



# NEA Service Charter

**2022 Revised Edition**



**National Electrification Administration**

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**“NEA, ECs and MCOs: Partners in Rural Electrification and Development”**

## FOREWORD

The Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (R.A. 11032) aims to establish efficient service delivery, prevent graft and corruption, reduce red tape, and expedite business and non-business transactions in government. The Act also provides for rules, tools, and mechanisms designed to improve frontline service efficiency and ensure customer satisfaction.

To guarantee the agency's compliance with the requirements of R.A. 11032, the National Electrification Administration (NEA) has reconstituted the Committee on Anti-Red Tape (CART), which among others, will conduct assessment, knowledge transfer, act on complaints, and register new regulations and issuances related to this Act.

The revised NEA vision and mandated mission statements and strategic direction, defines the agency's renewed commitment towards the realization of genuine development through rural electrification.

  
EMMANUEL P. JUANEZA  
Administrator



## **SERVICE PLEDGE**

**We hereby pledge our commitment to provide the Electric Cooperatives (ECs) with legal, institutional, financial, and technical (LIFT) assistance to promote sustainable rural development through the attainment of total electrification and to make them globally competitive to serve and empower member-consumer-owners.**

**To satisfy the needs and expectations of our customers and interested parties, we will continually improve our Quality Management System by ensuring professional growth of personnel, providing and maintaining the necessary facilities and infrastructures, and reviewing the effectiveness of the system in compliance to government rules, laws and regulations.**

## **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**



## **SHARED VALUES**

**To live and be guided by:**

**Generosity**

**Leadership and Initiative**

**Friendliness and Participation**

**Honesty and Integrity**

**Commitment**

**Hardwork**

**Teamwork**

# **NEA FRONTLINE SERVICES**

**L - LEGAL SERVICES**

**I - INSTITUTIONAL SERVICES**

**F - FINANCIAL SERVICES**

**T - TECHNICAL SERVICES**

## **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 REDRESS MECHANISM**

We greatly value your 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 by our designated HR staff assigned at the Customer Care Assistance Desk.

You may also send your feedback through facsimile at 8929-21-76 or e-mail [nea\\_hrmd@yahoo.com.ph](mailto:nea_hrmd@yahoo.com.ph)

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## Accounts Management and Guarantee Department/Accounts Management Division

Service	:	Approval of Application for Stand-by Credit Facility (SCF)
Clients	:	Electric Cooperatives (ECs)
Required Documents	:	1. Board Resolution Requesting for SCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 12-Month Projected Cash Flow/Income Statement; including assumptions and e-copy 3. Justifications for Availing Loan 4. Latest Power Bill from GENCOs/MOs
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	2% (one year) of the approved amount
Total/Maximum Duration of Process *	:	Seven (7) days
	:	* The maximum time prescribed may be extended only once for the same number of days. (RA11032)

Transaction Type

: Complex Transaction

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	AMGD Staff	AMD/AMGD, 5/F	6 days  Time is dependent on the official action of the Administrator.
		Evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Finalizes the evaluation and prepares the LRAD	Accounts Officer, Section Chief & Division Manager		
		Endorses and recommends the LRAD	Department Manager		
		Recommends the LRAD	DACRFS		
		Approves the LRAD	Administrator	ODACRFS, 5/F OA, 7/F	
		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		
2	Receives copy of Loan Contract for signature	Transmits Loan Contract thru RMU/ e-mail	Clerk/Data Encoder	ASD/AMGD, 5/F	Time is dependent on the receipt of signed Loan Contract from EC.
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract	Clerk		

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**

**RMU - Records Management Unit**  
**LRAD - Loan Recommendation and Approval Document**  
**GENCOs - Generation Companies**  
**MOs - Market Operators**  
**RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

**Accounts Management and Guarantee Department/Accounts Management Division**

Service	Approval of Application for Short-Term Credit Facility (STCF)
Clients	Electric Cooperatives (ECs)
Required Documents	1. Board Resolution Requesting for STCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 12-Month Projected Cash Flow/Income Statement; including assumptions and e-copy 3. Justification for availing loan, Impact/Benefits of the Loan on the EC, and Concrete Steps on How to Address Cash Flow Problem 4. Latest powerbill from power provider
Schedule of Availability of Service	Monday - Friday (8AM - 5PM)
Fees	1/2 of 1% or 0.50% of the approved amount
Total/Maximum Duration of Process *	Seven (7) days * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	Complex Transaction

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	AMGD Staff	AMD/AMGD, 5/F	6 days		
		Evaluates the Board Resolution and requirements	Accounts Officer & Section Chief				
		Finalizes the evaluation and prepares the LRAD	Accounts Officer, Section Chief & Division Manager				
		Endorses and recommends the LRAD	Department Manager				
		Recommends the LRAD	DACRFS	ODACRFS, 5/F	Time is dependent on the official action of the Administrator.		
		Approves the LRAD	Administrator	OA, 7/F			
		2	Receives copy of Loan Contract for signature	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/e-mail	Clerk/Data Encoder			ASD/AMGD, 5/F	Time is dependent on the receipt of signed Loan Contract from EC.		
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract	Clerk				

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**

**RMU - Records Management Unit**  
**LRAD - Loan Recommendation and Approval Document**  
**RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

## Accounts Management and Guarantee Department/Accounts Management Division

Service	:	Release of Availment on Short-Term Credit Facility (STCF) and Stand-by Credit Facility (SCF)
Clients	:	Electric Cooperatives (ECs)
Required Documents	:	1. Notice of Availment/Borrowing (STCF or SCF) 2. Duly signed and Notarized Loan Contract with NEA 3. Promissory Note 4. Post-dated Check/s
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process *	:	Seven (7) days
		* The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	:	Complex Transaction

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	AMGD Staff	AMD/AMGD, 5/F	4 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	Section Chief, Division Manager & Department Manager		
		For BUR processing (refer to FSD)	FPCD staff	FSD, 5/F	3 days
		For DV processing (refer to FSD)	FSAD staff		
		For cheque preparation (refer to FSD)	TD staff		
END					

