC)
  - Deputy Administrators
- c) Prepares letters to the NEA Board of Administrators
- d) Coordinates on the venue of the final interview
- e) Completes folder of the applicants (10 folders)
  - 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
- f) Prepares materials needed during the interview
- g) Prepares the summary/result of the interview
- h) NEA Board Governance Committee Interview

OMDD Cluster B Staff  
&  
Division Manager

6/F

Cluster B Staff

Cluster B Staff,  
Division Manager,  
Department Manager,  
DAEDUS &  
Administrator

6/F  
&7/F

15  
days

OMDD Cluster B Staff

6/F

3	Submits Board Resolution on selection made by the EC BODs	<b>CONFIRMATION AS PROBATIONARY GM</b>  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, DAEDUS & Administrator	6/F & 7/F	7 days
		<b>CONFIRMATION AS REGULAR GM</b>  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, DAEDUS & Administrator	6/F & 7/F	7 days
END					

**LEGEND:**

**IDD - Institutional Development Department**

**OMDD - Organization and Management Development Division**

**OA - Office of the Administrator**

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

**DAEDUS - Deputy Administrator for Electric  
Distribution Utilities 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) DAEDUS - 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**  
**DAEDUS - Deputy Administrator for Electric Distribution Utilities 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 & DAEDUS	OMDD/IDD & ODAEDUS, 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**  
**ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities 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, DAEDUS	OMDD/IDD, 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, DAEDUS	OMDD/IDD, 6/F
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 DAEDUS &	IDD & ODAEDUS, 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  
 ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities 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 & ODAEDUS, 6/F	6 days
		Endorses to Division Manager	Division Manager		
		Endorses to Department Manager	Department Manager		
		Endorse to DAEDUS	DAEDUS		
		Requires EC to reply/act on the complaint/s	DAEDUS	ODAEDUS, 6/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	Division Manager		
		Endorses to Department Manager	Department Manager		
		Endorses to DAEDUS	DAEDUS		
		Signs follow-up letter	DAEDUS		
3	Receives action taken by EC				
END					

**LEGEND:**  
 IDD - Institutional Development Department  
 CDPD - Consumer Development and Protection Division  
 ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities 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, DAEDUS & concerned Department/Office	CDPD/IDD & ODAEDUS, 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
- ODAEDUS - Office of the Deputy Administrator for Electric Distribution Utilities Services

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