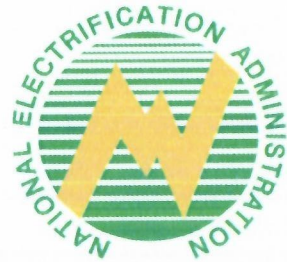


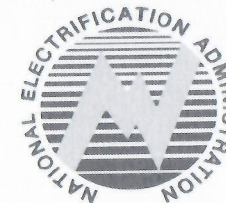
NATIONAL ELECTRIFICATION ADMINISTRATION

CITIZEN'S CHARTER



NATIONAL ELECTRIFICATION ADMINISTRATION

CITIZEN'S CHARTER **C.Y. 2024**



I. VISION:

A dynamic and responsive NEA that is a vanguard of sustainable rural development in partnership with globally-competitive Electric Cooperatives and empowered Electricity Consumers.

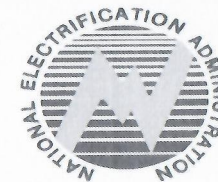
II. MANDATED MISSION:

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.

III. SERVICE PLEDGE:

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032;
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

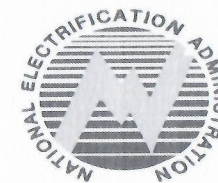


LIST OF SERVICES

I.A. Sector : Corporate Resources and Financial Services (CRFS)
 Department/Office : Accounts Management and Guarantee Department (AMGD)
 Division/Unit : Accounts Management Division (AMD)

External Services

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Service 8	Clearance of ECs to Avail Loan Outside NEA (Loan Policy 14-C) <More than P100 Million>	35-39
Service 9	Clearance of ECs to Avail Loan Outside NEA for the Financing of Rehabilitation/Upgrading RE Projects (Loan Policy No. 14-B)	40-42
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I.B. Sector : Corporate Resources and Financial Services (CRFS)
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Division/Unit : Human Resources Management Division (HRMD)

External Services

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II.A. Sector : Office of the Administrator (OA)
Department/Office : Corporate Communication and Social Marketing Office (CCSMO)
Division/Unit : Corporate Communication and Social Marketing Office (CCSMO)

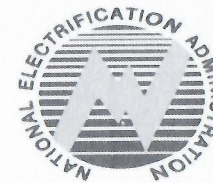
External Services

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II.B. Sector : Office of the Administrator (OA)
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 Department/Office : Information Technology & Communication Services Department (ITCSD)
 Division/Unit : Database Management & Program Control Division (DMPCD)

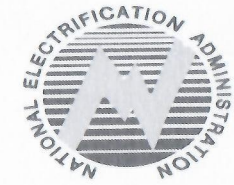
External Services

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Internal Services

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III.A. Sector : Electric Cooperative Management Services (ECMS)
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External Services

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 Division/Unit : Legal Services Office (LSO)

External Services

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Internal Services

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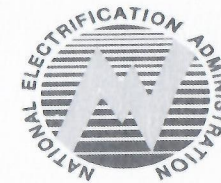
IV.B. Sector : Legal Services (LS)
 Department/Office : Office of the Corporate Secretary (OCS)
 Division/Unit : Office of the Corporate Secretary (OCS)

External Services

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Internal Services

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V.A. Sector : Technical Services (TS)
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External Services

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I.A. Sector : Corporate Resources and Financial Services (CRFS)
Department/Office : Accounts Management and Guarantee Department (AMGD)
Division/Unit : Accounts Management Division (AMD)

External Services

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Service 1	Approval of Application for Loan Restructuring (Repayment Period of 5 Years and Below)	10-12
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Service 9	Clearance of ECs to Avail Loan Outside NEA for the Financing of Rehabilitation/Upgrading RE Projects (Loan Policy No. 14-B)	40-42
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Service 12	Release of Rural Electrification (RE) Loan - Working Capital 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement	50-52
Service 13	Release of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program	53-56

Service 1: Approval of Application for Loan Restructuring (Repayment Period of 5 Years and Below)