<b>LEGEND:</b>	<b>AMGD- Accounts Management and Guarantee Department</b>	<b>DV - Disbursement Voucher</b>
	<b>AMD - Accounts Management Division</b>	<b>BUR - Budget Utilization Report</b>
	<b>FSD - Finance Services Department</b>	<b>TD - Treasury Division</b>
	<b>FPCD - Financial Planning and Control Division</b>	<b>RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018</b>
	<b>FSAD - Financial Services and Accounting Division</b>	

**Accounts Management and Guarantee Department/Accounts Management Division**

Service	Approval of Application for Loan Restructuring	
Clients	Electric Cooperatives (ECs)	
Required Documents	1. Board Resolution Requesting for Loan Restructuring 2. Commitment of EC Board, Management and Staff 3. Justification for Loan Restructuring	4. 15-Year Investment Plan (e-ICPM) 5. Issuance of Post-Dated Checks
Schedule of Availability of Service	Monday - Friday (8AM - 5PM)	
Fees	None	
Total/Maximum Duration of Process *	Twenty (20) days	
Transaction Type	Highly Technical	

\* The maximum time prescribed may be extended only once for the same number of days. (RA11032)

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	AMGD Staff	AMD/AMGD, 5/F	16 days
		Pre-evaluates the Board Resolution and requirements and eligibility	Accounts Officer & Section Chief		
		Completes the evaluation and staffwork	Accounts Officer, Section Chief & Division Manager		
		Finalizes the evaluation	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	3 days
		Reviews and endorses the loan restructuring	CRMC	Office of the Board of Administrators, 7/F	
		Finalizes the CRMC's endorsement of loan restructuring	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	
		Endorses the loan restructuring to the NEA Board of Administrators	Chairman, CMRC	Office of the Board of Administrators, 7/F	
		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	OCS, 7/F	Time is dependent on the official action of the Administrator and Board of Administrators.
		Receives copy of approved Resolution for contract preparation	Clerk	AMD, ASD/AMGD, 5/F	1 day
		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		
2	Receives copy of Loan Contract for signature	Transmits Loan Contract thru RMU/e-mail	Clerk/Data Encoder		
3	Signs Loan Contract and submits to NEA	Receives Loan Contract	Clerk	ASD/AMGD, 5/F	Time is dependent on the receipt of signed loan contract from EC.

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

OCS - Office of the Corporate Secretary  
 CRMC - Credit and Risk Management Committee  
 e-ICPM - Enhanced Integrated Computerized Planning Model  
 RMU - Records Management Unit  
 RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018

## Accounts Management and Guarantee Department/Accounts Management Division

Service	:	Clearance of ECs to Avail Loan Outside NEA - NEA Loan Policy No. 14-A
Clients	:	Electric Cooperatives (ECs)
Required Documents	:	1. Board Resolution Authorizing the Application of Short-term Loans from Other Banks/FIs 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*	:	Seven (7) days
		* The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	:	Complex Transaction

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	AMGD Staff	AMD/AMGD, 5/F	7 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/e-mail	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**

**FI - Financial Institutions**

**RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018**



## Accounts Management and Guarantee Department/Accounts Management Division

Service	○ Clearance of ECs to Avail Loan Outside NEA for the financing of rehabilitation/upgrading RE projects (Loan Policy No. 14-B)
Clients	○ Electric Cooperatives (ECs)
Required Documents	○ 1. Board Resolution Authorizing the Application of Loan from Other Banks/FIs ○ 2. Project Profile/Justification and/or ERC approval of the CAPEX Plan ○ 3. Benefit/Cost Analysis of the Project/s ○ 4. 15-Year Investment Plan (e-ICPM) or RFSC/5% RF Analysis ○ 5. Price Reference/Bills of Materials (if applicable) ○ 6. Loan Term Sheet (including Amortization Schedule) from the Bank
Schedule of Availability of Service	○ Monday - Friday (8AM - 5PM)
Fees	○ 0.05% of the approved loan or up to Php50,000.00
Total/Maximum Duration of Process*	○ Twenty (20) days ○ * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	○ Highly Technical

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	AMGD Staff	AMD/AMGD, 5/F	7 days
		Pre-evaluates the Board Resolution and requirements	Accounts Officer & Section Chief		
		Endorses to ED/TEREDD for technical evaluation of the project	Department Manager	AMGD, 5/F	
		Receives technical aspect of the request for clearance	Records Officer, Technical Evaluators/Engineers, Section Chief/ Department Manager	ED, 6/F	5 days (see Eng'g Dept)
		Conducts technical evaluation			
		Reviews and signs the evaluation report			
		Signs and endorses the Evaluation Report to ODATS			
		Receives and approves the Evaluation Report and forwards to ED	ODATS Staff	ODATS, 6/F	
		Receives the approved Evaluation Report and forwards to AMD/AMGD	ED Staff	ED, 6/F	
		Finalizes the evaluation of the request for clearance	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	7 days
		Recommends and endorses the clearance	DACRFS	ODACRFS, 5/F	Time is dependent on the official action of the Administrator.
		Approves the clearance	Administrator	OA, 7/F	
2	Receives copy of letter-approval	Sends the clearance thru RMU/e-mail	Accounts Officer	AMD/AMGD, 5/F	1 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  
 ODATS - Office of the Deputy Administrators for Technical Services  
 RMU - Records Management Unit  
 ECs - Electric Cooperatives

TEREDD - Total Electrification and Renewable Energy Development Department  
 e-ICPM - Enhanced Integrated Computerized Planning Model  
 ERC - Energy Regulatory Commission  
 CAPEX - Capital Expenditures  
 FI - Financial Institutions  
 RFSC - Reinvestment Fund for Sustainable CAPEX  
 RF - Reinvestment Fund  
 RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018

## Accounts Management and Guarantee Department/Accounts Management Division

Service	Clearance of ECs to Avail Loan Outside NEA including Collateral Sharing (Loan Policy 14-C)
Clients	Electric Cooperatives (ECs)
Required Documents	<ol style="list-style-type: none"> <li>1. Board Resolution Authorizing the Application of Loan from Other Banks/FIs and/or Request for Collateral Sharing</li> <li>2. Project Profile/Description of the Project to be Loaned and/or ERC approval of the CAPEX Plan</li> <li>3. Benefit/Cost Analysis of the Project/s</li> <li>4. 15-Year Investment Plan (e-ICPM) or RFSC/5% RF Analysis</li> <li>5. Appraisal Report on EC's Assets (if applicable)</li> <li>6. Loan Term Sheet from the Bank/FI</li> <li>7. Price Reference/Bill of Materials (if applicable)</li> </ol>
Fees	0.05% of the approved loan or up to Php100,000.00
Schedule of Availability of Service	Monday - Friday (BAM - 5PM)
Total/Maximum Duration of Process *	Twenty (20) days
	* The maximum time prescribed may be extended only once for the same number of days (RA11032)
Transaction Type	Highly Technical

