

LIST OF INTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
HRAD-HRMD	(+632) 8929-1909 Loc 202	Employee Satisfaction Survey (ESS) - Online	NEA Officials and Employees	55-56
HRAD-HRMD	(+632) 8929-1909 Loc 202	Handling Complaints	NEA Officials and Employees	57-58
HRAD-HRMD	(+632) 8929-1909 Loc 202	Competency Assessment and Enhancement	NEA Immediate Supervisors	59-60
HRAD-HRMD	(+632) 8929-1909 Loc 202	Personnel Performance Evaluation	NEA Officials and Employees	61-63
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Maintenance of Transparency Seal	Concerned NEA Department/Office	64-65
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Update of Content)	Concerned NEA Department/Office	66
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Enhancement/Redesign of Content)	Concerned NEA Department/Office	67-68
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Website Redesign)	Concerned NEA Department/Office	69-70
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Information Communication Technology (ICT) Hardware and Software Maintenance	Concerned NEA Department/Office	71-72
LSO	(+632) 8929-1909 Loc 130	Legal Opinion/Services	NEA Departments and Offices	73
NETI	(+632) 8929-1909 Loc 214	Specialized Training Services for Local Participants	NEA Officials and Employees	74-75
NETI	(+632) 8929-1909 Loc 214	Specialized Training Services for Foreign Participants	NEA Officials and Employees	76-77

LIST OF INTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
OCS	(+632) 8929-1909 Loc 188	Conduct of Committee and Board Meeting	NEA BOA, Deputy Administrators, Concerned Departments and Offices	78-79
OCS	(+632) 8929-1909 Loc 188	Drafting and Approval of Minutes of Meeting	NEA BOA	80-81

Department/Division : Human Resources and Administration Department/Human Resources Management Division
Service : Employee Satisfaction Survey (ESS)¹ - Online
Clients (Who May Avail) : All NEA Plantilla Officials and Employees
Requirement : a. All NEA Plantilla Officials and Employees working in NEA for at least one (1) year
b. Cellphone, Computer or any other applicable devices compatible to Google Forms App²
c. Internet Connection
d. e-mail address
Schedule of Availability of Service : Annually after the conduct of Customer Satisfaction Survey (CSS)
Fees : None
Validity : One (1) Year
Total/Maximum Duration of Process* : Fifteen (15) days
Classification/Transaction Type : Complex Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Receive the survey link posted by HRMD from the online platforms	Post survey link to the online platforms.	Assigned HRMD Staff	HRMD/HRAD, 4/F	15 days
2	Fill-out the electronic survey and submit the response	Received employee's response.			
3	Receive acknowledgement through e-mail from Google with summary of the response	Conduct Data Analysis/Interpretation	Concerned HRMD Staff		
		Prepares Result of Survey Report ³			
		Prepare Employee Satisfaction Survey (ESS) Report	Concerned HRMD Staff, IRM Chief, HRMD Manager & HRAD Manager		
		Recommends Action Plan	HRAD Manager, Deputy Administrator for CRFS, Administrator & NEA Management	HRAD 4/F, ODACRFS 5/F, OA 7/F	
END					

NOTES:

1. Employee Satisfaction Survey (ESS) is a method of obtaining candid opinion of employees by giving them an opportunity to anonymously answer raised in a questionnaire.
2. Google Forms application (app) is a survey administration software included as part of the free, web-based Google Docs Editors suite offered by Google. The said software is only available as a web application. The app allows users to create and edit surveys online while collaborating with other users in real-time. The collected information can be automatically entered into a spreadsheet.
3. The Result of Survey Report is submitted to HRMD and HRAD Manager.