Program to allow distressed ECs to recover through financial restructuring of its loan arrearages with NEA.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements				Where to Secure			
1	Board Resolution Requesting for Loan Restructuring (1 original document)				Electric Cooperative		
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 (1 original document)				Electric Cooperative		
3	Justification for incurrence of arrearages and/or reasons for restructuring (1 original document)				Electric Cooperative		
4	Fifteen (15) Year Investment Plan (e-ICPM) (1 original document)				Electric Cooperative		
5	Post-Dated Checks (Check/s equivalent to 1 year amortization)				Electric Cooperative		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/documents	1	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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2	Pre-evaluates the Board Resolution and requirements and eligibility.	NEA 5/F AMD/AMGD	None	8 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Completes/Finalizes the evaluation and staffwork. Prepares Eligibility Criteria and Loan Restructuring and Approval Memorandum (LRAM).	NEA 5/F AMD/AMGD	None	7 days	Accounts Officer, Section Chief & Division Manager
		4 Endorses the LRAM.	NEA 5/F AMD/AMGD	None	1/2 day	Department Manager
		5 Recommends the LRAM.	NEA 5/F ODACRFS	None	1 day	DACRFS
		6 Approves the LRAM. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.	NEA 7/F OA	None	2 days	Administrator
		7 Provides ASD with copy of LRAM.	NEA 5/F AMD/AMGD	None	10 minutes	Accounts Officer, Section Chief & Division Manager
		8 Receives copy of LRAM.	NEA 5/F ASD/AMGD	None	10 minutes	Clerk
		9 Prepares Loan Restructuring Agreement.	NEA 5/F ASD/AMGD	None	2 hours	Data Encoder
		10 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.	NEA 5/F ASD/AMGD	None	30 minutes	Loans Analyst/ Sr. Accts. Mgmt. Specialist

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		11	Reviews Loan Restructuring Agreement and initials in the transmittal to EC.	NEA 5/F ASD/AMGD	None	30 minutes	Section Chief
		12	Checks Loan Restructuring Agreement and signs the transmittal to EC.	NEA 5/F ASD/AMGD	None	30 minutes	Division Manager
2	Receives copy of Loan Restructuring Agreement for signature	13	Transmits Loan Restructuring Agreement thru RMU/e-mail.	NEA 5/F ASD/AMGD	None	10 minutes	Clerk/Data Encoder
3	Signs Loan Restructuring Agreement and submits to NEA	14	Receives signed copy of Loan Restructuring Agreement. The ASD-AMGD processes the signing of Loan Restructuring Agreement by authorized NEA officials and notarization.	NEA 5/F ASD/AMGD	None	1/2 day	Clerk
TOTAL					None	20 days	
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
LRA - Loan Restructuring Agreement

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

Service 2: Approval of Application for Loan Restructuring (Repayment Period of More than 5 Years)

Program to allow distressed ECs to recover through financial restructuring of its loan arrearages with NEA.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements					Where to Secure		
1	Board Resolution Requesting for Loan Restructuring (1 original document)					Electric Cooperative	
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 (1 original document)					Electric Cooperative	
3	Justification for incurrence of arrearages and/or reasons for restructuring (1 original document)					Electric Cooperative	
4	Fifteen (15) Year Investment Plan (e-ICPM) (1 original document)					Electric Cooperative	
5	Post-Dated Checks (Check/s equivalent to 1 year amortization)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1	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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2	Pre-evaluates the Board Resolution and requirements and eligibility.	NEA 5/F AMD/AMGD	None	8 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Completes/Finalizes the evaluation and staffwork. Prepares Eligibility Criteria and Loan Restructuring and Approval Memorandum (LRAM).	NEA 5/F AMD/AMGD	None	7 days	Accounts Officer, Section Chief & Division Manager
		4 Endorses the LRAM.	NEA 5/F AMD/AMGD	None	1/2 day	Department Manager
		5 Recommends the LRAM.	NEA 5/F ODACRFS	None	1 hour	DACRFS
		6 Endorses the LRAM to the BCRMC.	NEA 7/F OA	None	1 day	Administrator
		7 Reviews and endorses to BOA for approval the loan restructuring.	NEA 7/F Office of the BOA	None	1/2 day	NEA BCRMC
		8 Endorses the loan restructuring to the NEA Board of Administrators.	NEA 7/F Office of the BOA	None	1/2 day	Chairman, BCMRC
		9 Approves the request for loan restructuring.	NEA 7/F Office of the BOA	None	1/2 day	NEA BOA
		10 Prepares and issues Board Resolution (re: Approval of Loan Restructuring)	NEA 7/F Office of the Corporate Secretary	None	3 hours	Corporate Secretary