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	AMGD Staff	AMD/AMGD, 5/F	3 days
		Pre-evaluates the Board Resolution, requirements and eligibility	Accounts Officer & Section Chief		
		Endorses to ED/TEREDD for technical evaluation of the project	Department Manager		
	If applicable (Case to case basis)	Receives documents for technical evaluation	Records Officer, Technical Evaluators/Engineers, Section Chief/ Department Manager	ED, 6/F	5 days
		Conducts technical evaluation and prepares evaluation report			
		Reviews and signs the evaluation report			
		Signs and endorses the Evaluation Report to ODATS			
		Receives and approves the Evaluation Report and forwards to ED	ODATS Staff		
		Receives the approved Evaluation Report and forwards to AMD/AMGD	ED Staff	ED, 6/F	
		Finalizes the evaluation of the request for clearance and/or collateral sharing	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F	5 days
		Recommends and endorses the request for clearance and/or collateral sharing to the CRMC	DACRFS & Administrator	ODACRFS, 5/F & OA, 7/F	
		Reviews and studies request for clearance and/or collateral sharing	CRMC	Office of the Board of Administrators, 7/F	
		Finalizes the CRMC's endorsement of request for clearance and/or collateral sharing	Accounts Officer, Section Chief, Division Manager & Department Manager	AMD/AMGD, 5/F & IDD, 6/F	4 days
	Endorses the request for clearance and/or 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 Administrators.	
	Approves the request for clearance and/or collateral sharing	NEA Board of Administrators	Office of the Board of Administrators, 7/F		
	Prepares and issues Board Resolution of approval	Corporate Secretary	OCS, 7/F		
	Provides ASD with a copy of Board Resolution for contract preparation (MSI)	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/ F	1 day	
2	Submits copy of MSI (if applicable, case to case basis)	Receives and reviews MSI	Loans Analyst, Section Chief & Division Manager	ASD/AMGD, 5/F	2 days
		Endorses to Legal Department for further review	LSO Staff	LSO, 2/F	
		Endorses MSI for Signature	Accounts Management and Guarantee Department Manager, DACRFS/ Administrator	OA, 7/F, ODACRFS, 5/F, AMGD, 5/F	Time is dependent on the official action of the Administrator.
3		Sends copy of signed MSI or clearance to avail loan from banks/FIs	Clerk/Data Encoder	ASD/AMGD, 5/F	

END

### LEGEND:

**AMD** - Accounts Management Division  
**AMGD** - Accounts Management and Guarantee Department  
**ASD** - Accounts Servicing Division  
**CAPEX** - Capital Expenditures  
**CRMC** - Credit and Risk Management Committee  
**e-ICPM** - Enhanced Integrated Computerized Planning Model  
**ERC** - Energy Regulatory Commission  
**ED** - Engineering Department  
**FI** - Financial Institutions  
**LSO** - Legal Services Office

**MSI** - Mortgage Sharing Indenture  
**OCS** - Office of the Corporate Secretary  
**OA** - Office of the Administrator  
**ODACRFS** - Office of the Deputy Administrator for Corporate Resources and Financial Services  
**ODATS** - Office of the Deputy Administrator for Technical Services  
**RA11032** - Ease of Doing Business and Efficient Government Service Delivery Act of 2018  
**RF** - Reinvestment Fund  
**RFSC** - Reinvestment Fund for Sustainable CAPEX  
**TEREDD** - Total Electrification and Renewable Energy Development Department

## Accounts Management and Guarantee Department/Accounts Management Division

Service	Approval/Release of Single Digit System Loss (SDSL) Loan/ Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program
Clients	Electric Cooperatives (ECs)
Required Documents	1. Board Resolution Requesting for availment of loan and further authorizing officers to sign documents and assign proceeds of EC's Power Billings; 2. Project Profile/Description and/or ERC approval on CAPEX Projects including detailed costing/bill of materials 3. Original Budget Request (BR) (at least three (3) copies) 4. Benefit/Cost Analysis
Schedule of Availability of Service	Monday - Friday (8AM - 5PM)
Fees	None
Total/Maximum Duration of Process*	Twenty (20) days * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	Highly Technical

5. 15-year investment Plan (e-ICPM) or RFSC/5% RF Analysis;
6. Price Reference/ Bill of Materials
7. Staking Sheets (for construction line)
8. Duly signed and notarized Loan Contract with NEA
9. Issuance of Post-Dated Checks

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	AMGD Staff	AMD/AMGD, 5/F	5 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/TEREDD	Department Manager	AMGD, 5/F	5 days
		For technical evaluation and processing of Budget Request (refer to ED/TEREDD)	ED/ODATS Staff	ED, ODATS 6/F	
		Receives the approved Evaluation Report, DV, BUR and forwards to AMD/AMGD for LRAD preparation and approval	Clerk, Loan Analyst	ASD/AMGD, 5/F	
		Finalizes the evaluation of the loan application and prepares the LRAD	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	
		Endorses and recommends the LRAD	Department Manager & DACRFS	AMGD & ODACRFS, 5/F	Time is dependent on the official action of the Administrator.
		Approves the LRAD and returns same to AMGD	Administrator	OA, 7/F	
		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	1 day
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				
2	Receives copy of Loan Contract for signature	Transmits Loan Contract thru RMU/e-mail	Clerk/Data Encoder	ASD/AMGD, 5/F	Time is dependent on the receipt of signed Loan Contract from EC.
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract	Clerk		
		Certifies/Signs availability of loan balance and/or clearance for processing	Account Officer, Division Manager & Department Manager	ASD & AMD/AMD, 5/F	3 days
		For BUR processing (refer to FSD)	FPCD staff		
		For DV Processing (refer to FSD)	FSAD staff		
		For cheque preparation (refer to FSD)	TD staff		

