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2023 NEA CITIZEN'S CHARTER (2nd EDITION)

MANUAL I S O

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National Electrification Administration
#57 NIA Road Diliman, Q.C.
8929-19-09
www.nea.gov.ph

FOREWORD

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

In connection with R.A. 11032, the vision of converting electric cooperative consumers into a truly empowered electric cooperative (EC) member-consumer-owners (MCOs) or simply put ECMCO, will strengthen the partnership of NEA and the ECs, for a unified NEA-EC-MCOs towards a strong MCO-based movement for rural electrification, and more significantly for the electric cooperatives and electricity consumers.

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



ANTONIO MARIANO C. ALMEDA
Administrator

SERVICE PLEDGE

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

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

VISION

Promoting good governance, competence and transparency to achieve fully electrified Philippines in 2028.

MANDATED MISSION

1. To promote the sustainable development in the rural areas through rural electrification.
2. To empower and strengthen the NEA to pursue the electrification program and bring electricity, through the Electric Cooperatives as its implementing arm, to the countryside even in missionary or economically unviable areas.
3. To empower and enable Electric Cooperatives to cope with the changes brought about by the restructuring of the electric power industry.

NEA FRONTLINE SERVICES

L – LEGAL SERVICES

I – INSTITUTIONAL SERVICES

F – FINANCIAL SERVICES

T – TECHNICAL SERVICES

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
CCSMO	(+632) 8929-1909 Loc 213	Request for Anniversary/Event Messages	Electric Cooperatives and other Institutions	32-33
CPO-REPPDD	(+632) 8929-1909 Loc 189	Request for Electrification	General Public	34-35
IDD-OMDD	(+632) 8929-1909 Loc 137	Request for General Manager's Salary Increase	Electric Cooperatives	36
IDD-OMDD	(+632) 8929-1909 Loc 137	Request for Employees' Salary Increase	Electric Cooperatives	37
IDD-OMDD	(+632) 8929-1909 Loc 137	Productivity Incentives of Officers and Employees	Electric Cooperatives	38-39
HRAD-HRMD	(+632) 8929-1909 Loc 202	Handling of Whistleblowing Reports/Complaints	All Stakeholders	40-41
IDD-CDPD	(+632) 8929-1909 Loc 136	Processing of EC By-Laws Amendments	Electric Cooperatives	42
ITCSD-DMPCD	(+632) 8929-1909 Loc 125	Information Services (Simple request not needing inputs from other departments/offices)	Government, NGAs & General Public	43
ITCSD-DMPCD	(+632) 8929-1909 Loc 125	Information Services (Complex request needing inputs from other departments/offices)	Government, NGAs & General Public	44
LSO	(+632) 8929-1909 Loc 130	Legal Opinion/Services	Electric Cooperatives	45

LIST OF EXTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
NETI	(+632) 8929-1909 Loc 214	Conduct of Customized Training/Seminar	Electric Cooperatives	46
OCS	(+632) 8929-1909 Loc 188	Issuance of Certified True Copy of Board Resolution	Electric Cooperatives & General Public	47
OCS	(+632) 8929-1909 Loc 188	Issuance of Certification of Board Resolution	Electric Cooperatives & General Public	48
TEREDD-TED	(+632) 8929-1909 Loc 208	Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. Projects	Electric Cooperatives	49

LIST OF INTERNAL SERVICES

DEPARTMENT-DIVISION	CONTACT NO.	SERVICE NAME	CLIENT	PAGE
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Maintenance of Transparency Seal	Concerned NEA Department/Office	50-51
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Update of Content)	Concerned NEA Department/Office	52
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Enhancement/Redesign of Content)	Concerned NEA Department/Office	53-54
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Website Maintenance (Website Redesign)	Concerned NEA Department/Office	55-56
ITCSD-ITSDD	(+632) 8929-1909 Loc 186	Information Communication Technology (ICT) Hardware and Software Maintenance	Concerned NEA Department/Office	57-58
LSO	(+632) 8929-1909 Loc 130	Legal Opinion/Services	NEA Departments and Offices	59
NETI	(+632) 8929-1909 Loc 214	Local Scholarship	NEA Officials and Employees	60-61
OCS	(+632) 8929-1909 Loc 188	Conduct of Committee and Board Meeting	NEA BOA, Deputy Administrators, Concerned Departments and Offices	62-63
OCS	(+632) 8929-1909 Loc 188	Drafting and Approval of Minutes of Meeting	NEA BOA	64-65

Department/Division	: Accounts Management and Guarantee Department (AMGD)/Accounts Management Division (AMD)
Service	: <u>Approval of Application for Short-Term Credit Facility (STCF)</u>
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. * 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	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. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.	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. * 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	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. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.	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 * 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	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		
		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	
		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. * 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	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 *Time is dependent on the official action of the Administrator and BOA
		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. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.	Loans Analyst/ Sr. Accts. Mgmt. 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