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
		11	Provides ASD with copy of NEA Board Resolution.	NEA 5/F AMD/AMGD	None	10 minutes	Accounts Officer, Section Chief & Division Manager
		12	Receives copy of approved NEA Board Resolution.	NEA 5/F ASD/AMGD	None	10 minutes	Clerk
		13	Prepares Loan Restructuring Agreement.	NEA 5/F ASD/AMGD	None	2 hours	Data Encoder
		14	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.	NEA 5/F ASD/AMGD	None	30 minutes	Loans Analyst/ Sr. Accts. Mgmt. Specialist
		15	Reviews Loan Restructuring Agreement and initials in the transmittal to EC.	NEA 5/F ASD/AMGD	None	30 minutes	Section Chief
		16	Checks Loan Restructuring Agreement and signs the transmittal to EC.	NEA 5/F ASD/AMGD	None	30 minutes	Division Manager
2	Receives copy of Loan Restructuring Agreement for signature	17	Transmits Loan Restructuring Agreement thru RMU/e-mail.	NEA 5/F ASD/AMGD	None	10 minutes	Clerk/Data Encoder

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
3	Signs Loan Restructuring Agreement and submits to NEA	18 Receives signed copy of Loan Restructuring Agreement. The ASD-AMGD processes the signing of Loan Restructuring Agreement by authorized NEA officials and notarization.	NEA 5/F ASD/AMGD	None	1/2 day	Clerk
TOTAL				None	20 days	
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

LRA - Loan Restructuring Agreement

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

Service 3: Approval of Application for Short-Term Credit Facility (STCF)

To finance the Electric Cooperative's monthly shortfall on the settlement of power accounts with the GENCOs and NGCP.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Complex Transactions					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements					Where to Secure		
1	Board Resolution Requesting for STCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings (1 original document)					Electric Cooperative	
2	Twelve (12) Month Projected Cash Flow/Income Statement including assumptions and electronic copy (1 original document and e-copy)					Electric Cooperative	
3	Justification for availing loan, Impact/Benefits of the Loan on the EC, and Concrete Steps on How to Address Cash Flow Problem (1 original document)					Electric Cooperative	
4	Latest Power Bill from Power Provider (1 copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/documents	1	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.	NEA 5/F AMD/AMGD	0.50% of the approved amount	1/2 day	AMGD Staff
		2	Evaluates the Board Resolution and requirements.	NEA 5/F AMD/AMGD		2 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Finalizes the evaluation; prepares the evaluation sheet and Loan Recommendation and Approval Document (LRAD).	NEA 5/F AMD/AMGD	0.50% of the approved amount	1 day	Accounts Officer, Section Chief & Division Manager
		4 Endorses the LRAD.	NEA 5/F AMD/AMGD		2 hours	Department Manager
		5 Recommends the LRAD.	NEA 5/F ODACRFS		2 hours	DACRFS
		6 Approves the LRAD. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.	NEA 7/F OA		2 days	Administrator
		7 Provides ASD with copy of approved LRAD for contract preparation.	NEA 5/F AMD/AMGD		10 minutes	Accounts Officer, Section Chief & Division Manager
		8 Receives copy of approved LRAD for contract preparation.	NEA 5/F ASD/AMGD		10 minutes	Clerk
		9 Prepares Loan Contract.	NEA 5/F ASD/AMGD		2 hours	Data Encoder
		10 Checks entries on the Loan Contract and prepares transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Loans Analyst
		11 Reviews Loan Contract and initials in the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Section Chief
		12 Checks Loan Contract and signs the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Division Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives copy of Loan Contract for signature	13	Transmits Loan Contract thru RMU/e-mail.	NEA 5/F ASD/AMGD	0.50% of the approved amount	10 minutes	Clerk/Data Encoder
3	Signs Loan Contract and submits to NEA	14	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	NEA 5/F ASD/AMGD		1/2 day	Clerk
TOTAL					0.50% of the approved amount	7 days	
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

Service 4: Approval of Application for Stand-by Credit Facility (SCF)

