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**DET032 SUMMARY OF COMPLAINTS RECEIVED AND
ACTED UPON MANUAL**


Rev. No.

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Review / Revision History			
Revision No.	Date	Description	Approved By
0	August 2017	Phase 1 Go-Live	
1	February 2018	Clarification of business rules	
2			
3			
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1.0 OBJECTIVE

This manual aims to guide Electric Cooperatives in filling out and submitting Data Entry Templates (DET) in the NEA Web Portal. This must be observed in order to successfully provide data on the number of different complaints received by the member-consumers. This is to report the number of resolved complaints by ECs and monitor if the complaints are acted upon immediately or not. This is formed in the following operational reports:


- Monthly Institutional Report (MIR)
- Form E

2.0 SCOPE

This manual establishes the guidelines of Data Entry Template (DET) standardization, the field mapping from old report to new DET format, and the procedures for the submission of DET032 Summary of Complaints Received and Acted Upon in the NEA Web Portal System performed by Electric Cooperatives (ECs).

3.0 DEFINITION OF TERMS


- | | | |
|--|---|--|
| Data Entry Field | - | Intended value of the data entry field. |
| Data Entry Template (DET) | - | Input Templates used to fill out information and submitted by the ECs to the Web Portal for NEA acknowledgement and reports generation. These templates serve as sources of inputs in the generation of reports. |
| Description | - | Brief explanation of the data entry field. |
| DET032 – Summary of Complaints Received and Acted Upon | - | Data entry template used by the EC to detail complaints received and acted upon for the given month. |
| Existing Report | - | Existing report equivalent of the data entry template. |

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- Existing Report Field Equivalent - Data entry field equivalent in the existing report.
- Existing Report Table - Section where the data entry field can be located in the existing report.
- Form E - Report that is part of the Monthly Institutional Report (MIR) that shows a more detailed list of complaints and the number of received and responded complaints by the member-consumers and the EC, respectively.
- Formula - Computation equivalent of the data entry field.
- List of Values (LOV) - Defined values under the dropdown tab.
- Monthly Institutional Report (MIR) - An operational report submitted by the EC to NEA that contains the EC's institutional detail updates for the reporting month.
- Reporting Month - The month covered by the data being reported. This is the data for the month earlier than the current month (Month X – 1).
- Required? (Y/N) - Indicates if a field is required to be filled up or not.
- Source - Indicates if field information is a data entry or calculated automatically in the data entry template.
- Validation Rules - Standard values that should be entered in the data entry field or criteria that should be followed.

4.0 ROLES AND RESPONSIBILITIES


- Electric Cooperative (EC) - Responsible for accomplishing, submitting, revising, and resubmitting of DETs. Also accountable for the correctness and accuracy of the submitted data through the DETs.
- NEA DET Reviewers - Responsible for acknowledging/ reviewing the submitted DETs by the ECs.

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5.0 MANUAL


The table below presents the definition of each data entry field that corresponds to the columns found in the tables in the DET.

Data Entry Field	Description	Required? (Y/N)	Source	Formula	Validation Rules	Existing Report	Existing Report Table	Existing Report Field Equivalent
EC Name	The acronym of the Electric Cooperative (EC). <i>List of dropdown values will refer to Master List – EC Profile. (E.g. BENEKO, GENPELCO, INEC, etc.).</i>	Y	Data Entry	N/A	Value should be selected from the list of dropdown values.	MIR	MIREPORT	Name of Cooperative
Reporting Year	The year during which the data is being reported. <i>List of dropdown values will be years from 2017 to 2070.</i>	Y	Data Entry	N/A	Value should be selected from the list of dropdown values.	MIR	MIREPORT (Header)	Monthly Institutional Report (MIR) for the month of <month> <year>
Reporting Month	The month during which the data is being reported. <i>List of dropdown values will be months from January to December.</i>	Y	Data Entry	N/A	Value should be selected from the list of dropdown values.	MIR	MIREPORT (Header)	Monthly Institutional Report (MIR) for the month of <month> <year>
No.	The assigned number for nature of complaints.	Y	Display	N/A	None.	MIR	Form E	No
Nature of Complaint	The service-oriented complaints experienced by member-consumers.	Y	Display	N/A	None.	MIR	Form E	Nature of Complaints
No. of Complaints - Received	The number of complaints experienced by member-consumers.	Y	Data Entry	N/A	Value should be a whole number. Place zero (0) if none.	MIR	Form E	No. of Complaints - Received
No. of	The number of complaints	Y	Data Entry	N/A	Value should be a	MIR	Form E	No. of

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Data Entry Field	Description	Required? (Y/N)	Source	Formula	Validation Rules	Existing Report	Existing Report Table	Existing Report Field Equivalent
Complaints - Acted Upon¹	responded by the EC. Only resolved complaints (may be from the current month or previous month) are included in this field.				whole number. Place zero (0) if none.			Complaints – Acted Upon
Remarks	Free text field where comments related to the entered values in the template can be indicated. Some comments may be, but not limited to, description of the complaints of member-consumers, reasons why the complaints were not responded immediately, etc.	N	Data Entry	N/A	None.	MIR	Form E	Remarks
TOTAL No. of Complaints - Received	Sum of all complaints received by member-consumers.	Y	Calculated	(No. of Complaints - Received) TOTAL = Sum of Complaints - Received	Value should be a whole number.	MIR	MIREPORT - D. Summary of Complaints Received And Acted Upon	1. Number of Complaints/Request Received
							Form E	No. of Complaints - Received - TOTAL
TOTAL No. of Complaints - Acted Upon	Sum of all complaints that are responded by the EC.	Y	Calculated	(No. of Complaints - Acted Upon) TOTAL = Sum of No. of Complaints - Acted Upon	Value should be a whole number.	MIR	MIREPORT - D. Summary of Complaints Received And Acted Upon	2. Number of Complaints/Request Acted Upon

¹ “No. of Complaints (Acted Upon)” should always be less than or equal to “No. of Complaints (Received)”.

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Data Entry Field	Description	Required? (Y/N)	Source	Formula	Validation Rules	Existing Report	Existing Report Table	Existing Report Field Equivalent
							Form E	No. of Complaints – Acted Upon - TOTAL

6.0 PROCEDURE

7.0 REFERENCE

NEA BIT Support Process



8.0 ATTACHMENTS

9.0 RECORDS