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. * 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	20 days *Time is dependent on the official action of the Administrator and BOA
		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. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.	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. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.	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. * 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	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	Time is dependent on the official action of the Administrator.
		Signs/Approves the clearance. * Subject for presentation to BOA for their information	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	: <u>Clearance of ECs to Avail Loan Outside NEA (Loan Policy 14-C) <More than P100 Million></u>
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. * 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	3 days
		Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation. * 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.	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	Time is dependent on the official action of the Administrator and Board of Administrators.
		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. *Sends copy of clearance thru RMU/e-mail.			
		If Clearance with Collateral Sharing, provides ASD with a copy of Board Resolution for Mortgage Sharing Indenture (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 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		Time is dependent on the receipt of signed MSI 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
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 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			
		* 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.				
		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 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. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.	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	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
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. * 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	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 Engineering Department (ED) for technical evaluation (including Budget Request and other supporting documents).	Accounts Officer & Section Chief		
		Endorses to 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 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			
		* 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.				
		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. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/ basis for the preparation of Post Dated Checks.	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 Engineering Department's technical evaluation.	Accounts Officer & Section Chief		
		If the RE Loan is for capital expenditures, prepares Transmittal Memo to Engineering Department (ED) for technical evaluation.			
		Endorses to 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	Time is dependent on the official action of the Administrator and Board of Administrators.	
		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. * Preparation and approval of new Loan Recommendation and Approval Document (LRAD) is needed in case of re-alignment of the approved RE Loan.	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	Time is dependent on the receipt of signed Loan Contract from EC
3	Signs Loan Contract and submits to NEA	Receives signed copy of Loan Contract. 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. * 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	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 Engineering Department (ED) for technical evaluation (including Budget Request and other supporting documents).	Accounts Officer & Section Chief		
		Endorses to 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 loan application.	Records Officer	ED, 6/F	5 days
		Conducts technical evaluation, prepares Memo Evaluation/ Recommendation (MER), Disbursement Voucher (DV) & Budget Utilization Request (BUR). * The concerned Engineer/s also processes/initials on the Budget Request.	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. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/ basis for the preparation of Post Dated Checks.	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	: <u>Approval of Rural Electrification (RE) Loan - Working Capital</u> <u>1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement</u>
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. * 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	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. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.	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		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 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. * 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	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. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.	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	4 days (Continuation)
		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 : 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
Classification/Transaction Type : Simple 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/event 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/event message.	Department Manager		
		Receives proposed EC anniversary/event message.	Executive Assistant/ OA Secretary	OA, 7/F	Time is dependent on the official's action in the department/office concerned. Duration of activities within this department/office is not included in the total duration of the process. (Maximum is ten days)
		Reviews proposed EC anniversary/event message.	Administrator		
		Approves and/or revises EC anniversary/event 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/event message to the EC. <i>Sends original copy of transmittal letter and approved anniversary/event 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/event 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 : 3 days for simple, 7 days for complex & 20 days for technical transaction
Classification/Transaction Type : Simple, Complex and Technical 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	3 days for simple, 7 days for complex & 20 days for technical transaction
		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 : 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
		Gathers and evaluates request in coordination with ADCOM and ECAD for CSW.			18 days
	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			
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:

ADCOM - Administrative Committee
CSW - Complete Staff Work
DAECMS - Deputy Administrator for Electric Cooperatives Management Services
ECAD - Electric Cooperative Audit Department
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. Certificate of Compliance in Security Deposit
 4. Certification that the EC has sufficient sinking fund for retirement based on Actuarial Study
 5. Simulation of DSM vs Non-Power Cost
 6. 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
DSM - Distribution Supply and Metering
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 request.	Division Manager, Department Manager & DAECMS	IDD/OMDD & ODAECMS, 4/F & 6/F	
		Approves/Signs the request for incentives.	Administrator	OA, 7/F	Time is dependent on the official action of the Administrator. Duration of Activity within this office is not included in the total duration of the process.

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 : Human Resources and Administration Department/Human Resources Management Division
Service : Handling of Whistleblowing Reports/Complaints
Clients (Who May Avail) : All Stakeholders: The general public, other government agencies, whistleblowers and complainants.
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/G2B, G2C, G2G

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) or a written complaint (1 original copy or 1 electronic copy) through any other reporting mode/channels. (whistleblowing web portal, face-to-face, e-mail, fax etc.)	Receive complaint through the HRMD/HRAD email.	Assigned HRMD Staff	HRMD/HRAD, 4/F	3 days
		Acknowledge ² the complaint. Verify and evaluate the complaint and its appropriate action/s needed.	Bilis Aksyon Partner (HRAD Manager)		
		Prepare reply letter to complaint.	Concerned NEA Employee ³ & Concerned HRMD Staff		
		Check the reply letter ⁴ for correction or revision.	HRMD Manager & HRAD Manager		
		Prepare endorsement letter to CSC			
		Sign/Approve the reply letters. ⁵	HRAD Manager, Deputy Administrator for CRFS & Administrator		
2	Received reply letter	Send letters to Complainant and CSC through HRMD/HRAD email	Assigned HRMD Staff ⁶	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 complaint will be acknowledged through automatic e-mail reply.
3. The concerned employee will send back his/her response to HRMD for endorsement.
4. For legitimate complaints that need further deliberation/investigation on possible violation/s of HR policies/guidelines, the same may be referred to NEA Administrative Committee (ADCOM) depending on the nature of the complaint received. Malicious and anonymous complaints will not be referred to NEA ADCOM but will be replied to through other available reporting channel, if possible.
5. The signatories of the reply letter are dependent on the subject (person) of the complaint.
6. 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