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**  
**FSD - Finance Services Department**  
**FPCD - Financial Planning and Control Division**  
**FSAD - Financial Services and Accounting Division**  
**TD - Treasury Division**  
**ODATS - Office of the Deputy Administrator for Technical Services**  
**ED - Engineering Department**

**TEREDD - Total Electrification and Renewable Energy Development Department**  
**RMU - Records Management Unit**  
**DV - Disbursement Voucher**  
**BUR - Budget Utilization Report**  
**BR - Budget Request**  
**LRAD - Loan Recommendation and Approval Document**  
**e-ICPM - Enhanced Integrated Computerized Planning Model**  
**RFSC - Reinvestment Fund for Sustainable CAPEX**  
**RF - Reinvestment Fund**  
**RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

## Accounts Management and Guarantee Department/Accounts Management Division

Service	Release of R. E. Loan - Capital Projects and Logistics
Clients	Electric Cooperatives (ECs)
Required Documents	<ol style="list-style-type: none"> <li>1. Budget Request (BR) (at least three (3) original copies)</li> <li>2. Project Profile/Justification and/or ERC approval of the CAPEX Plan including detailed costing/bill of materials (if applicable)</li> <li>3. Duly signed and notarized Loan Contract with NEA</li> <li>4. Post-dated Check/s</li> </ol>
Schedule of Availability of Service	Monday - Friday (8AM - 5PM)
Fees	None
Total/Maximum Duration of Process*	Twenty (20) days
Transaction Type	Highly Technical

\* The maximum time prescribed may be extended only once for the same number of days. (RA11032)

No.	Client Step	Agency Action	Person Responsible	Office/Location	Duration of Activity
1	Submits the BR with complete requirements/documents	Receives and endorses the Budget Request and requirements/documents	AMGD Staff	AMD/AMGD, 5/F	4 days
		Receives BR and requirements and pre-evaluates the application	Accounts Officer, Section Chief & Division Manager		
		Endorses and recommends the loan application for technical evaluation to ED /ITCSD/TEREDD	Department Manager	AMGD, 5/F	
		For technical evaluation and processing of Budget Request, refer to ED/TEREDD	ED/ODATS Staff	ED, ODATS 6/F	5 days
		Receives the approved Evaluation Report, DV, BUR and forwards to AMD/AMGD for final evaluation of request	Clerk, Loan Analyst	ASD, AMD, AMGD, 5/F	4 days
		Finalizes the evaluation of the loan application and prepares LRAD	Accounts Officer, Section Chief & Division Manager		
	If applicable (case to case basis)	Endorses and recommends the LRAD	Department Manager & DACRFS	OA, 7/F	Time is dependent on the official action of the Administrator.
		Approves the LRAD and returns the same to AMGD	Administrator		
		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	1 day
		Prepares Loan Contract	Data Encoder	ASD, AMD, AMGD, 5/F	
		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			
2	Receives copy of Loan Contract for Signature	Transmits Loan Contract thru RMU/e-mail	Clerk/Data Encoder	ASD/AMGD, 5/F	Time is dependent on the receipt of signed Loan Contract from EC.
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract	Clerk		
		Certifies/Signs availability of loan balances and/or clearance for processing	Account Officer, Division Manager & Department Manager	ASD & AMD/AMD, 5/F	2 days
		For BUR processing (refer to FSD)	FPCD staff	FSD, 5/F	3 days
		For DV Processing (refer to FSD)	FSAD staff		
		For cheque preparation (refer to FSD)	TD staff		

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**  
**ED - Engineering Department**  
**FSD - Finance Services Department**  
**FPCD - Financial Planning and Control Division**  
**FSAD - Financial Services and Accounting Division**

**TEREDD - Total Electrification and Renewable Energy Development Department**  
**ODATS - Office of the Deputy Administrator for Technical Services**  
**TD - Treasury Division**  
**DV - Disbursement Voucher**  
**BUR - Budget Utilization Report**  
**R.E. - Rural Electrification**  
**RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

## Accounts Management and Guarantee Department/Accounts Management Division

Service	: Approval of R. E. Loan - Working Capital: 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement
Clients	: Electric Cooperatives (ECs)
Requirements	: 1. Board Resolution Requesting for availment of loan and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 5-Year Investment Plan (e-ICPM) (if applicable) 3. Power Supply Contract/s (for Power Supply Contract Obligations, if applicable) 4. Approved Special Retirement Program (for Special Retirement Package for Employees) 5. List of employees availing retirement including computation (for Special Retirement Package for Employees) 6. Benefit/cost analysis (for Special Retirement Package for Employees) 7. Tax Assessment (for tax obligations)
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process*	: Twenty (20) days * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	: Highly Technical

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	AMGD Staff	AMD/AMGD, 5/F	19 days
		Receives Board Resolution and requirements and initially assess the application	Accounts Officer & Section Chief		
		Endorses the loan application to IDD (for retirement package only)	Department Manager	AMGD, 5/F	
		Receives, reviews and evaluates the retirement package and forwards Memorandum to AMGD	Staff, Section Chief, Division Manager & Department Manager	OMDD/IDD, 6/F	
		Finalizes the evaluation of the loan application and prepares the LRAD	Accounts Officer, Section Chief & Division Manager	AMD/ AMGD, 5F	
		Endorses and recommends the LRAD	Department Manager & DACRFS	AMGD & ODACRFS, 5/F	
		Approves the LRAD and returns same to AMGD	Administrator	OA, 7/F	
		Provides ASD with copy of approved LRAD for contract preparation	Accounts Officer	AMD/AMGD, 5/F	1 day
		Receives copy of approved LRAD for contract preparation	Clerk	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 signs the transmittal to EC	Division Manager		
2	Receives copy of Loan Contract for signature	Transmits Loan Contract thru RMU/e-mail	Clerk/Data Encoder		
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract	Clerk	ASD/AMGD, 5/F	Time is dependent on the receipt of signed Loan Contract from EC.