LEGEND:

APP - Application

CRFS - Corporate Resources and Financial Services

CSS - Customer Satisfaction Survey

ESS - Employee Satisfaction Survey

G2C - Government-to-Citizen

HRAD - Human Resources and Administration Department

HRMD - Human Resources Management Division

IRM - Industrial Relations Management

OA - Office of the Administrator

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

Department/Division : Human Resources and Administration Department/Human Resources Management Division
Service : **Handling Complaints**
Clients (Who May Avail) : All NEA Plantilla Officials and Employees
Requirement : Details of the complaint
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Validity : Not Applicable
Total/Maximum Duration of Process* : Three (3) days
Classification/Transaction Type : Simple Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	File a complaint ¹ through CSC's Contact Center ng Bayan (CSC-CCB)	Received complaint from the HRMD/HRAD email.	Assigned HRMD Staff	HRMD/HRAD, 4/F	3 days
		Verify and evaluate the complaint and its appropriate action/s needed.	Bilis Aksyon Partner (HRAD Manager)		
		Reply Letter to Complaint.	Concerned NEA Employee ² & Concerned HRMD Staff		
		Check the reply letter ³ for correction or revision.	HRMD Manager & HRAD Manager		
		Prepare endorsement letter to CSC			
		Sign/Approve the reply letters. ⁴	HRAD Manager, Deputy Administrator for CRFS & Administrator	HRAD 4/F, ODACRFS 5/F, OA 7/F	
2	Received reply letter	Send letters to Complainant and CSC through HRMD/HRAD email	Assigned HRMD Staff ⁵	HRMD/HRAD, 4/F	

END

LEGAL BASES:

- a. R.A. No. 9485 ARTA of 2008 and its IRR
- b. R.A. No. 11032 EODB Act of 2018
- c. CSC MC No. 12 s. 2008 on RA No. 9485 and its IRR
- d. CSC related circulars & NEA issuances

NOTES:

1. Complaint means an expression of dissatisfaction made to an organization, its services related or the complaints-handling process, where a response or resolution is explicitly or implicitly expected.
2. The concerned employee will send back their responses to HRMD for endorsement.
3. For complaints that needs further deliberation/ investigation on possible violation/s of HR policies/guidelines, the same may be referred to Grievance Committee or NEA Internal Administrative Committee (ADCOM) depending on the nature of the complaint received.
4. The signatories of the reply letter are dependent on the subject (person) of the complaint.
5. Update records of the complaint in the Complaints Monitoring Log Sheet (CMLS) for monitoring purposes.

LEGEND:

ADCOM - Administrative Committee

CSC - Civil Service Commission

CCB - Contact Center ng Bayan

CMLS - Complaints Monitoring Log Sheet

G2C - Government-to-Citizen

HRAD - Human Resources and Administration Department

HRMD - Human Resources Management Division

OA - Office of the Administrator

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

Department/Division : Human Resources and Administration Department/Human Resources Management Division
Service : **Competency Assessment and Enhancement**
Clients (Who May Avail) : All NEA Plantilla Officials with subordinate/s
Requirement : a. Updated Seminar on On-Line Competency Assessment
b. HRIS Supervisory access on Competency Assessment
c. e-mail address
Schedule of Availability of Service : Annually
Fees : None
Validity : One (1) Year
Total/Maximum Duration of Process* : Twenty (20) Days
Classification/Transaction Type : Highly Technical/G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Identify the competencies ¹ for assessment, who will conduct the assessment and defined working process/period.	Concerned HRMD Staff, HRMD Manager & HRAD Manager	HRMD/HRAD, 4/F	20 days
		Provide all Supervisors (Assessors) ² with Online Competency Assessment Form (OCAF) through Human Resources Information System (HRIS).	Concerned HRMD Staff		
1	Assess based on the competencies of the employees exhibited during the year in the performance of their job. ³	Consolidation of data/ analysis/interpretation. ⁴			
		Prepare and Review the Result of the Assessment. ⁵	Concerned HRMD Staff, HRMD Manager & HRAD Manager		
		Prepare Annual Competency Assessment Report. ⁶	Concerned HRMD Staff, IRM Chief, HRMD Manager & HRAD Manager		
END					

