

LIST OF EXTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Application for Short-Term Credit Facility (STCF)	Electric Cooperatives	1-2
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Application for Stand-by Credit Facility (SCF)	Electric Cooperatives	3-4
AMGD-AMD	(+632) 8929-1909 Loc 147	Release of Availment on Stand-by Credit Facility (SCF) and Short-Term Credit Facility (STCF)	Electric Cooperatives	5-6
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Application for Loan Restructuring (Repayment Period of More than 5 Years)	Electric Cooperatives	7-8
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Application for Loan Restructuring (Repayment Period of 5 Years and Below)	Electric Cooperatives	9-10
AMGD-AMD	(+632) 8929-1909 Loc 147	Clearance of ECs to Avail Loan Outside NEA for the Financing of Rehabilitation/Upgrading RE Projects (Loan Policy No. 14-B)	Electric Cooperatives	11-12
AMGD-AMD	(+632) 8929-1909 Loc 147	Clearance of ECs to Avail Loan Outside NEA (Loan Policy 14-C) <More than P100 Million>	Electric Cooperatives	13-15
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Single Digit System Loss (SDSL) Loan/Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program	Electric Cooperatives	16-18
AMGD-AMD	(+632) 8929-1909 Loc 147	Release of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program	Electric Cooperatives	19-21
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics	Electric Cooperatives	22-24
AMGD-AMD	(+632) 8929-1909 Loc 147	Release of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics	Electric Cooperatives	25-27
AMGD-AMD	(+632) 8929-1909 Loc 147	Approval of Rural Electrification (RE) Loan - Working Capital 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement	Electric Cooperatives	28-29

LIST OF EXTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
AMGD-AMD	(+632) 8929-1909 Loc 147	Release of Rural Electrification (RE) Loan - Working Capital 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement	Electric Cooperatives	30-31
AMGD-ASD	(+632) 8929-1909 Loc 167	Amortization Schedule	Electric Cooperatives	32
CCSMO	(+632) 8929-1909 Loc 213	Request for Anniversary/Event Messages	Electric Cooperatives and other Institutions	33-34
CPO-REPPDD	(+632) 8929-1909 Loc 189	Request for Electrification	General Public	35-36
FSD-FPCD	(+632) 8929-1909 Loc 158	Processing of Budget Utilization Request for Loans and Subsidy Releases and In-House Expenditures	Electric Cooperatives, Suppliers/Contractors	37-38
FSD-FSAD	(+632) 8929-1909 Loc 199	Disbursement Voucher Processing for Loans and Subsidy Releases and In- House Expenditures	Electric Cooperatives, Suppliers/Contractors	39-40
IDD-OMDD	(+632) 8929-1909 Loc 137	Request for General Manager's Salary Increase	Electric Cooperatives	41
IDD-OMDD	(+632) 8929-1909 Loc 137	Request for Employees' Salary Increase	Electric Cooperatives	42
IDD-OMDD	(+632) 8929-1909 Loc 137	Productivity Incentives of Officers and Employees	Electric Cooperatives	43-44
IDD-OMDD	(+632) 8929-1909 Loc 137	Request/Application for Retirement of GM (without pending case)	Electric Cooperatives	45
IDD-CDPD	(+632) 8929-1909 Loc 136	Handling Consumer Complaint	EC Member Consumer Owners	46
IDD-CDPD	(+632) 8929-1909 Loc 136	Processing of EC By-Laws Amendments	Electric Cooperatives	47

LIST OF EXTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
ITCSD-DMPCD	(+632) 8929-1909 Loc 125	Information Services (Simple request not needing inputs from other departments/offices)	Government, NGAs & General Public	48
ITCSD-DMPCD	(+632) 8929-1909 Loc 125	Information Services (Complex request needing inputs from other departments/offices)	Government, NGAs & General Public	49
LSO	(+632) 8929-1909 Loc 130	Legal Opinion/Services	Electric Cooperatives	50
NETI	(+632) 8929-1909 Loc 214	Conduct of Customized Training/Seminar	Electric Cooperatives	51
OCS	(+632) 8929-1909 Loc 188	Issuance of Certified True Copy of Board Resolution	Electric Cooperatives & General Public	52
OCS	(+632) 8929-1909 Loc 188	Issuance of Certification of Board Resolution	Electric Cooperatives & General Public	53
TEREDD-TED	(+632) 8929-1909 Loc 208	Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. Projects	Electric Cooperatives	54

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : **Approval of Application for Short-Term Credit Facility (STCF)**
- Clients (Who May Avail)** : 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. Twelve (12) Month Projected Cash Flow/Income Statement; including assumptions and electronic copy (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 Power Bill from Power Provider
- Schedule of Availability of Service** : Monday - Friday (8AM - 5PM)
- Fees** : One-half (1/2) of one percent (1%) or 0.50% of the approved amount
- Validity** : Six (6) Months
- Total/Maximum Duration of Process*** : Seven (7) days
 * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
- Classification/Transaction Type** : Complex Transaction/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	6 days
		Evaluates the Board Resolution and requirements.	Accounts Officer & Section Chief		
		Finalizes the evaluation; prepares the evaluation sheet and LRAD.	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAD.	Department Manager		
		Recommends the LRAD.	DACRFS	ODACRFS, 5/F	Time is dependent on the official action of the Administrator.
		Approves the LRAD. <i>* Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.</i>	Administrator	OA, 7/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of approved LRAD for contract preparation.	Accounts Officer, Section Chief & Division Manager	AMD/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 Electric Cooperative (EC).	Loans Analyst		
		Reviews Loan Contract and initials in the transmittal to Electric Cooperative (EC).	Section Chief		
		Checks Loan Contract and signs the transmittal to Electric Cooperative (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. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	Clerk		Time is dependent on the receipt of signed Loan Contract from EC.
END					

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BCRMC - Board Credit & Risk Management Committee

BOA - Board of Administrators

DACRFS - Deputy Administrator for Corporate and Financial Services

ECs - Electric Cooperatives

LRAD - Loan Recommendation and Approval Document

NEA - National Electrification Administration

OA - Office of the Administrator

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

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

RMU - Records Management Unit

STCF - Short-Term Credit Facility

Department/Division	: Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service	: <u>Approval of Application for Stand-by Credit Facility (SCF)</u>
Clients (Who May Avail)	: 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. Twelve (12) Month Projected Cash Flow/Income Statement; including assumptions and electronic copy (e-copy) 3. Justifications for Availing Loan 4. Latest Power Bill from Generation Companies (GENCOs)/Market Operators (MOs)
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: Two percent (2%) of the approved amount
Validity	: One (1) year
Total/Maximum Duration of Process*	: Seven (7) days * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Classification/Transaction Type	: Complex Transaction/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	6 days
		Evaluates the Board Resolution and requirements.	Accounts Officer & Section Chief		
		Finalizes the evaluation; prepares the evaluation sheet and LRAD.	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAD.	Department Manager		
		Recommends the LRAD.	DACRFS	ODACRFS, 5/F	Time is dependent on the official action of the Administrator.
		Approves the LRAD. <i>* Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.</i>	Administrator	OA, 7/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of approved LRAD for contract preparation.	Accounts Officer, Section Chief & Division Manager	AMD/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 Electric Cooperative (EC).	Loans Analyst		
		Reviews Loan Contract and initials in the transmittal to Electric Cooperative (EC).	Section Chief		
		Checks Loan Contract and signs the transmittal to Electric Cooperative (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. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	Clerk		Time is dependent on the receipt of signed Loan Contract from EC.
END					

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BCRMC - Board Credit & Risk Management Committee
DACRFS - Deputy Administrator for Corporate and Financial Services
ECs - Electric Cooperatives
GENCOs - Generation Companies
LRAD - Loan Recommendation and Approval Document
MOs - Market Operators