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  
 IDD - Institutional Development Department

OMDD - Organization Management and Development Division  
 RMU - Records Management Unit  
 LRAD - Loan Recommendation and Approval Document  
 e-ICPM- Enhanced Integrated Computerized Planning Model  
 RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018

## Accounts Management and Guarantee Department/Accounts Management Division

Service	: Release of R. E. Loan - Working Capital: 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement
Clients	: Electric Cooperatives (ECs)
Requirements	: 1. Notice of Availment 2. Duly signed and Notarized Loan Contract with NEA 3. Post-dated Check/s
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process*	: Seven (7) days * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Transaction Type	: Complex Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits complete requirements/documents	Receives the requirements/documents and Prepares the DV and BUR	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	4 days
		Endorses and initials the DV and BUR and/or clearance for processing	Accounts Officer, Section Chief, Division Manager and Department Manager	AMD, ASD/AMGD, 5/F	
		For BUR processing (refer to FSD)	FPCD	FSD, 5/F	3 days
		For DV Processing (refer to FSD)	FSAD		
		For cheque preparation (refer to FSD)	TD		
END					

### LEGEND:

**AMGD - Accounts Management and Guarantee Department**  
**AMD - Accounts Management Division**  
**ASD - Accounts Servicing Division**  
**BUR - Budget Utilization Report**  
**DV - Disbursement Voucher**

**FSD - Finance Services Department**  
**FPCD - Financial Planning and Control Division**  
**FSAD - Financial Services and Accounting Division**  
**R.E. - Rural Electrification**  
**TD - Treasury Division**

## Accounts Management and Guarantee Department/Accounts Servicing Division

Service : Amortization Schedule  
 Clients : Electric Cooperatives (ECs)  
 Requirements : BR/DV/PDC  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : None  
 Total/Maximum Duration of Process : Three (3) days  
 Transaction Type : Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1		A month before quarter end, prepares Amortization Schedule of Loans Due for the Quarter, signs the "Prepared by" portion	Sr. Accounts Management Specialist	ASD/AMGD, 5/F	2 days
		Checks and initials under the name of the ASD Manager in the "Recommended by" portion of Amortization Schedule	Loans Management Chief		
		Reviews and signs the "Recommended by" portion of Amortization Schedule	Division Manager		
		Signs the "Approved by" portion of Amortization Schedule	Department Manager	AMGD, 5/F	1 day
2	Receives final Amortization Schedule	Records to logbook, then forwards the original copy of Amortization Schedule to Records Management Unit for transmittal to EC; forwards the photocopy to Treasury Division for EC's billing and collection; and files the other photocopy for future uses	Clerk	ASD/AMGD, 5/F	
END					

### LEGEND:

AMGD - Accounts Management and Guarantee Department  
 AMD - Accounts Management Division  
 ASD - Accounts Servicing Division  
 BR - Budget Request

DV - Disbursement Voucher  
 ED - Engineering Department  
 PDC - Post Dated Check

## Corporate Communications and Social Marketing Office (CCSMO)

Service	: Request for Anniversary Messages
Client	: ECs and Other Government and Non-Government Agencies
Required Documents	: Letter-Request, Fact Sheets
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Three (3) days (with major revision/requires more intensive research)
Transaction Type	: Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request to NEA	Receives request for EC anniversary message from Records Unit	CCSMO Secretary	CCSMO, 3/F	2 days
2		Prepares EC anniversary message	PR Chief/Sr. PRO/PR Officer		
3		Reviews EC anniversary message	Department Manager		
4		Receives proposed EC anniversary message	Executive Assistant/OA Secretary	OA, 7/F	Time is dependent on the official's action in the department/office concerned. Duration of activities within this department/office is not included in the total duration of the process. (Maximum is ten days)
5		Reviews proposed EC anniversary message	Administrator		
6		Approves and/or revises EC anniversary message (either manual and/or electronic approval)			
7		Prepares transmittal letter of approved anniversary message to the EC Sends original copy of transmittal letter, approval message to the concerned EC and through Records Unit Sends original copy of transmittal letter, approval message to the concerned EC and through fax/e-mail upon request	CCSMO Secretary	CCSMO, 3/F	1 day
8		Files second copy of transmittal letter, message and memo request from EC			
END					

### LEGEND

CCSMO - Corporate Communication and Social Marketing Office  
 PR - Public Relations  
 PRO - Public Relations Officer

ECs - Electric Cooperatives  
 OA - Office of the Administrator



**Corporate Planning Office  
Rural Electrification Project Planning and Development Division**

Service : Request for Electrification  
 Clients : External Stakeholders  
 Required Documents : Letter/Endorsement from Stakeholder  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : None  
 Total/Maximum Duration of Process : Three (3) days  
 Transaction Type : Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits documents such as letters, endorsements concerning requests for barangays/sitios energization	Receives documents/requests and determines required NEA assistance	Staff, Division Manager & Department Manager	REPPDD/CPO, 7/F	3 days
		Evaluates and prepares reply to the concerned party	Staff		
		Reviews and submits reply to the CPO Department Manager	Division Manager	REPPDD/CPO, 7/F	
		Recommends/Endorses reply to the Administrator	Department Manager	CPO, 7/F	
2	Receives letter-approval	Mails reply thru RMU	Staff	REPPDD/CPO, 7/F	
END					

**LEGEND:**

CPO - Corporate Planning Office  
 REPPDD - Rural Electrification Project Planning  
 and Development Division

RMU - Records Management Unit

## Engineering Department/Technical Operations Division

Service	: Approval of ECs' Procurement of Equipment and Materials
Client	: Electric Cooperatives
Required Documents	: Board Resolution and complete set of bidding documents
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Five (5) days
Transaction Type	: Complex Transaction

No.	Client Action	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits Board Resolution and SDs	Receives and endorses to ODATS the Board Resolutions and SDs	Records Officer	RMU/ITCSD, G/F	5 days
		Receives and endorses to ED	Receiving Clerk	ODATS, 6/F	
		Receives and evaluates the Board Resolutions & SDs and recommends approval/disapproval	Engineers	TOD/ED, 6/F	
		Reviews and signs the recommendation	Section Chief & Division Manager		
		Signs and endorses the Evaluation Report to ODATS	Department Manager		
		Approves/Disapproves recommendation	Deputy Administrator	ODATS, 6/F	
2	Receives approval/disapproval	Sends approval/disapproval thru RMU	Clerk	ED, 6/F	
END					