NOTES:

1. The basis on the determination of the required competencies is on the present position/designation of the employee vis-à-vis the required competencies in the three (3) categories/grouping: Core, Leadership and Functional.
2. Updating of competencies is based on the request of the department/office concerned.
3. The competency assessment form includes the following components:
 - a. Name of the person being assessed
 - b. Name of the assessor/rater
 - c. Date of the assessment
 - d. List of competencies
 - e. Space for assessment
 - f. Space for comments
4. The HRMD submits the competency gap report to NEA-EC Training Institute (NETI) to address the gaps of the concerned employee/s.
5. The result of the assessment determined the number of employees who met the required competencies.
6. The HRMD shall submit the Competency Assessment Report to Governance Commission for GOCCs (GCG).

LEGEND:

G2C - Government-to-Citizen
GCG - Governance Commission for GOCCs
HRAD - Human Resources and Administration Department
HRIS - Human Resources Information System
HRMD - Human Resources Management Division
NETI - NEA EC Training Institute
OCAF - Online Competency Assessment Form

Department/Division : Human Resources and Administration Department/Human Resources Management Division
Service : **Personnel Performance Evaluation**
Clients (Who May Avail) : All NEA Plantilla Officials and Employees
Requirement : a. Approved IPCR for employees
b. Approved OPCR/DPCR for officials
Schedule of Availability of Service : Semestral
Fees : None
Validity : One (1) Year
Total/Maximum Duration of Process* : Thirty (30) Days after the set submission deadline
Note: The deadline for submission of IPCR & OPCR/DPCR is 30 days after the posting of the notice.
Classification/Transaction Type : Complex Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submit approved IPCR and OPCR/DPCR on or before the set deadline. ¹	Review the completeness of the documents.	IRM Officer A	HRMD/HRAD, 4/F	30 days
2	Receive the "Receiving Copy" from IRM Officer A	Receive approved IPCR and OPCR/DCPR.			
		Review the IPCR based on set targets with complete documents and signature.			
		a. Review employees rating. ² b. Prepare Summary List of Individual Performance Ratings (per Office/Department).	IRM Officer A & IRM Chief		
		Review and confirm final rating of employees. ³	IRM Chief, HRMD Manager & HRAD Manager		
		Prepare Summary Report and files the submitted IPCR, DPCR/OPCR. ⁴	IRM Officer A, IRM Chief, HRMD Manager & HRAD Manager		
END					

NOTES:

1. Personnel Performance Evaluation is done on a semestral basis. The respective supervisors are responsible in rating their employees under their Department/Office.

Signatories to the IPCR and DPCR (per Manual of Approval) are as follows:

ITEM	RECOMMENDING APPROVAL	APPROVING AUTHORITY
1. Individual Performance Commitment and Review a) Central Office-Based * Division Manager of Department/Office under the Office of the Administrator (OA)	Department Manager/ Head of Office Concerned	Administrator
* Division Manager of other Sectors	Department Manager/ Head of Office Concerned	Deputy Administrator Concerned
* Section Chief	Division Manager, Concerned	Department Manager/ Head of Office Concerned
* Associate (Rank and File)	Section Chief Concerned	Division Manager, Concerned
2. Departmental Performance Commitment and Review * Department Manager of Department/Office under the Office of the Administrator (OA)		Administrator
* Department Manager of other Sectors	Deputy Administrator Concerned	Administrator

2. Employees who obtained Unsatisfactory rating for one rating period or exhibited Poor performance shall be provided appropriate developmental intervention by the Head of Office and Supervisor (Division/Unit Head), in coordination with the HRMD, to address competency-related performance gaps.
3. For an official or employee, who is rated poor/unsatisfactory in performance for two consecutive rating period, he/she may be dropped from the rolls after due process.
4. Summary List of Individual Performance Ratings (per Office/Department) shall be signed by the concerned Division Managers and Department Manager/Head of Office.