To strengthen the Electric Cooperative's creditworthiness with the GENCOs and the Market Operator.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Complex Transactions					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements						Where to Secure	
1	Board Resolution Requesting for SCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings (1 original document)					Electric Cooperative	
2	Twelve (12) Month Projected Cash Flow/Income Statement including assumptions and electronic copy (1 original document and e-copy)					Electric Cooperative	
3	Justification for availing loan (1 original document)					Electric Cooperative	
4	Latest Power Bill from Generation Companies (GENCOs)/Market Operators (MOs) (1 copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/documents	1	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.	NEA 5/F AMD/AMGD	2% of the approved amount	1/2 day	AMGD Staff
		2	Evaluates the Board Resolution and requirements.	NEA 5/F AMD/AMGD		2 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Finalizes the evaluation; prepares the evaluation sheet and Loan Recommendation and Approval Document (LRAD).	NEA 5/F AMD/AMGD	2% of the approved amount	1 day	Accounts Officer, Section Chief & Division Manager
		4 Endorses the LRAD.	NEA 5/F AMD/AMGD		2 hours	Department Manager
		5 Recommends the LRAD.	NEA 5/F ODACRFS		2 hours	DACRFS
		6 Approves the LRAD. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.	NEA 7/F OA		2 days	Administrator
		7 Provides ASD with copy of approved LRAD for contract preparation.	NEA 5/F AMD/AMGD		10 minutes	Accounts Officer, Section Chief & Division Manager
		8 Receives copy of approved LRAD for contract preparation.	NEA 5/F ASD/AMGD		10 minutes	Clerk
		9 Prepares Loan Contract.	NEA 5/F ASD/AMGD		2 hours	Data Encoder
		10 Checks entries on the Loan Contract and prepares transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Loans Analyst
		11 Reviews Loan Contract and initials in the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Section Chief
		12 Checks Loan Contract and signs the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		30 minutes	Division Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives copy of Loan Contract for signature	13	Transmits Loan Contract thru RMU/e-mail.	NEA 5/F ASD/AMGD	2% of the approved amount	10 minutes	Clerk/Data Encoder
3	Signs Loan Contract and submits to NEA	14	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	NEA 5/F ASD/AMGD		1/2 day	Clerk
TOTAL					2% of the approved amount	7 days	
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

Service 5: Approval of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics

To finance the Capital Expenditures (CAPEX) projects requirement of Electric Cooperatives (ECs).

Department/Division:	Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)
Classification:	Highly Technical
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives (ECs)

Checklist of Requirements		Where to Secure
1	Board Resolution requesting for loan and further authorizing the following:	Electric Cooperative
a.	The Board President and General Manager to sign any and all documents necessary for the purpose (1 original document); and	Electric Cooperative
b.	The Board President and General Manager to assign the proceeds of the EC's Power Billings (1 original document)	Electric Cooperative
2	Latest Audited Financial Statement (1original document)	Electric Cooperative
3	EC 5-15 Year Investment Plan (e-ICPM) (1original document)	Electric Cooperative
4	Rate impact to consumers (if any) (1 original document)	Electric Cooperative
5	CAPEX - Project Profile/Description and/or approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials (1 original document)	Electric Cooperative
6	Non CAPEX - Justification/Reason for the availment of loan including benefit/cost analysis (1 original document)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1 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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		<p>Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation.</p> <p>* 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.</p> <p>If the RE Loan is for capital expenditures, prepares Transmittal Memo to Engineering Department (ED) for technical evaluation.</p>	NEA 5/F AMD/AMGD	None	7 days	Accounts Officer & Section Chief
		<p>Endorses to ED for technical evaluation of the project.</p> <p>* 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.</p>	NEA 5/F AMD/AMGD	None	1/2 day	Division Manager & Department Manager
		4 Receives the technical aspect of the project.	NEA 6/F ED	None	2 hours	Records Officer
		5 Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	NEA 6/F ED	None	3 days	Technical Evaluators/ Concerned Engineers
		6 Reviews and signs the MER.	NEA 6/F ED	None	4 hours	Principal Engineer A & Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		7 Signs and endorses the MER to DATS.	NEA 6/F ED	None	4 hours	Department Manager
		8 Approves the MER then forwards to ED.	NEA 6/F ODATS	None	1/2 day	Deputy Administrator for Technical Services
		9 Receives the approved MER and forwards to AMD/AMGD.	NEA 6/F ED	None	2 hours	ED Staff
		10 Finalizes the evaluation. Prepares Loan Recommendation Document / Memorandum (LRDM)	NEA 5/F AMD/AMGD	None	1/2 day	Accounts Officer, Section Chief, Division Manager
		11 Endorses and recommends the LRDM.	NEA 5/F AMD/AMGD	None	1 hour	Department Manager
		12 Recommends the LRDM.	NEA 5/F ODACRFS	None	1 hour	DACRFS
		13 Endorses the LRDM to the BCRMC.	NEA 7/F OA	None	1/2 day	Administrator
		14 Reviews and endorses to BOA the approval of the EC's RE Loan.	NEA 7/F Office of the BOA	None	2 hours	NEA BCRMC
		15 Endorses the approval of EC's RE Loan to the NEA Board of Administrators.	NEA 7/F Office of the BOA	None	1 hour	Chairman, BCMRC