### LEGEND:

ED - Engineering Department

TOD - Technical Operations Division

ODATS - Office of the Deputy Administrator for Technical Services

RMU - Records Management Unit

ITCSD - Information Technology and

Communication Services Department

ECs - Electric Cooperatives

SDs - Supporting Documents

## Finance Services Department/Financial Planning and Control Division

Service	: Processing of Budget Utilization Request for Loans and Subsidy Releases and In-House Expenditures
Clients	: Electric Cooperatives, Suppliers/Contractors
Required Documents	: Claims/Bills and SDs
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: One (1) day
Transaction Type	: Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
1	Submits BUR with complete SDs	Receives BUR with complete SDs from various Departments/Offices	Corporate Budget Assistant	FPCD/FSD, 5/F	1 day	
		Records and assigns BUR control number				
		Checks mathematical computation of claims, completeness of documents and budget availability and utilized for the purpose based on the NEA's approved COB	Sr. Financial Planning Analyst			
		If not in order, return to originating department/office				
2	Re-submits BUR with complete SDs	Initials on "Budget Available and Earmark/Utilized for the purpose as indicated" portion under Box B of BUR	Chief Corporate Budget Officer A			
		Checks mathematical computation of claims, rechecks completeness of documents and initials on "Budget Available and Earmark for the Purpose as Indicated" portion under Box B of BUR				
		Reviews the BUR and signs on "Budget Available and Earmark for the Purpose as Indicated" portion under Box B of BUR				Division Manager
		Forwards BUR to FSAD				Corporate Budget Assistant
END						

### LEGEND:

FSAD - Financial Services and Accounting Division  
 FPCD - Financial Planning and Control Division  
 COB - Corporate Operating Budget

BUR - Budget Utilization Request  
 SDs - Supporting Documents

## Finance Services Department/Financial Services and Accounting Division

Service : Disbursement Voucher Processing for Loans and Subsidy Releases and In-House Expenditures  
 Clients : Electric Cooperatives, Suppliers/Contractors  
 Required Documents : Claims/Bills and SDs  
 Schedule of Availability of Servi : Monday - Friday (8AM - 5PM)  
 Fees : None  
 Total/Maximum Duration of Prox : Thirteen (13) days  
 Transaction Type : Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Remarks	Duration of Activity	
1	Submits claims/bills and SDs	Receives DV with SDs from FPCD and assigns control number	Accounting Processor	FSAD/FSD, 5/F	a) Loan Releases	1 day	
		Checks completeness of documents and validity of claim	Sr. Accounting Processor/ Sr. Financial Planning Analyst				
		If not in order, returns to originating department/office					
2	Re-submits DV and SDs	Checks computation of claims			b) Subsidy Releases and In-House Expenses	6 days	
		Initials on "Certified" portion under Box A of DV	Chief Corporate Accountant				
		Rechecks mathematical computation of claims, completeness and validity of documents and initials on "Certified" portion under Box A of DV	Division Manager				
		Reviews the DV and signs on "Certified" portion under Box A of DV	Accounting Processor				
		Forwards DV to FSD Department Manager	Department Manager/ DACRFS		FSD & ODACRFS, 5/F	c) Payment of Salary and Overtime for Service Provider/ Partners	6 days
		Recommends approval of DV	DACRFS		ODACRFS, 5/F		
		Approves DV Level of Approval A. Administrative Up to P5,000 to be signed by FSD	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.	

END

### LEGEND:

FSD - Finance Services Department  
 FSAD - Financial Services and Accounting Division  
 FPCD - Financial Planning and Control Division  
 DV - Disbursement Voucher  
 SDs - Supporting Documents

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

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

- Service : Request for General Manager's Salary Increase  
 Clients : Electric Cooperatives  
 Required Documents : Board Resolution and Evaluation of GM's Performance  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : None  
 Total/Maximum Duration of Process : Twenty (20 days)  
 Transaction Type : Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request	Receives request	Sr. ECDO & Sr. IRD Staff	OMDD/ADD, 6/F	1 day
		Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	Sr. ECDO/IRD, Supervising ECDO, ECDO/IRD Chief, Division Manager, Department Manager		18 days
2	Receives letter-approval/deferment	Transmits letter to EC thru Fax and /or releases the same thru RMU	Records Officer		1 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**  
**GM - General Manager**

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

- Service : Request for Employees' Salary Increase
- Clients : Electric Cooperatives
- Required Documents : 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 : Twenty (20) days
- Transaction Type : Highly Technical

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 day
		Gathers data and evaluate employees' salary increase			13 days
		Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	ECDO/IRD Chief, Division Manager & Department Manager		5 days
2	Receives letter-approval/deferment	Transmits letter to EC thru Fax and /or releases the same thru RMU	Records Officer		1 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**

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

- Service : Productivity Incentives of Officers and Employees
- Clients : Electric Cooperatives
- Required Documents : 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 : Seven (7) days
- Transaction Type : Complex Transaction

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 day
		Gathers necessary data and evaluates 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	Transmits letter to EC thru Fax, and /or releases the same thru RMU	Records Officer	OMDD/IDD, 6/F	1 day

END

- LEGEND:**
- IDD - Institutional Development Department
  - FSD - Finance Services Department
  - OMDD - Organization and Management Development Division
  - RMU - Records Management Unit
  - ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services
  - ECs - Electric Cooperatives
  - OA - Office of the Administrator
  - MFSR - Monthly Financial and Statistical Report

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

- Service : Request/Application for Retirement of GM (without pending case)
- Clients : Electric Cooperatives
- Requirements : Board Resolution
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : None
- Total/Maximum Duration of Process : Twenty (20) days
- Transaction Type : Highly Technical

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 day
		Gathers and evaluates request in coordination with ADCOM and ECAD for CSW			13 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	Transmits letter to EC thru Fax and /or releases the same thru RMU	Records Officer	OMDD/IDD, 6/F	1 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



**Institutional Development Department**  
**Consumer Development and Protection Division**

- Service : Action/Reply on Consumer Complaint
- Clients : EC Member-Consumers
- Required Documents : Letter-Complaint
- Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
- Fees : None
- Total/Maximum Duration of Process : Twelve (12) days
- Transaction Type : Highly Technical