LEGEND:

DPCR - Department Performance and Commitment Review

G2C - Government-to-Citizen

HRAD - Human Resources and Administration Department

HRMD - Human Resources Management Division

IPCR - Individual Performance and Commitment Review

IRM - Industrial Relations Management

OPCR - Office Performance and Commitment Review

Department/Division	: Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)
Service	: <u>Maintenance of Transparency Seal</u>
Clients (Who May Avail)	: Concerned NEA Department/Office
Required Documents	: Memorandum/Electronic Mail (e-mail) Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Six (6) hours
Classification/Transaction Type	: Simple Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
1	Prepares the new and/or updated information, content/document for uploading/update and/or enhancement of the Transparency Seal.	Sends memorandum / E-mail request addressed to ITCSD Manager.	NEA Corporate Governance Committee (CGC)	N/A	6 hours
		Receives and endorses the request to ITSDD for appropriate actions.	ITCSD Manager	ITCSD, 2nd Floor	
		Analyzes the request and identifies the actions to be taken.	ITSDD Manager Section Chief Web Administrator/s		
		Proposes solutions/actions and identify necessary requirements.	Web Administrator/s		
		Informs concerned (originating) Department/Office for the actions to be taken and requests additional data/documents if necessary.	ITCSD Manager ITSDD Manager Section Chief Web Administrator/s		
		<i>Needed actions can be any or combination of the following:</i> <ul style="list-style-type: none"> a) <i>Modify or redesign web pages</i> b) <i>Writing and refining data for the edited content and proof reading</i> c) <i>Create links or update broken lines</i> d) <i>Upload/modify documents/image/video, etc.</i> e) <i>Archive documents</i> f) <i>Unpublished menu, web pages, modules, articles</i> 			

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		Uploads/Updates information.	Web Administrator/s	ITCSD, 2nd Floor	6 hours (Continuation)
		Publishes/Unpublishes information in the Transparency Seal.			
2	Reviews published information.	Transparency Seal updated. Reviews and manages published information.	ITCSD Manager ITSDD Manager Section Chief CGC Web Administrator/s		
END					

LEGEND:

CGC - Corporate Governance Committee

G2C - Government-to-Citizen/Client

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

Department/Division : Information Technology and Communication Services Department (ITCSD)/
 Information Technology and System Development Division (ITSDD)
Service : Website Maintenance (Update of Content)
Clients (Who May Avail) : Concerned NEA Department/Office
Required Documents : Memorandum / Electronic Mail (e-mail) Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Four (4) hours
Classification/Transaction Type : Simple Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for uploading/ update.	Sends memorandum / E-mail request addressed to ITCSD Manager.	Concerned Department/Office	NEA/Q.C.	4 hours
		Receives and endorses the request to ITSDD for appropriate actions.	ITCSD Manager	ITCSD, 2/F	
		Analyzes the request and identifies the actions to be taken.	ITSDD Manager Section Chief Web Administrator/s		
		Assess if the information is intended for upload/update only.	Web Administrator/s		
		If yes, uploads/updates information.			
		Publishes/Unpublishes information in the website.			
2	Reviews published updated content.	Website content updated. Reviews and manages published information.	ITCSD Manager ITSDD Manager Section Chief Web Administrator/s		
END					

LEGEND:

G2C - Government-to-Citizen/Client
ITCSD - Information Technology and Communication Services Department
ITSDD - Information Technology and System Development Division