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

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	: Institutional Development Department (IDD)/Consumer Development and Protection Division (CDPD)
Frontline Service	: <u>Processing of EC By-Laws Amendments</u>
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 : Information Services (Simple request not needing inputs from other departments/offices)

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. (Note: Letter Request sent through hardcopy or email)	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 : Information Services (Complex request needing inputs from other departments/offices)
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. (Note: Letter Request sent through hardcopy or email)	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	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. (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)	DMPCD Manager Section Chief Concerned Staff		
2	Receives response	Replies to the requesting party with required data and reports through e-mail. (The other concerned Department/Office is also required to reply directly to the requesting party through email)			
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	3 days Depends on the availability of the speaker
		Forwards letter request for appropriate action.	Department Manager		
		Acknowledges letter request.	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	7 days
		Reviews and recommends approval of CSW.			
		Signs/Approves the CSW.	Administrator		Time is dependent on the action of the Administrator
		Prepares Administrative Requirements (Travel Order and other necessary training materials / documents).	Coordinator		NETI, 3/F
3	Attends Training/Seminar.	Implements conduct of Training/Seminar.	Staff & Resource Persons	EC Venue	Depending on the number of schools/days
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.			
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

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		
		Needed actions can be any or combination of the following: 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 pages, modules, articles			

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	: <u>Website Maintenance (Update 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	: 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 : **Website Maintenance (Enhancement/Redesign 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 : 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			
Needed actions can be any or combination of the following: 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 pages, 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		
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.					

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) Note: For preventive maintenance works, refer to Computer and Accessories Maintenance Plan.</p> <p>After the PMS, endorses the ICT unit to the End User. Note: End user to countersign or initial the specific Preventive Maintenance job done in the Computer and Accessories Maintenance Plan.</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 : Local Scholarships
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	Request for Local Scholarship (from LSP and from interested participant)	Receives documents/letters (thru RMU, e-mail or memo request).	Secretary/Staff	NETI, 3/F	7 days
		Reviews/Analyzes training request.	Department Manager		
		Coordinates with LSP for scheduling and other requirements.	Coordinator		
		Disseminates invitation and request for participants to concerned Department and/or Deputy Administrator (if needed).			
		Evaluates the nominee/s.			
		Prepares CSW.	Coordinator		
		Reviews and recommends CSW.	Department Manager		
		Signs/approves CSW.	Administrator	OA, 7/F	Time is dependent on the action of the Administrator
		Prepares administrative requirements (vouchers, registration form other necessary documents).	Coordinator	NETI, 3/F	4 days
		Informs the participants on the documents needed for the seminar/training.			

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
2	Attends Local Scholarship	Monitors the attendance of the participant/s.	Training Team & Staff	Assigned venue	1 day
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

LSP - Learning Service Provider

PDC - Personnel Development Committee

RMU - Records Management Unit

Department/Division	: Office of the Corporate Secretary (OCS)
Service	: <u>Conduct of Committee and Board Meeting</u>
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.	Records Officer B/ Minutes/Agenda Officer B		
		Signs the "Prepared by" and endorses the Minutes of the Meeting to the Board Corporate Secretary.			

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

FEEDBACK and REDRESS MECHANISM

We greatly value your suggestions and comments regarding our service delivery. Your feedback may involve our delivery of service or our employee's behavior and other concern/s that you may consider part of good service delivery.

May we know if we have served you by accomplishing our Customer Feedback Form available at the entrance counter of the NEA ground floor lobby and placing it in the drop box.

If you are not satisfied with our service, your verbal/written complaints shall immediately be attended to and may be referred to the appropriate department by our designated HR staff assigned at the Customer Care Assistance Desk.

You may also send your feedback through facsimile at [8929-2176](tel:8929-2176) or e-mail hrmd@nea.gov.ph

PAALALA

SA LAHAT



MAG-REKLAMO

Patuloy na tumatanggap ang ARTA ng mga complaints lalo na para sa mga **delay sa government services** ngayong panahon ng krisis. Maaaring **i-send ang inyong complaints** sa mga sumusunod na paraan:



complaints@arta.gov.ph



Anti-Red Tape Authority



@artagovph



8888



arta.gov.ph





KUNG MAY REKLAMO KA SA GOBYERNO

i-8888
mo na 'yan!



Tumawag sa 8888 gamit inyong cellphone.
Libre ang tawag at text sa 8888.
Piso na load balance lang kailangan.



Magtext sa 8888. Sundin ang tamang
format ng pag-text.



Pumunta sa website ng 8888 o i-click
ang (<http://8888.gov.ph>)



I-email ang inyong reklamo sa
8888complaint@op.gov.ph



For Stakeholders Feedback and Complaints?

Please Call

8929-2029 or 8929-2176

or e-mail us at

nea_cdpd@yahoo.com or

hrmd@nea.gov.ph