NEA - National Electrification Administration
OA - Office of the Administrator
ODACRFS - Office of the Deputy Administrator for Corporate Resources and Financial Services
RA11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018
RMU - Records Management Unit
SCF - Stand-by Credit Facility

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service : Release of Availment on Stand-by Credit Facility (SCF) and Short-Term Credit Facility
Clients (Who May Avail) : Electric Cooperatives (ECs)
Required Documents : 1. Notice of Availment/Borrowing (SCF or STCF)
2. Promissory Note
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)
Classification/Transaction Type : Complex Transaction/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits the Notice of Availment/Borrowing and other documents	Receives the Notice of Availment/ Borrowing and other documents <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	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.	Accounts Officer		
		Initials and signs the Request to Release Loan Fund.	Accounts Officer, Section Chief & Division Manager		
		Initials in the BUR.	Division Manager		
		Forwards the DV, BUR and Request to Release Loan Fund to ASD.	Accounts Officer		
		Receives the DV, BUR and Request to Release Loan Fund for clearance slip preparation.	Clerk	ASD/AMGD, 5/F	
		Prepares Clearance Slip.	Loans Analyst		
		Checks the Clearance Slip.	Section Chief		
		Reviews the Clearance Slip.	Division Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Forwards the DV, BUR, Request to Release Loan Fund and Clearance Slip to AMD.	Clerk	ASD/AMGD, 5/F	4 days (Continuation)	
		Receives DV, BUR, Request to Release Loan Fund and Clearance Slip.	Accounts Officer	AMD/AMGD, 5/F		
		Checks and initials on the Clearance Slip.	Section Chief			
		Reviews and signs the Clearance Slip.	Division Manager			
		Forwards DV, BUR, Request to Release Loan Fund and Clearance Slip to the ASD.	Accounts Officer			
		Receives DV, BUR, Request to Release Loan Fund and Clearance Slip.	Clerk	ASD/AMGD, 5/F		
		Initials on the Clearance Slip.	Section Chief			
		Signs the Clearance Slip.	Division Manager			
		Forwards DV, BUR, Request to Release Loan Fund and Clearance Slip to the Office of the Department Manager.	Clerk			
		Signs BUR and Request to Release Loan Fund.	Department Manager	AMGD, 5/F		
		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:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BUR - Budget Utilization Report

DV - Disbursement Voucher

ECs - Electric Cooperatives

FPCD - Financial Planning and Control Division

FSAD - Financial Services and Accounting Division

FSD - Finance Services Department

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

SCF - Stand-by Credit Facility

STCF - Short-Term Credit Facility

TD - Treasury Division

Department/Division	: Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service	: <u>Approval of Application for Loan Restructuring (Repayment Period of More than 5 Years)</u>
Clients (Who May Avail)	: Electric Cooperatives (ECs)
Required Documents	: 1. Board Resolution Requesting for Loan Restructuring 2. Commitment of EC Board, Management and Employees to further improve operational efficiency to be able to attain the terms and conditions of the loan restructuring 3. Justification for incurrence of arrearages and/or reasons for restructuring 4. Fifteen (15) Year Investment Plan (e-ICPM) 5. Post-Dated Checks
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)
Classification/Transaction Type	: Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	16 days
		Pre-evaluates the Board Resolution, requirements and eligibility.	Accounts Officer & Section Chief		
		Completes/Finalizes the evaluation and staffwork. Prepares Eligibility Criteria and Loan Restructuring and Approval Memorandum (LRAM).	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAM.	Department Manager		
		Recommends the LRAM.	DACRFS	ODACRFS, 5/F	3 days <i>*Time is dependent on the official action of the Administrator and BOA</i>
		Endorses the LRAM to the BCRMC.	Administrator	OA, 7/F	
		Reviews and endorses to BOA for approval the loan restructuring.	NEA BCRMC	Office of the Board of Administrators, 7/F	
		Endorses the loan restructuring to the NEA Board of Administrators.	Chairman, BCMRC		
		Approves the request for loan restructuring.	NEA BOA		
		Prepares and issues Board Resolution (re: Approval of Loan Restructuring)	Corporate Secretary	OCS Office	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of NEA Board Resolution.	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	1 day
		Receives copy of approved NEA Board Resolution.	Clerk	ASD/AMGD, 5/F	
		Prepares Loan Restructuring Agreement.	Data Encoder		
		Checks entries on the Loan Restructuring Agreement and prepares transmittal to EC. <i>* The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.</i>	Loans Analyst/ Sr. Accts. Mgnt. Specialist		
		Reviews Loan Restructuring Agreement and initials in the transmittal to EC.	Section Chief		
		Checks Loan Restructuring Agreement and signs the transmittal to EC.	Division Manager		
2	Receives copy of Loan Restructuring Agreement for signature	Transmits Loan Restructuring Agreement thru RMU/e-mail.	Clerk/Data Encoder		
3	Signs Loan Restructuring Agreement and submits to NEA	Receives signed copy of Loan Restructuring Agreement. The ASD-AMGD processes the signing of Loan Restructuring Agreement by authorized NEA officials and notarization.	Clerk		<i>Time is dependent on the receipt of signed Loan Restructuring Agreement from EC.</i>
END					

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BCRMC - Board Credit and Risk Management Committee

DACRFS - Deputy Administrator for Corporate and Financial Services

e-ICPM - Enhanced Integrated Computerized Planning Model

ECs - Electric Cooperatives

LRAM - Loan Restructuring and Approval Memorandum

NEA - National Electrification Administration

OA - Office of the Administrator

OCS - Office of the Corporate Secretary

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

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

RMU - Records Management Unit

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : **Approval of Application for Loan Restructuring (Repayment Period of 5 Years and Below)**
- Clients (Who May Avail)** : Electric Cooperatives (ECs)
- Required Documents** : 1. Board Resolution Requesting for Loan Restructuring
2. Commitment of EC Board, Management and Employees to further improve operational efficiency to be able to attain the terms and conditions of the loan restructuring
3. Justification for incurrence of arrearages and/or reasons for restructuring
4. Fifteen (15) Year Investment Plan (e-ICPM)
5. Post-Dated Checks
- 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)

Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	20 days <i>*Time is dependent on the official action of the Administrator and BOA</i>
		Pre-evaluates the Board Resolution and requirements and eligibility.	Accounts Officer & Section Chief		
		Completes/Finalizes the evaluation and staffwork. Prepares Eligibility Criteria and Loan Restructuring and Approval Memorandum (LRAM).	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAM.	Department Manager		
		Recommends the LRAM.	DACRFS	ODACRFS, 5/F	
		Approves the LRAM. <i>* Subject for confirmation of Board Credit and Risk management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.</i>	Administrator	OA, 7/F	
		Provides ASD with copy of LRAM.	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives copy of LRAM.	Clerk	ASD/AMGD, 5/F	20 days *Time is dependent on the official action of the Administrator and BOA (Continuation)
		Prepares Loan Restructuring Agreement.	Data Encoder		
		Checks entries on the Loan Restructuring Agreement and prepares transmittal to EC. <i>* The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.</i>	Loans Analyst/ Sr. Accts. Mgnt. Specialist		
		Reviews Loan Restructuring Agreement and initials in the transmittal to EC.	Section Chief		
		Checks Loan Restructuring Agreement and signs the transmittal to EC.	Division Manager		
2	Receives copy of Loan Restructuring Agreement for signature	Transmits Loan Restructuring Agreement thru RMU/e-mail.	Clerk/Data Encoder		
3	Signs Loan Restructuring Agreement and submits to NEA	Receives signed copy of Loan Restructuring Agreement. The ASD-AMGD processes the signing of Loan Restructuring Agreement by authorized NEA officials and notarization.	Clerk		Time is dependent on the receipt of signed Loan Restructuring Agreement from EC.
END					