Department/Division	: Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)
Service	: <u>Website Maintenance (Enhancement/Redesign of Content)</u>
Clients (Who May Avail)	: Concerned NEA Department/Office
Required Documents	: Memorandum / Electronic Mail (e-mail) Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Five (5) days
Classification/Transaction Type	: Complex Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for enhancement/redesign of content.	Sends memorandum / E-mail request addressed to ITCSD Manager.	Concerned Department/Office	NEA/Q.C.	5 days
Receives and endorses the request to ITSDD for appropriate actions.		ITCSD Manager	ITCSD, 2/F		
Analyzes the request and identifies the actions to be taken.		ITSDD Manager Section Chief Web Administrator/s			
Assess if the information is intended for enhancement/ redesign of content.		Web Administrator/s			
If yes, proposes solutions/actions and identify necessary requirements.					
Informs concerned (originating) Department/Office for the actions to be taken and requests additional data/documents if necessary.		ITCSD Manager ITSDD Manager Section Chief Web Administrator/s			
<i>Needed actions can be any or combination of the following:</i> <ul style="list-style-type: none"> a) Modify or redesign web pages b) Writing and refining data for the edited content and proof reading c) Create links or update broken lines d) Upload/modify documents/image/video, etc. e) Archive documents f) Unpublished menu, web pagcs, modules, articles 					

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		Uploads/Updates information.	Web Administrator/s	ITCSD, 2nd Floor	5 days (Continuation)
		Publishes information in the website.			
2	Reviews published website content.	Website content enhanced/ redesigned. Reviews and manages published information.	ITCSD Manager ITSDD Manager Section Chief Web Administrator/s		
END					

LEGEND:

G2C - Government-to-Citizen/Client

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

Department/Division	: Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)
Service	: <u>Website Maintenance (Website Redesign)</u>
Clients (Who May Avail)	: Concerned NEA Department/Office
Required Documents	: Memorandum / Electronic Mail (e-mail) Request
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Fifteen (15) days
Classification/Transaction Type	: Highly Technical/G2C

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for website redesign.	Sends memorandum / E-mail request addressed to ITCSD Manager.	Concerned Department/Office	NEA/Q.C.	15 days
		Receives and endorses the request to ITSDD for appropriate actions.	ITCSD Manager	ITCSD, 2/F	
		Analyzes the request and identifies the actions to be taken.	ITSDD Manager Section Chief Web Administrator/s		
		Assess if the information is intended for website redesign.	Web Administrator/s		
		If yes, discusses the request with ITCSD Manager, ITSDD Manager and Section Head.			
		Assess if the request has no conflict with other portal/reports from the other Department/ Office.	ITCSD Manager ITSDD Manager Section Chief Web Administrator/s		
<i>Assess the feasibility and availability of resources and after redesign, website must be still compliance to Administrative Order No. 39 of DICT and has no conflict to other web pages.</i>					

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity	
		If conflict exist, discuss and asks approval with other concerned Department/Office, then next step.	Web Administrator/s	ITCSD, 2/F	15 days (Continuation)	
		If no conflict, notifies Department/Office for the proposed design, process or procedures for the new web content/portal.				
		Designs and develops web pages/web portal.				
		Tests and reviews the web pages/web portal.	ITCSD Manager ITSDD Manager Section Chief			
		Publishes/Deploys web pages/web portal.	Web Administrator/s			
2	Reviews website redesign.	Website redesigned. Reviews and manages website.	ITCSD Manager ITSDD Manager Section Chief Web Administrator/s			
END						

LEGEND:

G2C - Government-to-Citizen/Client

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

- Department/Division** : Information Technology and Communication Services Department (ITCSD)/
 Information Technology and System Development Division (ITSDD)
Service : **Information Communication Technology (ICT) Hardware and Software Maintenance**
Clients (Who May Avail) : Concerned NEA Department/Office
Required Documents : Request for Repair Form
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Five (5) hours
Classification/Transaction Type : Simple Transaction/G2C

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
1	Informs the ICT Help Desk (Local 124)	<p>Receives call from End User for needed assistance/repair of ICT unit.</p> <p>Upon arrival at the End User premises, determines maintenance service required.</p> <p>If the ICT repair can be covered under Preventive Maintenance Service (PMS), performs needed/ required activities as planned (included in the Maintenance Plan) <i>Note: For preventive maintenance works, refer to Computer and Accessories Maintenance Plan.</i></p> <p>After the PMS, endorses the ICT unit to the End User. <i>Note: End user to countersign or initial the specific Preventive Maintenance job done in the Computer and Accessories Maintenance Plan.</i></p>	<p>Secretary A</p> <p>ICT Technician/ ITSDD Staff</p>	ITCSD, 2/F	5 hours