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		16 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 7/F Office of the BOA	None	2 hours	NEA BOA
		17 Prepares and issues Board Resolution.	NEA 7/F OCS	None	1 hour	Corporate Secretary
		18 Provides ASD with copy of approved LRAD for contract preparation.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer, Section Chief & Division Manager
		19 Receives copy of approved LRAD for contract preparation.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		20 Prepares Loan Contract.	NEA 5/F ASD/AMGD	None	1/2 day	Data Encoder
		21 Checks entries on the Loan Contract and prepares transmittal to EC.	NEA 5/F ASD/AMGD	None	3 hours	Loans Analyst/ Sr. Accts. Mgmt. Specialist
		22 Reviews Loan Contract and initials in the transmittal to EC.	NEA 5/F ASD/AMGD	None	1 day	Section Chief
		23 Checks Loan Restructuring Agreement and signs the transmittal to EC.	NEA 5/F ASD/AMGD	None	1 day	Division Manager
2	Receives copy of Loan Contract for signature	24 Transmits the Loan Contract thru Records Management Unit (RMU)/e-mail.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk/Data Encoder

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
3	Signs Loan Contract and submits to NEA	25 Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization	NEA 5/F ASD/AMGD	None	2 days	Clerk
TOTAL				None	20 days	
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

Service 6: Approval of Rural Electrification (RE) Loan - Working Capital
1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement

To establish a credit facility for ECs to finance the prudential requirement and security payment with WESM/GENCOs/ NGCP; the timely payment of power account; for special retirement package of EC employees; and for tax obligations.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements					Where to Secure		
1	Board Resolution requesting for availment of loan and further authorizing officers to sign documents and assign proceeds of EC's Power Billings (1 original document)					Electric Cooperative	
2	5-Year Investment Plan (e-ICPM), if applicable (1 original document)					Electric Cooperative	
3	Power Supply Contract/s for Power Supply Contract obligations, if applicable (1 original document)					Electric Cooperative	
4	Approved Special Retirement Program for Special Retirement Package for Employees (1 original document)					Electric Cooperative	
5	List of employees availing retirement including computation for Special Retirement Package for Employees (1 original document)					Electric Cooperative	
6	Benefit/Cost Analysis for Special Retirement Package for Employees (1 original document)					Electric Cooperative	
7	Tax Assessment for tax obligation (1 original document)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1	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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2	Pre-evaluates the Board Resolution and requirements.	NEA 5/F AMD/AMGD	None	8 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Finalizes the evaluation; prepares the evaluation sheet and Loan Recommendation and Approval Document (LRAD).	NEA 5/F AMD/AMGD	None	5 days	Accounts Officer, Section Chief & Division Manager
		4 Endorses the LRAD.	NEA 5/F AMD/AMGD	None	1 day	Department Manager
		5 Recommends the LRAD.	NEA 5/F ODACRFS	None	1 day	DACRFS
		6 Approves the LRAD. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification to NEA Board of Administrators.	NEA 7/F OA	None	3 days	Administrator
		7 Provides ASD with copy of approved LRAD for contract preparation.	NEA 5/F AMD/AMGD	None	1/2 day	Accounts Officer, Section Chief & Division Manager
		8 Receives copy of approved LRAD for contract preparation.	NEA 5/F ASD/AMGD	None	15 minutes	Clerk
		9 Prepares Loan Contract.	NEA 5/F ASD/AMGD	None	2 hours	Data Encoder
		10 Checks entries on the Loan Contract and prepares transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD	None	30 minutes	Loans Analyst/ Sr. Accts. Mgmt. Specialist
		11 Reviews Loan Contract and initials in the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD	None	30 minutes	Section Chief
		12 Checks Loan Contract and signs the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD	None	30 minutes	Division Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives copy of Loan Contract for signature	13	Transmits Loan Contract thru RMU/e-mail.	NEA 5/F ASD/AMGD	None	15 minutes	Clerk/Data Encoder
3	Signs Loan Contract and submits to NEA	14	Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization.	NEA 5/F ASD/AMGD	None	1/2 day	Clerk
TOTAL					None	20 days	
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