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BCRMC - Board Credit and Risk Management Committee

BOA - Board of Administrators

DACRFS - Deputy Administrator for Corporate and Financial Services

e-ICPM - Enhanced Integrated Computerized Planning Model

ECs - Electric Cooperatives

LRAM - Loan Restructuring and Approval Memorandum

NEA - National Electrification Administration

OA - Office of the Administrator

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

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

RMU - Records Management Unit

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : Clearance of ECs to Avail Loan Outside NEA for the Financing of Rehabilitation/Upgrading RE Projects (Loan Policy No. 14-B)
- Clients (Who May Avail)** : Electric Cooperatives (ECs)
- Required Documents** : 1. Board Resolution requesting for loan with specific bank/ Financial Institution
 2. Project Profile/Description and/or ERC approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials
 3. Approved/Indicative Loan Terms and Conditions including Amortization Schedule
 4. Approved Cash Operating Budget and Workplan inclusive of the loan/project
 5. Latest Audited Financial Statement
 6. EC 5-15 Year Investment Plan (e-ICPM)
 7. Rate impact to consumers (if applicable)
 8. Matrix and canvass/comparison of quotation from other Financial Institutions (FIs) and reason for the selection of FI to finance the project
- Schedule of Availability of Service** : Monday - Friday (8AM - 5PM)
- Fees** : 0.05% of the approved loan or up to ₱50,000.00
- Total/Maximum Duration of Process*** : Twenty (20) days
 * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
- Classification/Transaction Type** : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	7 days
		Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation and Transmittal Memo to ED for technical evaluation.	Accounts Officer & Section Chief		
		Endorses to ED for technical evaluation of the project.	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives technical aspect of the request for clearance.	Records Officer	ED, 6/F	5 days
		Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	Technical Evaluators/ Concerned Engineers		
		Reviews and signs the MER.	Principal Engineer A & Division Manager		
		Signs and endorses the MER to DATS.	Department Manager		
		Approves the Memo Evaluation/Recommendation, then forwards to ED.	Deputy Administrator for Technical Services	ODATS, 6/F	
		Receives the approved MER and forwards to AMD/AMGD.	ED Staff	ED, 6/F	
		Finalizes the evaluation of the request for clearance. Prepares Memo for the Administrator and Letter to the EC.	Accounts Officer, Section Chief, Division Manager	AMD/AMGD, 5/F	7 days
		Reviews and endorses the clearance.	Department Manager		
		Reviews and recommends the clearance.	DACRFS	ODACRFS, 5/F	
		Signs/Approves the clearance. <i>* Subject for presentation to BOA for their information</i>	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:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

CAPEX - Capital Expenditures

e-ICPM - Enhanced Integrated Computerized Planning Model

ED - Engineering Department

ERC - Energy Regulatory Commission

FIs - Financial Institutions

MER - Memo Evaluation/Recommendation

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

RMU - Records Management Unit

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : Clearance of ECs to Avail Loan Outside NEA (Loan Policy 14-C) <More than P100 Million>
- Clients (Who May Avail)** : Electric Cooperatives (ECs)
- Required Documents** : 1. Board Resolution requesting for loan with specific bank/ Financial Institution
 2. Approved/Indicative Loan Terms and Conditions including Amortization Schedule
 3. Approved Cash Operating Budget and Workplan inclusive of the loan/project
 4. Latest Audited Financial Statement
 5. EC 5-15 Year Investment Plan (e-ICPM)
 6. Rate impact to consumers (if applicable)
 7. CAPEX - Project Profile/Description and/or approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials.
 8. Non CAPEX - Justification/Reason for the availment of loan including benefit/cost analysis.
 9. Matrix and canvass/comparison of quotation from other Financial Institutions (FIs) and reason for the selection of FI to finance the project
- Schedule of Availability of Service** : Monday - Friday (8AM - 5PM)
- Fees** : 0.05% of the approved loan or up to ₱100,000.00
- Total/Maximum Duration of Process*** : Twenty (20) days
 * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
- Classification/Transaction Type** : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	3 days
		Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation. <i>* If the loan clearance outside NEA is not related to capital expenditures, proceed to preparation of Memo to BCRMC, bypassing the ED's technical evaluation.</i>	Accounts Officer & Section Chief		
		If the loan clearance outside NEA is for capital expenditures, prepares Transmittal Memo to ED for technical evaluation.			
		Endorses to ED for technical evaluation of the project.	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Receives technical aspect of the request for clearance.	Records Officer	ED, 6/F	5 days	
		Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	Technical Evaluators/ Concerned Engineers			
		Reviews and signs the MER.	Principal Engineer A & Division Manager			
		Signs and endorses the MER to DATS.	Department Manager			
		Approves the Memo Evaluation/Recommendation, then forwards to ED.	Deputy Administrator for Technical Services	ODATS, 6/F		
		Receives the approved MER and forwards to AMD/AMGD.	ED Staff	ED, 6/F		
		Finalizes the evaluation of the request for clearance. Prepares Memo to Board Credit & Risk Management Committee (BCRMC).	Accounts Officer, Section Chief, Division Manager	AMD/AMGD, 5/F		9 days
		Endorses the request for clearance and/or collateral sharing.	Department Manager			
		Recommends the request for clearance and/or collateral sharing.	DACRFS	ODACRFS, 5/F		<i>Time is dependent on the official action of the Administrator and Board of Administrators.</i>
		Endorses the request for clearance and/or collateral sharing to the BCRMC.	Administrator	OA, 7/F		
		Reviews and endorses to BOA for approval of the request for clearance and/or collateral sharing.	NEA BCRMC	Office of the BOA, 7/F		
		Endorses the request for clearance and/or collateral sharing to the NEA Board of Administrators.	Chairman, BCMRC			
		Approves the request for clearance and/or collateral sharing.	NEA BCRMC			
		Prepares and issues Board Resolution .	Corporate Secretary	OCS, 7/F		
		Determines if the request is Clearance with Collateral Sharing.	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	1 day	
		If Clearance without Collateral Sharing, provides concerned EC with copy of Board Resolution. <i>*Sends copy of clearance thru RMU/e-mail.</i>				
		If Clearance with Collateral Sharing, provides ASD with a copy of Board Resolution for MSI preparation.				

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives copy of approved Board Resolution.	Clerk	ASD/AMGD, 5/F	2 days
		Prepares Mortgage Sharing Indenture (MSI).	Data Encoder		
		Checks entries on the MSI and prepares transmittal to Electric Cooperative (EC).	Loans Analyst/ Sr. Accounts Management Specialist		
		Reviews MSI and initials the transmittal to EC.	Section Chief		
		Checks MSI and signs the transmittal to EC.	Division Manager		
2	Receives copy of MSI for signature.	Transmits MSI thru RMU/e-mail.	Clerk/ Data Encoder		
3	Signs MSI and submits to NEA.	Receives signed copy of MSI. The ASD-AMGD processes the review of MSI by Legal Services Office (LSO) and signing of MSI by authorized NEA officials and notarization. Upon completion, a copy of duly signed and notarized MSI is transmitted to the concerned EC.	Clerk		<i>Time is dependent on the receipt of signed MSI from EC.</i>
END					

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BCRMC - Board Credit & Risk Management Committee
BOA - Board of Administrators
CAPEX - Capital Expenditures
e-ICPM - Enhanced Integrated Computerized Planning Model
EC - Electric Cooperative
ED - Engineering Department
FIs - Financial Institutions
LSO - Legal Services Office
MER - Memo Evaluation/Recommendation