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		
		Endorses to DAECMS	Department Manager		
		Requires EC to reply/act on the complaint/s	DAECMS	ODAECMS, 4/F	
2	Replies/Acts on consumer complaint	Monitors/Follows-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

DATS - Deputy Administrator for Technical Services  
 EC - Electric Cooperative

**Information Technology and Communication Services Department  
Database Management and Program Control Division**

Service : Information Services (Simple request not needing inputs from other departments/offices)  
 Clients : Government & Non-Government Agencies and Individuals  
 Required Documents : Letter-Request  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : Photocopy Fee (Variable)  
 Total/Maximum Duration of Process : Three (3) days  
 Transaction Type : Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request addressed to the Administrator	Forwards request to the Administrator	Records Officer	RMU G/F	1 day
		Endorses request to ITCSD	Administrator	OA, 7/F	
		Endorses request to DMPCD	ITCSD Manager	ITCSD, 2/F OA, 7/F	
		Verifies request and endorses to concerned section for the preparation of requirements	DMPCD Manager/ Section Chief		
		Reviews and endorses the accomplished requirements to ITCSD Manager to recommend approval and request signature of the Administrator  <b>Except for regular request from monitoring agencies like NEDA, PSA, etc. And for academic purposes as requested by students and researchers (Step No. 2)</b>	DMPCD Manager/ITCSD Manager	OA, 7/F	2 days
		Approves the report and signs letter-reply	Administrator		
		Returns approved and duly signed documents to ITCSD	OA Staff		
2	Receives response	Sends documents to RMU for mailing/courier email/pick-up	ITCSD Staff	ITCSD, 2/F	
END					

**LEGEND:**

ITCSD - Information Technology and Communication Services Department  
 DMPCD - Database Management and Program Control Division  
 RMU - Records Management Unit  
 OA - Office of the Administrator

PSA - Philippine Statistical Authority  
 ECs - Electric Cooperatives  
 NEDA - National Economic & Development Authority

## Information Technology and Communication Services Department Database Management and Program Control Division

Service	: Information Services (Complex request needing inputs from other departments/offices)
Clients	: Government & Non-Government Agencies and Individuals
Required Documents	: Letter-Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: Photocopy Fee (Variable)
Total/Maximum Duration of Process	: Six (6) days
Transaction Type	: Complex Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request addressed to the Administrator	Forwards request to the Administrator	Records Officer	RMU, G/F	1 day
		Endorses request to ITCSD	Administrator	OA, 7/F	
		Endorses request to DMPCD	ITCSD Manager	ITCSD, 2/F	1 day
		Verifies request and endorses to appropriate section and departments/offices for the preparation of required reports/documents	DMPCD Manager/Section Chief		
		Receives inputs from other departments/offices	concerned departments/offices	G/F - 7/F	2 days
		Incorporates inputs from other departments/offices for a consolidated report/document. <b>Except for regular request from monitoring agencies like NEDA, PSA, etc. and academic purpose as requested by students and researchers (Step No. 2)</b>	DMPCD Manager/Section Chief	ITCSD, 2/F	
		Reviews and endorses the accomplished requirements to the ITCSD Manager to recommend for the Administrator's approval.	DMPCD Manager/Section Chief	ITCSD, 2/F OA, 7/F	
		Approves report and signs letter-reply	Administrator	OA, 7/F	1 day
		Returns approved and duly signed letter-reply to ITCSD	OA Staff		
2	Receives response	Sends documents to RMU for mailing/courier or email/pick-up	ITCSD Staff	ITCSD, 2/F	1 day

END

### LEGEND:

ITCSD - Information Technology and Communication Services Department  
DMPCD - Database Management and Program Control Division  
RMU - Records Management Unit  
OA - Office of the Administrator

ECs - Electric Cooperatives  
NEDA - National Economic & Development Authority

## Office of the Deputy Administrator for Legal Services

Service : Legal Opinion/Services  
 Clients : ECs, NEA Departments/Offices  
 Required Documents : Letter-Request  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : None  
 Total/Maximum Duration of Process : Twelve (12) days  
 Transaction Type : Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends request for legal opinion	Receives request for legal opinion	Legal Services Staff	ODALS, 2/F	3 days
		Requests forwarded to DA Legal Services			
		Endorses to assigned lawyer			
		Lawyer renders legal opinion	Assigned Lawyer		8 days
2	Receives legal opinion	Releases of legal opinion	Legal Services Staff		1 day
End					

### LEGEND:

ODALS - Office of the Deputy Administrator for Legal Services

ECs - Electric Cooperatives

## NEA-ECTraining Institute (NETI)

Service	: Conduct of Customized Training/Seminar
Clients	: Electric Cooperatives
Required Documents	: Letter Request, List of Participants, Venue and Training Materials
Schedule of Availability of Service	: Monday - Friday (8:00 am - 5:00 pm)
Fees	: Variable (Program Basis)
Total/Maximum Duration of Process	: Conduct of Training/Seminar with approved Training Design (15 days)
Transaction Type	: Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits Letter-Request	Receives letter request (thru e-mail, fax or RMU)	Secretary/Staff	NETI, 3/F	2 days
		Forwards letter request for appropriate action	Department Manager		
		Acknowledges receipt and requests participants profile	Coordinator		
		Invites Resource Person/s (from other Department/Offices/Resource Provider)			
		Informs EC of schedule and availability of speaker/s (thru e-mail, fax or RMU)			
2		Prepares/Revises/Finalizes CSW	Department Manager	OA, 7/F	10 days
		Reviews and recommends approval of CSW			
		Approves of CSW	Administrator		
	Informs NETI of approval of schedule, venue and number/level of participants	Prepares Administrative Requirements (Travel Order and other necessary training materials / documents)	Coordinator	NETI, 3/F	3 days
3	Attends Training/Seminar	Implements conduct of Training/Seminar	Staff & Resource Persons	EC Venue	Depending on the number of schools/days
END					

### LEGEND:

ECs - Electric Cooperatives  
 OA - Office of the Administrator  
 RMU - Records Management Unit