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		If not covered by PMS, conducts trouble shooting, determine if ICT unit is repairable.	ICT Technician/ ITSDD Staff	ITCSD, 2/F	5 hours (Continuation)
		If the ICT unit is beyond repair, recommends to End User that the ICT unit is already in "unserviceable" status.			
		If the ICT unit can be restored, conducts/facilitates needed repairs and/or replacement of parts.			
		After the needed repair, endorses the ICT unit to the End User.			
		Tests run/verifies the running condition of ICT unit, determines if the repair is acceptable/in order.	Concerned Employee (End User)	NEA, Q.C.	
		If not in order, discuss the issue/s with ICT Technician/ITSDD Staff for additional repair or adjustments.			
2	Signs in the Request for Repair Form (RRF).	If in order, accepts the endorsement of ICT unit from ICT Technician/ITSDD Staff.			
END					

LEGEND:

G2C - Government-to-Citizen/Client

ICT - Information Communication Technology

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

PMS - Preventive Maintenance Service

Department/Division : Legal Services Office (LSO)
Service : Preparation of Legal Opinion
Clients (Who May Avail) : NEA Departments/Offices
Required Documents : Letter-Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Twelve (12) days
Classification/Transaction Type : Highly Technical/G2C

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
- G2C** - Government-to-Citizen
- ODALS** - Office of the Deputy Administrator for Legal Services

Department/Division : NEA-EC Training Institute (NETI)
Service : **Specialized Training Services for Local Participants**
Clients (Who May Avail) : NEA Officials and Employees
Required Documents : Letter Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : Variable (program basis)
Total/Maximum Duration of Process : Twelve (12) days
Classification/Transaction Type : Highly Technical/G2C

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

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Attends Training/Field Visit.	Monitors attendance of the participant/s.	Training Team & Staff	Assigned venue	Depending on the number of day/s
END					

LEGEND:

CSW - Complete StaffWork

DAECMS - Deputy Administrator for Electric Cooperative Management Services

G2C - Government-to-Citizen

NETI - NEA-EC Training Institute

OA - Office of the Administrator

PDC - Personnel Development Committee

RMU - Records Management Unit

Department/Division : NEA-EC Training Institute (NETI)
Service : **Specialized Training Services for Foreign Participants**
Clients (Who May Avail) : NEA Officials and Employees
Required Documents : Letter Request
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : Variable (Program Basis)
Total/Maximum Duration of Process : Sixteen (16) days
Classification/Transaction Type : Highly Technical/G2C

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

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Attends Training/Field Visit	Monitors attendance of the participant/s	Coordinator	Assigned venue	Depending on the number of day/s
END					

LEGEND:

CSW - Complete StaffWork

DAECMS - Deputy Administrator for Electric Cooperative Management Services

G2C - Government-to-Citizen

NETI - NEA-EC Training Institute

OA - Office of the Administrator

PDC - Personnel Development Committee

RMU - Records Management Unit

Department/Division : Office of the Corporate Secretary (OCS)
Service : **Conduct of Committee and Board Meeting**
Clients (Who May Avail) : NEA Board of Administrators, Deputy Administrators, Concerned Departments and Offices
Required Documents : 1) Notice of Board Meeting 2) Agenda 3) Attendance Sheet 4) Board Materials/Folders
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Twenty Five (25) days
Classification/Transaction Type : Highly Technical/Government-to-Citizen (G2C)