MSI - Mortgage Sharing Indenture
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
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
RMU - Records Management Unit

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : Approval of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program
- Clients (Who May Avail)** : Electric Cooperatives (ECs)
- Required Documents** : 1. Board Resolution requesting for loan and further authorizing the following:
 * The Board President and General Manager to sign any and all documents necessary for the purpose; and
 * The Board President and General Manager to assign the proceeds of the EC's Power Billings
 2. Project Profile/Description and/or ERC approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials
 3. Latest Audited Financial Statement
 4. EC 5-15 Year Investment Plan (e-ICPM)
 5. Rate impact to consumers (if any)
- 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)
- Classification/Transaction Type** : Highly Technical/Government-to-Business (G2B)

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. * If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.	AMGD Staff	AMD/ AMGD, 5/F	8 days
		Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation and Transmittal Memo to Engineering Department (ED) for technical evaluation.	Accounts Officer & Section Chief		
		Endorses to Engineering Department (ED) for technical evaluation of the project. * There are instances wherein the DRRMD conducts technical evaluation of the project, particularly for disaster resiliency. Also, in case of civil works i.e.. construction of building, TEREDD conducts the technical evaluation.	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives technical aspect of the request for evaluation.	Records Officer	ED, 6/F	5 days
		Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	Technical Evaluators/ Concerned Engineers		
		<i>* In some other special cases, the initial technical evaluation (pre-approval of loan) and preparation of Disbursement Voucher (DV) and Budget Utilization Request (BUR) were simultaneously initiated/provided by ED to facilitate the immediate release of loan.</i>			
		Reviews and signs the MER.	Principal Engineer A & Division Manager	ODATS, 6/F	
		Signs and endorses the MER to DATS.	Department Manager		
		Approves the MER then forwards to ED.	Deputy Administrator for Technical Services		
		Receives the approved MER and forwards to AMD/AMGD.	ED Staff	ED, 6/F	
		Finalizes the evaluation. Prepares Loan Recommendation and Approval Document (LRAD).	Accounts Officer, Section Chief, Division Manager	AMD/AMGD, 5/F	5 days
		Reviews and endorses the LRAD.	Department Manager		
		Reviews and recommends the LRAD.	DACRFS	ODACRFS, 5/F	Time is dependent on the official action of the Administrator.
		Signs/Approves the LRAD. <i>* Subject for confirmation of Board Credit and Risk management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.</i>	Administrator	OA, 7/F	
		Provides ASD with copy of approved LRAD for contract preparation.	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	2 days
		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/ Sr. Accounts Management Specialist		
		Reviews Loan Contract and initials in the transmittal to EC.	Section Chief		
		Checks Loan Contract and signs the transmittal to EC.	Division Manager		
2	Receives copy of Loan Contract for signature	Transmits the Loan Contract thru Records Management Unit (RMU)/e-mail.	Clerk/ Data Encoder		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization	Clerk	ASD/AMGD, 5/F	<i>Time is dependent on the receipt of signed Loan Contract from EC.</i>
END					

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BCRMC - Board Credit & Risk Management Committee

BUR - Budget Utilization Report

CAPEX - Capital Expenditures

DRRMD - Disaster Risk Reduction and Management Department

DACRFS - Deputy Administrator for Corporate Resources and Financial Services

DATS - Deputy Administrator for Technical Services

DV - Disbursement Voucher

e-ICPM - Enhanced Integrated Computerized Planning Model

EC - Electric Cooperative

ED - Engineering Department

ERC - Energy Regulatory Commission

LRAD - Loan Recommendation and Approval Document

MER - Memo Evaluation/Recommendation

NEA - National Electrification Administration

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

RMU - Records Management Unit

SDSL - Single Digit System Loss

TEREDD - Total Electrification and Renewable Energy Development Department

Department/Division : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)

Service : Release of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program

Clients (Who May Avail) : Electric Cooperatives (ECs)

Required Documents : 1. Budget Request (BR) <at least three (3) copies>
2. Post-dated Check/s

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)

Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	5 days
		Pre-evaluates the Budget Request and requirements. Prepares the Evaluation Sheet (if needed only, on case to case basis) and Transmittal Memo to ED for technical evaluation (including Budget Request and other supporting documents).	Accounts Officer & Section Chief		
		Endorses to Engineering Department (ED) for technical evaluation of the project. <i>* There are instances wherein the DRRMD conducts technical evaluation of the project, particularly for disaster resiliency. Also, in case of civil works i.e.. construction of building, TEREDD conducts the technical evaluation.</i>	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Receives technical aspect of the loan application.	Records Officer	ED, 6/F	5 days	
		Conducts technical evaluation, prepares Memo Evaluation/ Recommendation (MER), Disbursement Voucher (DV) & Budget Utilization Request (BUR).	Technical Evaluators/ Concerned Engineers			
		* <i>The concerned Engineer/s also processes/initials on the Budget Request. In some other special cases, the initial technical evaluation (pre-approval of loan) and preparation of Disbursement Voucher (DV) and Budget Utilization Request (BUR) were simultaneously initiated/provided by ED to facilitate the immediate release of loan.</i>				
		Reviews and signs/initials the MER, BUR and Budget Request.	Principal Engineer A & Division Manager			
		Checks and signs/initials in the MER, BUR and Budget Request.	Department Manager			
		Approves / signs in the MER, BUR and Budget Request.	Deputy Administrator for Technical Services			ODATS, 6/F
		Forwards the approved MER, DV, BUR and Budget Request to ASD-AMGD.	ED Staff			ED, 6/F
		Receives the approved MER, DV, BUR and Budget Request from ED.	Clerk	ASD/AMGD, 5/F	7 days	
		Processes and initials on the Budget Request. * <i>The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/ basis for the preparation of Post Dated Checks.</i>	Loans Analyst/ Accounts Management Specialist			
		Prepares Clearance Slip.				
		Initials and signs the Budget Request ("Checked & Verifies Loan Balance" portion).	Section Chief & Division Manager			
		Forwards the DV, BUR, Budget Request, MER and Clearance Slip to AMD.	Clerk			
		Receives DV, BUR, Budget Request, MER and Clearance Slip.	Accounts Officer	AMD/AMGD, 5/F		
		Checks and initials on the Clearance Slip.	Section Chief			
		Reviews and signs the Clearance Slip	Division Manager			
		Forwards DV, BUR, Budget Request, MER and Clearance Slip to the ASD-AMGD.	Accounts Officer			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives DV, BUR, Budget Request, MER and Clearance Slip.	Clerk	ASD/AMGD, 5/F	7 days (Continuation)
		Initials and signs the Clearance Slip.	Section Chief & Division Manager		
		Forwards DV, BUR, Budget Request, MER and Clearance Slip to the Office of the Department Manager.	Clerk		
		Signs the Budget Request ("Checked & Verifies Loan Balance" portion).	Department Manager	AMGD, 5/F	
		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:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BR - Board Resolution
BUR - Budget Utilization Report
CAPEX - Capital Expenditures
DRRMD - Disaster Risk Reduction and Management Department
DV - Disbursement Voucher
e-ICPM - Enhanced Integrated Computerized Planning Model
EC - Electric Cooperative
ED - Engineering Department
FPCD - Financial Planning and Control Division
FSAD - Financial Services and Accounting Division
FSD - Finance Services Department

LRAD - Loan Recommendation and Approval Document
MER - Memo Evaluation/Recommendation
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
SDSL - Single Digit System Loss
TD - Treasury Division
TEREDD - Total Electrification and Renewable Energy Development Department