CSW - Complete Staffwork

## NEA-EC Training Institute (NETI)

Service : Specialized Training Services for Local Participants  
 Clients : NEA Officials and Employees  
 Required Documents : Letter Request  
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)  
 Fees : Variable (program basis)  
 Total/Maximum Duration of Process : Twelve (12) days  
 Transaction Type : Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Requests for specialized training from Local Institutions	Receives documents/letters (thru RMU, e-mail or fax)	Secretary/Staff		
		Reviews/Analyzes training request	Department Manager	NETI, 3/F	7 days
		Acknowledges receipt and coordinates with Institutions for scheduling and other requirements	Coordinator/Division Manager		
		Disseminates invitation to Department and/or Deputy Administrator, (if needed) concerned			
		Evaluates the nominee/s, if needed	PDC		
		Prepares, revises and finalizes CSW	Coordinator/Division Manager		
		Reviews and recommends CSW	Department Manager		
		Signs/approves CSW	Administrator	OA, 7/F	2 days
		Prepares administrative requirements (vouchers, registration form other necessary documents)	Coordinator/ Department Manager	NETI, 3/F	3 days
		Gives the participants copies of documents needed for the seminar/training			
2	Attends Training/Field Visit	Monitors attendance of the participant/s	Training Team & Staff	Assigned venue	Depending on the number of day/s
END					

### LEGEND:

DAECMS - Deputy Administrator for Electric Cooperative Management Services  
 OA- Office of the Administrator

RMU - Records Management Unit

## NEA-EC Training Institute (NETI)

Service	: Specialized Training Services for Foreign Participants
Clients	: NEA Officials and Employees
Required Documents	: Letter Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: Variable (Program Basis)
Total/Maximum Duration of Process	: Sixteen (16) days
Transaction Type	: Highly Technical

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity		
1	Requests for specialized training from Foreign Institutions	Receives documents/letters (thru RMU, e-mail or fax)	Secretary/Staff	NETI, 3/F	12 days		
		Reviews/analyzes training request	Department Manager				
		Acknowledges receipt and coordinates with Institutions for scheduling and other requirements	Coordinator/Division Manager				
		Disseminates invitation through NEA Outlook and/or to Department Managers and/or Deputy Administrators, (if needed) concerned					
		Evaluates the nominee/s, if needed	PDC				
		Prepares, revises and finalizes CSW	Coordinator/Division Manager				
		Reviews and recommends CSW	Department Manager				
		Signs/approves CSW	Administrator			OA, 7/F	
		Prepares administrative requirements (travel authority, letter to DOE and Bureau of Immigration and other necessary documents)	Coordinator			NETI, 3/F	4 days
		Reviews/signs/endorses administrative documents to OA	Department Manager				
2	Attends Training/Field Visit	Monitors attendance of the participant/s	Coordinator	Assigned venue	Depending on the number of day/s		

END

### LEGEND:

RMU - Records Management Unit  
 OA- Office of the Administrator

CSW - Complete StaffWork  
 DOE - Department of Energy

## Office of the Corporate Secretary

Service	: Issuance of Certified True Copy of Board Resolution
Clients	: Public and Electric Cooperatives
Required Documents	: Written Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Two (2) days
Transaction Type	: Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Files a written request at OCorSec	Receives the request	Minutes/Agenda Officer/ Records Officer	OCorSec, 7/F	2 days
		Verifies the existence of the Board Resolution			
		Reproduces/Photocopies the Board Resolution and stamp with certified true copy			
		Signs the certified true copy	Corporate Board Secretary		
2	Receives certified true copy of Board Resolution	Releases certified true copy to Client	Minutes/Agenda Officer/ Records Officer		
END					

### LEGEND:

**OCorSec - Office of the Corporate Secretary**

**ECs - Electric Cooperatives**



## Office of the Corporate Secretary

Service	: Issuance of Certification of Board Resolution
Clients	: Public and ECs
Required Documents	: Written Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Two (2) days
Transaction Type	: Simple Transaction

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Files a written request at OCorSeC	Accepts the request	Minutes/Agenda Officer/ Records Officer	OCorSec, 7/F	2 days
		Verifies the existence of the Board Resolution			
		Prepares/Encodes Certification of Board Resolution			
		Signs Certification	Corporate Board Secretary		
2	Receives Certification	Releases Certification to Client	Minutes/Agenda Officer/ Records Officer		

END

### LEGEND:

**OCorSeC - Office of the Corporate Secretary**

**ECs - Electric Cooperatives**

**Total Electrification Division  
Luzon, Visayas & Mindanao**

Frontline Service	:	Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E-projects
Clients	:	Electric Cooperatives (ECs)
Requirements	:	Duly accomplished Board resolution, BR Form (separate for the dx line facilities and housewiring), Staking Sheets(for distribution lines only), Bill of Materials (separate for the dx line facilities and housewiring), Barangay Certification, Map showing the Sitio, Execution Plan and Letter of Commitment
Schedule of Availability of Service	:	Monday - Friday (8AM - 5PM)
Fees	:	None
Total/Maximum Duration of Process	:	Fourteen (14) days
Transaction Type	:	Highly Technical

No.	Client Action	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request together with the required documents	Receives and endorses to ODATS the BRs and other documents submitted by the ECs	Records Officer	Records Unit, G/F	1/2 day
		Endorses to Department Manager TEREDD	DA, Technical Services	ODATS, 6/F	1/2 day
		Endorses to Division Manager TED	Department Manager	TEREDD, 7/F	1/2 day
		Evaluates the Budget Request	Project Officer	TED, 7/F	10 days
		Reviews evaluated Budget Request	Team Leader (Project Manager) Division Manager		
		Recommends evaluated Budget Request	Department Manager	TEREDD, 7/F	1 day
		Approves Budget Request	DA, Technical Services	ODATS, 6/F	1 day
		Endorses the approved Evaluation Memorandum to ASD for Memorandum of Agreement (MOA) preparation	Department Manager	TEREDD, 7/F	1/2 day
END					

**LEGEND:**

**TED - Total Electrification Division**

**ODATS - Office of the Deputy Administrator for Technical Services**

**ASD - Accounts Services Division**

**BR - Budget Request**



**For Stakeholders Feedback and Complaints?**

**Please Call**

**8929-2029 or 8929-2176**

**or e-mail us at**

**[nea\\_cdpd@yahoo.com](mailto:nea_cdpd@yahoo.com) or**

**[nea\\_hrmd@yahoo.com.ph](mailto:nea_hrmd@yahoo.com.ph)**