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity			
1	Submits schedule availability	Asks the Board Members availability for the month: a) Calls up offices of the Board members to ask for their vacant schedule b) Sends an email for those offices of the Board members who did not reply thru phone	Corporate Board Secretary/ Records Officer B/ Minutes/Agenda Officer B	OCS , 7th Floor	25 days			
		Note: The Corporate Board Secretary plots the schedule for the incoming year based on the given availability of the board members. Submits the schedule to the BOA for approval.						
		Upon the confirmation of final date of meetings, prepares Notices of Meeting. Sends Notices of Meeting to the Board members thru email.						
		Prepares and disseminate Notice of Meeting and Memo to all concerned Department/Office, requesting for agenda they want to present to the Committees and Board.						
		Upon receipt of agenda materials from concerned Department/Office, prepares a draft agenda proposal for submission and approval of Committee Chair.						

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		Disseminates copies of Approved Proposed Agenda to the Board Members and presenters.	Corporate Board Secretary/ Records Officer B/ Minutes/Agenda Officer B	OCS , 7th Floor	25 days (Continuation)
		Receives presenter's materials. Sorts, photocopies and send out the materials to the Board members.			
		Note: Upon request of the Administrator, schedules the Pre-Board Meeting. Responsible employees prepare venue, materials, and Inform the presenters of the schedule of the Pre-Board Meeting.			
2	Attends Board Meeting	At the day of meeting, checks the attendance of the Board member. Board Meeting proper.	Corporate Board Secretary	Board Room, 7th Floor	
END					

LEGEND:

BOA - Board of Administrators

G2C - Government-to-Citizen

OCS - Office of the Corporate Secretary

Department/Division : Office of the Corporate Secretary (OCS)
Service : **Drafting and Approval of Minutes of Meeting**
Clients : NEA Board of Administrators
Required Documents : Minutes of Meeting (Committee and Regular Meetings)
Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
Fees : None
Total/Maximum Duration of Process : Twenty (20) days from the last day of Board Meeting
Classification/Transaction Type : Highly Technical/Government-to-Citizen (G2C)

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		Creates a notes template specifically for the upcoming meeting by using items from the next meeting agenda and also considering the attendees.	Administration Services Assistant C Minutes/Agenda Officer B	OCS, 7th Floor	20 days from the last day of Board Meeting
1	Attends Board Meeting	Attends the meeting and jot down/ fills in the meeting notes template. Records the facts during the meeting via audio and video recording.		Board Room, 7th Floor	
		When the meeting ends, reviews the notes template and make adjustments when necessary. This may include adding extra information or clarifying some of the issues raised. Also, check to see that all instructions and motions are clearly recorded.	Administration Services Assistant C Minutes/Agenda Officer B Manpower Personnel		
		Transcribes the meeting using the audio and video recording and jot down notes/ notes template.	Administration Services Assistant C Manpower Personnel	O C S , 7th Floor	
		After the transcription, drafts the Minutes of the Meeting including Board Resolution/s.			
		Signs the "Prepared by" and endorses the Minutes of the Meeting to the Board Corporate Secretary.	Records Officer B/ Minutes/Agenda Officer B		

No.	Client Step	Agency Action	Person Responsible	Office / Location	Duration of Activity
		Reviews the Minutes of the Meeting	Corporate Board Secretary	OCS , 7th Floor	20 days from the last day of Board Meeting (Continuation)
		If there is a need for revision/correction, the Corporate Board Secretary revises/corrects Minutes of the Meeting.			
		If no revision/correction needed, signs the "Certified thru and Corrected by" and endorses the Minutes of the Meeting to the Board members.			
		Disseminates the copies of Minutes of the Meeting to Board Members for comments.			
		Note: Minutes of the Meeting is subject for approval on the next scheduled meeting. The Board of Administrators is given five days to provide his/her comments.			The time is dependent on the availability of the NEA Board of Administrators
2	Signs the "Attested by" portion in the Minutes of the Meeting		Board of Administrators	Board Room, 7th Floor	
END					

LEGEND:

BOA - Board of Administrators

G2C - Government-to-Citizen

OCS - Office of the Corporate Secretary