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : **Approval of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics**
- Clients (Who May Avail)** : Electric Cooperatives (ECs)
- Required Documents** : 1. Board Resolution requesting for loan and further authorizing the following:
 * The Board President and General Manager to sign any and all documents necessary for the purpose; and
 * The Board President and General Manager to assign the proceeds of the EC's Power Billings
 2. Latest Audited Financial Statement
 3. EC 5-15 Year Investment Plan (e-ICPM)
 4. Rate impact to consumers (if any)
 5. CAPEX - Project Profile/Description and/or approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials
 6. Non CAPEX - Justification/Reason for the availment of loan including 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)
- Classification/Transaction Type** : Highly Technical/Government-to-Business (G2B)

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. * If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.	AMGD Staff	AMD/ AMGD, 5/F	8 days
		Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation. * If the RE loan is not related to capital expenditures, proceed to preparation of Loan Recommendation Document/Memo (LRDM), by-passing the ED's technical evaluation.	Accounts Officer & Section Chief		
		If the RE Loan is for capital expenditures, prepares Transmittal Memo to ED for technical evaluation.			
		Endorses to Engineering Department (ED) for technical evaluation of the project. * There are instances wherein the DRRMD conducts technical evaluation of the project, particularly for disaster resiliency. Also, in case of civil works i.e.. construction of building, TEREDD conducts the technical evaluation.	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Receives the technical aspect of the project.	Records Officer	ED, 6/F	5 days	
		Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	Technical Evaluators/ Concerned Engineers			
		Reviews and signs the MER.	Principal Engineer A & Division Manager			
		Signs and endorses the MER to DATS.	Department Manager			
		Approves the MER then forwards to ED.	Deputy Administrator for Technical Services			ODATS, 6/F
		Receives the approved MER and forwards to AMD/AMGD.	ED Staff			ED, 6/F
		Finalizes the evaluation. Prepares Loan Recommendation Document / Memorandum (LRDM)	Accounts Officer, Section Chief, Division Manager	AMD/AMGD, 5/F	2 days	
		Endorses and recommends the LRDM.	Department Manager			
		Recommends the LRDM.	DACRFS	ODACRFS, 5/F	<i>Time is dependent on the official action of the Administrator and Board of Administrators.</i>	
		Endorses the LRDM to BCRMC.	Administrator	OA, 7/F		
		Reviews and endorses to BOA the approval of the EC's RE Loan.	NEA BCRMC	Office of the BOA, 7/F		
		Endorses the approval of EC's RE Loan to the NEA Board of Administrators.	Chairman, BCMRC			
		Approves the EC's request for RE Loan. <i>* Preparation and approval of new Loan Recommendation and Approval Document (LRAD) is needed in case of re-alignment of the approved RE Loan.</i>	NEA BOA			
		Prepares and issues Board Resolution.	Corporate Secretary	OCS, 7/F		
		Provides ASD with copy of approved LRAD for contract preparation.	Accounts Officer, Section Chief & Division Manager	AMD/AMGD, 5/F	5 days	
		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/ Sr. Accounts Management Specialist			
		Reviews Loan Contract and initials in the transmittal to EC.	Section Chief			
		Checks Loan Contract and signs the transmittal to EC.	Division Manager			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Receives copy of Loan Contract for signature	Transmits the Loan Contract thru Records Management Unit (RMU)/e-mail.	Clerk/ Data Encoder	ASD/AMGD, 5/F	<i>Time is dependent on the receipt of signed Loan Contract from EC.</i>
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization	Clerk		
END					

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BCRMC - Board Credit & Risk Management Committee
BOA - Board of Administrators
CAPEX - Capital Expenditures
DRRMD - Disaster Risk Reduction and Management Department
DACRFS - Deputy Administrator for Corporate Resources and Financial Services
DATS - Deputy Administrator for Technical Services
e-ICPM - Enhanced Integrated Computerized Planning Model
EC - Electric Cooperative
ED - Engineering Department
LRAD - Loan Recommendation and Approval Document

LRDM - Loan Recommendation Document/Memorandum
MER - Memo Evaluation/Recommendation
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
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
RE - Rural Electrification
RMU - Records Management Unit
TEREDD - Total Electrification and Renewable Energy Development Department

Department/Division : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service : **Release of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics**
Clients (Who May Avail) : Electric Cooperatives (ECs)
Required Documents : 1. Budget Request (BR) <at least three (3) copies>
 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* : Twenty (20) days
 * The maximum time prescribed may be extended only once for the same number of days. (RA11032)
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	4 days
		Pre-evaluates the Budget Request and requirements. Prepares the Evaluation Sheet (if needed only, on case to case basis) and Transmittal Memo to ED for technical evaluation (including Budget Request and other supporting documents).	Accounts Officer & Section Chief		
		Endorses to Engineering Department (ED) for technical evaluation of the project. <i>* There are instances wherein the DRRMD conducts technical evaluation of the project, particularly for disaster resiliency. Also, in case of civil works i.e., construction of building, TEREDD conducts the technical evaluation.</i>	Division Manager & Department Manager		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Receives technical aspect of the loan application.	Records Officer	ED, 6/F	5 days	
		Conducts technical evaluation, prepares Memo Evaluation/ Recommendation (MER), Disbursement Voucher (DV) & Budget Utilization Request (BUR). <i>* The concerned Engineer/s also processes/initials on the Budget Request.</i>	Technical Evaluators/ Concerned Engineers			
		Reviews and signs/initials the MER, BUR and Budget Request.	Principal Engineer A & Division Manager			
		Checks and signs/initials in the MER, BUR and Budget Request.	Department Manager			
		Approves / signs in the MER, BUR and Budget Request.	Deputy Administrator for Technical Services			ODATS, 6/F
		Forwards the approved MER, DV, BUR and Budget Request to ASD-AMGD.	ED Staff			ED, 6/F
		Receives the approved MER, DV, BUR and Budget Request from ED.	Clerk	ASD/AMGD, 5/F	8 days	
		Processes and initials on the Budget Request. <i>* The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/ basis for the preparation of Post Dated Checks.</i>	Loans Analyst/ Accounts Management Specialist			
		Prepares Clearance Slip.				
		Initials and signs the Budget Request ("Checked & Verifies Loan Balance" portion).	Section Chief & Division Manager			
		Forwards the DV, BUR, Budget Request, MER and Clearance Slip to AMD.	Clerk			
		Receives DV, BUR, Budget Request, MER and Clearance Slip.	Accounts Officer	AMD/AMGD, 5/F		
		Checks and initials on the Clearance Slip.	Section Chief			
		Reviews and signs the Clearance Slip	Division Manager			
		Forwards DV, BUR, Budget Request, MER and Clearance Slip to the ASD-AMGD.	Accounts Officer			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives DV, BUR, Budget Request, MER and Clearance Slip.	Clerk	ASD/AMGD, 5/F	8 days (Continuation)
		Initials and signs the Clearance Slip.	Section Chief & Division Manager		
		Forwards DV, BUR, Budget Request, MER and Clearance Slip to the Office of the Department Manager.	Clerk		
		Signs the Budget Request ("Checked & Verifies Loan Balance" portion).	Department Manager	AMGD, 5/F	
		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:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BR - Board Resolution