Service 7: Approval of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program

To establish a credit facility that would finance the implementation of emergency, unplanned and contingency CAPEX projects and disaster resiliency program of Electric Cooperatives.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)								
Classification:		Highly Technical								
Type of Transaction:		Government-to-Business (G2B)								
Clients (Who May Avail):		Electric Cooperatives (ECs)								
Checklist of Requirements					Where to Secure					
1	Board Resolution requesting for loan and further authorizing the following:						Electric Cooperative			
	a.	The Board President and General Manager to sign any and all documents necessary for the purpose (1 original document); and					Electric Cooperative			
	b.	The Board President and General Manager to assign the proceeds of the EC's Power Billings (1 original document)					Electric Cooperative			
2	Project Profile/Description and/or ERC approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials (1 original document)						Electric Cooperative			
3	Latest Audited Financial Statement (1 original document)						Electric Cooperative			
4	EC 5-15 Year Investment Plan (e-ICPM) (1 original document)						Electric Cooperative			
5	Rate impact to consumers (if any) (1 original document)						Electric Cooperative			
No.	Client Steps	Agency Action				Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits the Board Resolution with complete requirements/ documents	1	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.				NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2 Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation and Transmittal Memo to Engineering Department (ED) for technical evaluation.	NEA 5/F AMD/AMGD	None	7 days	Accounts Officer & Section Chief
		3 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.	NEA 5/F AMD/AMGD	None	1/2 day	Division Manager & Department Manager
		4 Receives technical aspect of the request for evaluation.	NEA 6/F ED	None	2 hours	Records Officer
		5 Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER). * 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.	NEA 6/F ED	None	3 days	Technical Evaluators/ Concerned Engineers
		6 Reviews and signs the MER.	NEA 6/F ED	None	4 hours	Principal Engineer A & Division Manager
		7 Signs and endorses the MER to DATS.	NEA 6/F ED	None	4 hours	Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		8 Approves the MER then forwards to ED.	NEA 6/F ODATS	None	1/2 day	Deputy Administrator for Technical Services
		9 Receives the approved MER and forwards to AMD/AMGD.	NEA 6/F ED	None	2 hours	ED Staff
		10 Finalizes the evaluation. Prepares Loan Recommendation and Approval Document (LRAD).	NEA 5/F AMD/AMGD	None	2 days	Accounts Officer, Section Chief, Division Manager
		11 Reviews and endorses the LRAD.	NEA 5/F AMD/AMGD	None	1/2 day	Department Manager
		12 Reviews and recommends the LRAD.	NEA 5/F ODACRFS	None	1/2 day	DACRFS
		13 Signs/Approves the LRAD. * Subject for confirmation of Board Credit and Risk Management Committee (BCRMC) and endorsement for ratification of NEA Board of Administrators.	NEA 7/F OA	None	2 days	Administrator
		14 Provides ASD with copy of approved LRAD for contract preparation.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer, Section Chief & Division Manager
		15 Receives copy of approved LRAD for contract preparation.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		16 Prepares Loan Contract.	NEA 5/F ASD/AMGD	None	1/2 day	Data Encoder

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		17 Checks entries on the Loan Contract and prepares transmittal to EC.	NEA 5/F ASD/AMGD	None	1 hour	Loans Analyst/ Sr. Accts. Mgmt. Specialist
		18 Reviews Loan Contract and initials in the transmittal to EC.	NEA 5/F ASD/AMGD	None	1 hour	Section Chief
		19 Checks Loan Restructuring Agreement and signs the transmittal to EC.	NEA 5/F ASD/AMGD	None	1 hour	Division Manager
2	Receives copy of Loan Contract for signature	20 Transmits the Loan Contract thru Records Management Unit (RMU)/e-mail.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk/Data Encoder
3	Signs Loan Contract and submits to NEA	21 Receives signed copy of Loan Contract. The ASD-AMGD processes the signing of Loan Contract by authorized NEA officials and notarization	NEA 5/F ASD/AMGD	None	1 day	Clerk
TOTAL				None	20 days	
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