BUR - Budget Utilization Report

CAPEX - Capital Expenditures

DATS - Deputy Administrator for Technical Services

DRRMD - Disaster Risk Reduction and Management Department

DV - Disbursement Voucher

EC - Electric Cooperative

ED - Engineering Department

FPCD - Financial Planning and Control Division

FSAD - Financial Services and Accounting Division

FSD - Finance Services Department

MER - Memo Evaluation/Recommendation

NEA - National Electrification Administration

ODATS - Office of the Deputy Administrator for Technical Services

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

RE - Rural Electrification

TD - Treasury Division

TEREDD - Total Electrification and Renewable Energy Development Department

- Department/Division** : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
- Service** : Approval of Rural Electrification (RE) Loan - Working Capital
1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement
- Clients (Who May Avail)** : 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. 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)
- Classification/Transaction Type** : Highly Technical/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	19 days
		Pre-evaluates the Board Resolution and requirements.	Accounts Officer & Section Chief		
		Finalizes the evaluation and prepares the Financial Evaluation, Evaluation Sheet and Loan Recommendation and Approval Document (LRAD).	Accounts Officer, Section Chief & Division Manager		
		Endorses the LRAD.	Department Manager		
		Recommends the LRAD.	DACRFS	ODACRFS, 5/F	*Time is dependent on the official action of the Administrator
		Approves the LRAD. <i>* Subject for confirmation of Board Credit and Risk management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.</i>	Administrator	OA, 7/F	

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Provides ASD with copy of approved LRAD for contract preparation.	Accounts Officer, Section Chief & Division Manager	AMD/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/ Sr. Accts. Mgnt. Specialist		
		Reviews Loan Contract and initials in the transmittal to EC.	Section Chief		
		Checks Loan Contract and signs the transmittal to EC.	Division Manager		
2	Receives copy of Loan Contract for signature	Transmits Loan Contract thru Records Management Unit (RMU)/e-mail.	Clerk/Data Encoder		
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	Clerk		<i>Time is dependent on the receipt of signed Loan Contract from EC.</i>
END					

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BCRMC - Board Credit and Risk Management Committee

BOA - Board of Administrators

DACRFS - Deputy Administrator for Corporate and Financial Services

e-ICPM - Enhanced Integrated Computerized Planning Model

EC - Electric Cooperative

LRAD - Loan Recommendation and Approval Document

NEA - National Electrification Administration

OA - Office of the Administrator

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

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

RE - Rural Electrification

RMU - Records Management Unit

Department/Division : Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service : **Release of Rural Electrification (RE) Loan - Working Capital**
1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement
Clients (Who May Avail) : Electric Cooperatives (ECs)
Required Documents : 1. Notice of Availment / Borrowing
2. 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)
Classification/Transaction Type : Complex Transaction/Government-to-Business (G2B)

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. <i>* If the submitted documents are incomplete, advise the EC to submit/comply with the requirements. Also, EC is required to submit additional supporting document/s if necessary.</i>	AMGD Staff	AMD/ AMGD, 5/F	4 days
		Evaluates the Notice of Availment/Borrowing and other documents	Accounts Officer, Section Chief & Division Manager		
		Initials in the BUR.	Division Manager & Department Manager		
		Forwards the DV, BUR and other documents to ASD.	Accounts Officer		
		Receives the DV, BUR and other documents for Clearance Slip preparation.	Clerk	ASD/AMGD, 5/F	
		Prepares Clearance Slip. <i>* The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.</i>	Loans Analyst/ Accounts Management Specialist		
		Checks Clearance Slip.	Section Chief		
		Reviews the Clearance Slip.	Division Manager		
		Forwards the DV, BUR, other documents and Clearance Slip to AMD.	Clerk		

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Receives DV, BUR, other documents and Clearance Slip from ASD.	Accounts Officer	AMD/AMGD, 5/F	4 days (Continuation)
		Checks and initials on the Clearance Slip.	Section Chief		
		Reviews and signs the Clearance Slip	Division Manager		
		Forwards DV, BUR, other documents and Clearance Slip to the ASD.	Accounts Officer		
		Receives DV, BUR, other documents and Clearance Slip from AMD.	Clerk	ASD/AMGD, 5/F	
		Initials and signs the Clearance Slip.	Section Chief & Division Manager		
		Forwards DV, BUR, other documents and Clearance Slip to the Office of the Department Manager.	Clerk		
		Signs BUR.	Department Manager	AMGD, 5/F	
		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:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

BUR - Budget Utilization Report

DV - Disbursement Voucher

ECs - Electric Cooperatives

FPCD - Financial Planning and Control Division

FSAD - Financial Services and Accounting Division

FSD - Finance Services Department

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

RE - Rural Electrification

TD - Treasury Division

Department/Division : Accounts Management and Guarantee Department (AMGD)/Accounts Servicing Division (ASD)
Service : **Amortization Schedule**
Clients (Who May Avail) : Electric Cooperatives (ECs)
Required Documents : 1. Board Resolution (BR) 2. Disbursement Voucher (DV) 3. Post Dated Check (PDC)
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process* : Three (3) days
Classification/Transaction Type : Simple Transaction/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
1	Submits BR	Receives BR from ED or DV from AMD and records on logbook.	Clerk	ASD/AMGD, 5/F	1 day	
		Certifies loan balance.	Sr. Loans Analyst			
2	Receives Tentative Amortization Schedule and submits PDC	Prepares tentative Amortization Schedule and sends EC a copy thru e-mail	Sr. Accounts Management Specialist		ASD/AMGD, 5/F	1 day
3	Receives loan proceeds	A month before quarter end, prepares Amortization Schedule of Loans Due for the Quarter, signs the "Prepared by" portion.				
		Checks and initials under the "Recommended by" portion of Amortization Schedule.	Loans Management Chief			1 day
		Reviews and initials under the "Recommended by" portion of Amortization Schedule.	Division Manager & Department Manager			
		Signs the "Recommended by" portion of Amortization Schedule.	DACRFS			
		Signs the "Approved by" portion of Amortization Schedule.	Administrator	AMGD, 5/F		
4	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	1 day	

END

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

ASD - Accounts Servicing Division

DACRFS - Deputy Administrator for Corporate Resources and Financial Services

ED - Engineering Department

Department : Corporate Communications and Social Marketing Office (CCSMO)
Service : Request for Anniversary/Event Messages
Clients (Who May Avail) : 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)
Classification/Transaction Type : Complex Transaction/Government-to-Business (G2B) & Government-to-Government (G2G)

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
		Prepares EC anniversary/event message.	PR Chief/Sr. PRO/ PR Officer		
		Reviews EC anniversary message.	Department Manager		
		Receives proposed EC anniversary message.	Executive Assistant/ OA Secretary	OA, 7/F	<i>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)</i>
		Reviews proposed EC anniversary message.	Administrator		
		Approves and/or revises EC anniversary message. (either manual and/or electronic approval)			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Prepares transmittal letter of approved anniversary message to the EC. <i>Sends original copy of transmittal letter and approved anniversary message to the concerned EC through Records Unit or e-mail upon request.</i>	CCSMO Secretary	CCSMO, 3/F	1 day
2	Receives transmittal letter and approved anniversary message.	Files second copy of transmittal letter, message and memo request from EC.			
END					

LEGEND

- CCSMO** - Corporate Communication and Social Marketing Office
- ECs** - Electric Cooperatives
- G2B** - Government-to-Business
- G2G** - Government-to-Government
- OA** - Office of the Administrator
- PR** - Public Relations
- PRO** - Public Relations Officer

Department/Division : Corporate Planning Office (CPO)/Rural Electrification Project Planning and Development Division (REPPDD)
Service : **Request for Electrification**
Clients (Who May Avail) : External Stakeholders
Required Documents : Letter/Endorsement from Stakeholder
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Seven (7) days
Classification/Transaction Type : Complex Transaction/G2B, G2C & G2G

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	7 days
		Evaluates and prepares reply to the concerned party	Staff		
		Reviews and submits reply to the CPO Department Manager	Division Manager		
		Recommends/Endorses reply to the Administrator	Department Manager	CPO, 7/F	
		Approves Reply Letter. (Note: The approving authority shall be in accordance with the approved Manual of Approvals (MANAP).)	Department Manager or Administrator	CPO or OA, 7/F	
2	Receives Reply Letter.	Mails reply thru RMU.	Staff	REPPDD/ CPO, 7/F	
END					

MANUAL OF APPROVALS:

5. Letter Requests/Queries		
a) Legislators	Department Manager, CPO	Administrator
b) Heads/Undersecretaries/ Assistant Secretaries of Government Agencies	Department Manager, CPO	Administrator
c) Governors and Vice Governors	Department Manager, CPO	Administrator
d) EC Board of Directors	Department Manager, CPO	Administrator
e) Department Managers/ Directors of Government Agencies	Division Manager, REPPDD	Department Manager, CPO
f) Below Vice Governor (e.g. Mayor, Brgy. Captain, etc.)	Division Manager, REPPDD	Department Manager, CPO
g) Managers of Electric Cooperatives	Division Manager, REPPDD	Department Manager, CPO

LEGEND:

CPO - Corporate Planning Office

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

OA - Office of the Administrator

REPPDD - Rural Electrification Project Planning and Development Division

RMU - Records Management Unit

Department/Division : Finance Services Department (FSD)/Financial Planning and Control Division (FPCD)
Service : Processing of Budget Utilization Request for Loans and Subsidy Releases and In-House Expenditures
Clients (Who May Avail) : 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
Classification/Transaction Type : Simple Transaction/Government-to-Business (G2B)

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.	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.	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.	Section Chief		
		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.			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Reviews the BUR and signs on "Budget Available and Earmark for the Purpose as Indicated" portion under Box B of BUR.	Division Manager	FPCD/ FSD, 5/F	1 day (Continuation)
		Forwards BUR to FSAD.	Budget Assistant		
END					

LEGEND:

- BUR** - Budget Utilization Request
- COB** - Corporate Operating Budget
- FPCD** - Financial Planning and Control Division
- FSAD** - Financial Services and Accounting Division
- SDs** - Supporting Documents

Department/Division : Finance Services Department (FSD)/Financial Services and Accounting Division (FSAD)
Service : **Disbursement Voucher Processing for Loans and Subsidy Releases and In-House Expenditures**
Clients (Who May Avail) : 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 : Thirteen (13) days
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

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 computation of claims & 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	Rechecks computation of claims & completeness of documents and validity of claim.			b) Subsidy Releases and In-House Expenses	6 days
		Initials on "Certified" portion under Box A of DV.				
		Rechecks mathematical computation of claims, completeness and validity of documents and initials on "Certified" portion under Box A of DV.	Chief Corporate Accountant			
		Reviews the DV and signs on "Certified" portion under Box A of DV.	Division Manager			
		Forwards DV to FSD Department Manager.	Accounting Processor	c) Payment of Salary and Overtime for Service Provider/ Partners	6 days	
		Recommends approval of DV.	Department Manager/ DACRFS			FSD & ODACRFS, 5/F

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Remarks	Duration of Activity
		Approves DV Level of Approval A. Administrative Up to P5,000 to be signed by FSD	DACRFS	ODACRFS, 5/F		
			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:

DACRFS - Deputy Administrator for Corporate and Financial Services

DV - Disbursement Voucher

FPCD - Financial Planning and Control Division

FSAD - Financial Services and Accounting Division

FSD - Finance Services Department

OA - Office of the Administrator

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

SDs - Supporting Documents

Department/Division : Institutional Development Department (IDD)/Organizational and Management Development Division (OMDD)
Service : Request for General Manager's Salary Increase
Clients (Who May Avail) : 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
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request	Receives request.	Sr. ECDO & Sr. IRD Staff	IDD/OMDD, 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 e-mail and/or releases the same thru RMU.	Records Officer		1 day
END					

LEGEND:

DAECMS - Deputy Administrator for Electric Cooperatives Management Services
ECs - Electric Cooperatives
ECDO - Electric Cooperative Development Officer
IDD - Institutional Development Department
IRD - Industrial Relations Development
OMDD - Organization and Management Development Division
RMU - Records Management Unit

Department/Division : Institutional Development Department (IDD)/Organizational and Management Development Division (OMDD)
Service : **Request for Employees' Salary Increase**
Clients (Who May Avail) : 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
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request	Receives request.	Sr. ECDO & Sr. IRD Staff	IDD/OMDD, 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 e-mail and/or releases the same thru RMU.	Records Officer		1 day
END					

LEGEND:

DAECMS - Deputy Administrator for Electric Cooperatives Management Services
ECs - Electric Cooperatives
ECDO - Electric Cooperative Development Officer
IDD - Institutional Development Department
IRD - Industrial Relations Development
OMDD - Organization and Management Development Division
RMU - Records Management Unit

Department/Division : Institutional Development Department (IDD)/Organizational and Management Development Division (OMDD)
Service : Productivity Incentives of Officers and Employees
Clients (Who May Avail) : 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
Classification/Transaction Type : Complex Transaction/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request and complete supporting documents	Receives request.	Cluster B	IDD/OMDD, 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	IDD/OMDD & ODAECMS, 4/F & 6/F	
		Approves/Signs the request for incentives.	Administrator	OA, 7/F	<i>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.</i>

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Receives letter-approval	Transmits letter to EC thru e-mail and/or releases the same thru RMU.	Records Officer	IDD/OMDD, 6/F	1 day
END					

LEGEND:

ECs - Electric Cooperatives

FSD - Finance Services Department

IDD - Institutional Development Department

MFSR - Monthly Financial and Statistical Report

OA - Office of the Administrator

ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

OMDD - Organization and Management Development Division

RMU - Records Management Unit

Department/Division : Institutional Development Department (IDD)/Organizational and Management Development Division (OMDD)
Service : Request/Application for Retirement of GM (without pending case)
Clients (Who May Avail) : Electric Cooperatives
Requirements : Board Resolution
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Twenty (20) days
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits request	Receives request.	Sr. ECDO or Sr. IRD Staff	IDD/OMDD, 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 & Administrator	IDD & ODAECMS, 4/F & 6/F	5 days
2	Receives letter-approval	Transmits letter to EC thru e-mail and/or releases the same thru RMU.	Records Officer	IDD/OMDD, 6/F	1 day
END					

LEGEND:

ADCOM - Administrative Committee
CSW - Complete Staffwork
ECAD - Electric Cooperative Audit Department
ECDO - Electric Cooperative Development Officer
ECs - Electric Cooperatives
GM - General Manager
IDD - Institutional Development Department
IRD - Industrial Relations Development
ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services
OMDD - Organization and Management Development Division
RMU - Records Management Unit

Department/Division	: Institutional Development Department (IDD)/Consumer Development and Protection Division (CDPD)
Service	: <u>Handling Consumer Complaint</u>
Clients (Who May Avail)	: 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
Classification/Transaction Type	: Highly Technical/Government-to-Citizen (G2C)

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.	Assigned CDPD Staff	IDD/CDPD & 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		
		<i>Monitors/Follows-up EC action/reply (if no EC reply after 15 days)</i>	Assigned CDPD Staff	IDD/CDPD, 6/F	6 days
	Replies/Acts on consumer complaint.				
	Endorses to Division Manager.	Division Manager			
	Endorses to Department Manager.	Department Manager			
	Endorses to DAECMS.	DAECMS			
2	Receives action taken by EC	Transmits action taken by EC to complainant thru e-mail and/or thru RMU.	Assigned CDPD Staff	IDD/CDPD, 6/F	
END					

LEGEND:

CDPD - Consumer Development and Protection Division

DAECMS - Deputy Administrator for Electric Cooperatives Management Services

EC - Electric Cooperative

IDD - Institutional Development Department

ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

RMU - Records Management Unit

Department/Division : Institutional Development Department (IDD)/Consumer Development and Protection Division (CDPD)
Frontline Service : **Processing of EC By-Laws Amendments**
Clients (Who May Avail) : Electric Cooperatives
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 General Membership Assembly proposed amendment
Additional Requirements for Redistricting : 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 & Existing/Amended Coop by-Laws
Schedule of Availability of Service Fees : Monday - Friday (8AM - 5PM)
: None
Total/Maximum Duration of Process : Thirty-Five (35) days (Excluding Legal Review Process)
Classification/Transaction Type : Highly Technical/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submit proposed amendment to EC by-laws	Review/Evaluate/Prepare draft recommendation and Approval of Recommendation (including coordination with other departments/offices)	Staff, Department Manager, DAECMS & concerned Department/Office	IDD/CDPD & ODAECMS, 6/F	33 days
		Review/Approve recommendation	DALS	ODALS, 2/F	
		Approve EC By-Laws Amendments	Administrator	OA, 7/F	1 day
2	Receive approved amendment	Endorse to EC BOD	Staff	IDD/CDPD, 6/F	1 day
		END			

LEGEND:

EC - Electric Cooperative
BOD - Board of Directors
DALS - Deputy Administrator for Legal Services
DAECMS - Deputy Administrator for Electric Cooperatives Management Services
OA - Office of the Administrator
ODALS - Office of the Deputy Administrator for Legal Services
ODAECMS - Office of the Deputy Administrator for Electric Cooperatives Management Services

Department/Division	: Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)
Service	: <u>Information Services (Simple request not needing inputs from other departments/offices)</u>
Clients (Who May Avail)	: 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
Classification/Transaction Type	: Simple Transaction/G2B, G2C & G2G

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. <i>(Note: Letter Request sent through hardcopy or email)</i>	Concerned Staff	DMPCD, 2/F	3 days
		Endorses request to ITCSD.	Concerned Staff	OA, 7/F	
	Sends letter-request addressed to Administrator received thru ITCSD Manager or ITCSD email.	Endorses request to DMPCD.	ITCSD Manager	ITCSD, 2/F	
	Sends letter-request addressed to Administrator received thru DMPCD Manager or DMPCD email.	Verifies request and endorses to concerned section for the preparation of requirements.	DMPCD Manager Section Chief Concerned Staff		
2	Receives response	Replies to the requesting party with required data and reports through e-mail.			
END					

LEGEND:

DMPCD - Database Management and Program Control Division

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

ITCSD - Information Technology and Communication Services Department

OA - Office of the Administrator

Department/Division	: Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)
Service	: <u>Information Services (Complex request needing inputs from other departments/offices)</u>
Clients (Who May Avail)	: 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
Classification/Transaction Type	: Complex Transaction/G2B, G2C & G2G

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. <i>(Note: Letter Request sent through hardcopy or email)</i>	Concerned Staff	DMPCD, 2/F	6 days
		Endorses request to ITCSD.	Concerned Staff	OA, 7/F	
	Sends letter-request addressed to Administrator received thru ITCSD Manager or ITCSD email.	Endorses request to DMPCD.	ITCSD Manager		
	Sends letter-request addressed to Administrator received thru DMPCD Manager or DMPCD email.	Verifies request and endorses to concerned section for the preparation of requirements. <i>(In case of email, forwarded to concerned Department/Office with notation for appropriate action. In case of hardcopy, forwarded to concerned Department/Office with corresponding Memo or Transmittal Sheet)</i>	DMPCD Manager Section Chief Concerned Staff	ITCSD, 2/F	
2	Receives response	Replies to the requesting party with required data and reports through e-mail. <i>(The other concerned Department/Office is also required to reply directly to the requesting party through email)</i>			
END					

LEGEND:

- DMPCD** - Database Management and Program Control Division
- G2B** - Government-to-Business
- G2C** - Government-to-Citizen
- G2G** - Government-to-Government
- ITCSD** - Information Technology and Communication Services Department
- OA** - Office of the Administrator

Department/Division : Legal Services Office (LSO)
Service : Preparation of Legal Opinion
Clients (Who May Avail) : ECs
Required Documents : Letter-Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Twelve (12) days
Classification/Transaction Type : Highly Technical/G2B

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 DALs.			
		Endorses to assigned lawyer.	DALS		
		Lawyer renders legal opinion.	Assigned Lawyer		8 days
2	Receives legal opinion	Releases of legal opinion.	Legal Services Staff		1 day
End					

LEGEND:

- DALS** - Deputy Administrator for Legal Services
- ECs** - Electric Cooperatives
- G2B** - Government-to-Business
- ODALS** - Office of the Deputy Administrator for Legal Services

Department/Division	: NEA-EC Training Institute (NETI)
Service	: <u>Conduct of Customized Training/Seminar</u>
Clients (Who May Avail)	: 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)
Classification/Transaction Type	: Highly Technical/Government-to-Business (G2B)

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits Letter-Request.	Receives letter request (thru e-mail 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 or RMU).			
2	Informs NETI of approval of schedule, venue and number/level of participants.	Prepares/Revises/Finalizes CSW.	Department Manager	OA, 7/F	10 days
		Reviews and recommends approval of CSW.			
		Approves of CSW.	Administrator		
		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	<i>Depending on the number of schools/days</i>
END					

LEGEND:

- CSW** - Complete Staffwork
- ECs** - Electric Cooperatives
- OA** - Office of the Administrator
- RMU** - Records Management Unit

Department/Division : Office of the Corporate Secretary (OCS)
Service : Issuance of Certified True Copy of Board Resolution
Clients (Who May Avail) : Public and Electric Cooperatives
Required Documents : Written Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : ₱10.00/page
Total/Maximum Duration of Process : Two (2) days
Classification/Transaction Type : Simple Transaction/G2B & G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Files a written request at OCS.	Receives the request.	Minutes/Agenda Officer/ Records Officer	OCS, 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:

OCS - Office of the Corporate Secretary
ECs - Electric Cooperatives
G2B - Government-to-Business
G2C - Government-to-Citizen

Department/Division : Office of the Corporate Secretary (OCS)
Service : Issuance of Certification of Board Resolution
Clients (Who May Avail) : Public and ECs
Required Documents : Written Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : ₱10.00/page
Total/Maximum Duration of Process : Two (2) days
Classification/Transaction Type : Simple Transaction/G2B & G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Files a written request at OCS.	Accepts the request.	Minutes/Agenda Officer/ Records Officer	OCS, 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:

OCS - Office of the Corporate Secretary
ECs - Electric Cooperatives
G2B - Government-to-Business
G2C - Government-to-Citizen

Department/Division	: Total Electrification and Renewable Energy Development Department (TEREDD)/ Total Electrification Division (TED) - Luzon, Visayas & Mindanao Team
Frontline Service	: <u>Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. projects</u>
Clients (Who May Avail)	: Electric Cooperatives (ECs)
Requirements	: Duly accomplished Board Resolution, Budget Request 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
Classification/Transaction Type	: Highly Technical/Government-to-Business (G2B)

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.	DATS	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.	DATS	ODATS, 6/F	1 day
		Endorses the approved Evaluation Memorandum to Accounts Services Division (ASD) for Memorandum of Agreement (MOA) preparation.	Department Manager	TEREDD, 7/F	1/2 day
END					

LEGEND:

ASD - Accounts Services Division

BR - Budget Request

DATS - Deputy Administrator for Technical Services

DX Line - Distribution Line

ECs - Electric Cooperatives

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

TED - Total Electrification Division

TEREDD - Total Electrification and Renewable Energy Development Department