Service 8: Clearance of ECs to Avail Loan Outside NEA (Loan Policy 14-C) <More than P100 Million>

Policy allowing to grant ECs with clearance to avail loans from other sources for rehabilitation/upgrading or for Rural Electrification investment projects and may require lien on properties of the ECs mortgaged to NEA which can be shared with other banks and financial institutions.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)						
Classification:		Highly Technical						
Type of Transaction:		Government-to-Business (G2B)						
Clients (Who May Avail):		Electric Cooperatives (ECs)						
Checklist of Requirements					Where to Secure			
1	Board Resolution requesting for loan with specific bank/ Financial Institution (1 original document)					Electric Cooperative		
2	Approved/Indicative Loan Terms and Conditions including Amortization Schedule (1 original document)					Electric Cooperative		
3	Approved Cash Operating Budget and Workplan inclusive of the loan/project (1 original document)					Electric Cooperative		
4	Latest Audited Financial Statement (1 original document)					Electric Cooperative		
5	EC 5-15 Year Investment Plan (e-ICPM) (1 original document)					Electric Cooperative		
6	Rate impact to consumers, if applicable (1 original document)					Electric Cooperative		
7	CAPEX - Project Profile/Description and/or approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials (1 original document)					Electric Cooperative		
8	Non CAPEX - Justification/Reason for the availment of loan including benefit/cost analysis (1 original document)					Electric Cooperative		
9	Matrix and canvass/comparison of quotation from other Financial Institutions (FIs) and reason for the selection of FI to finance the project (1 original document)					Electric Cooperative		
No.	Client Steps	Agency Action			Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1	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.		NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱100,000.00	1/2 day	AMGD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		<p>Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation.</p> <p>* 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.</p> <p>If the loan clearance outside NEA is for capital expenditures, prepares Transmittal Memo to ED for technical evaluation.</p>	NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱100,000.00	2 days	Accounts Officer & Section Chief
		Endorses to ED for technical evaluation of the project.	NEA 5/F AMD/AMGD		1/2 day	Division Manager & Department Manager
		Receives technical aspect of the request for clearance.	NEA 6/F ED		2 hours	Records Officer
		Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	NEA 6/F ED		3 days	Technical Evaluators/ Concerned Engineers
		Reviews and signs the MER.	NEA 6/F ED		4 hours	Principal Engineer A & Division Manager
		Signs and endorses the MER to DATS.	NEA 6/F ED		4 hours	Department Manager
		Approves the MER then forwards to ED.	NEA 6/F ODATS		1/2 day	Deputy Administrator for Technical Services

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		9 Receives the approved MER and forwards to AMD/AMGD.	NEA 6/F ED	0.05% of the approved loan but not more than ₱100,000.00	2 hours	ED Staff
		10 Finalizes the evaluation of the request for clearance. Prepares Memo to Board Credit & Risk Management Committee (BCRMC).	NEA 5/F AMD/AMGD		5 days	Accounts Officer, Section Chief, Division Manager
		11 Endorses the request for clearance and/or collateral sharing.	NEA 5/F AMD/AMGD		1 day	Department Manager
		12 Recommends the request for clearance and/or collateral sharing.	NEA 5/F ODACRFS		1 hour	DACRFS
		13 Endorses the request for clearance and/or collateral sharing to the BCRMC.	NEA 7/F OA		1 day	Administrator
		14 Reviews and endorses to BOA for approval of the request for clearance and/or collateral sharing.	NEA 7/F Office of the BOA		1/2 day	NEA BCRMC
		15 Endorses the request for clearance and/or collateral sharing to the NEA Board of Administrators.	NEA 7/F Office of the BOA		1/2 day	Chairman, BCMRC
		16 Approves the request for clearance and/or collateral sharing.	NEA 7/F Office of the BOA		1/2 day	NEA BOA
		17 Prepares and issues Board Resolution.	NEA 7/F OCS		3 hours	Corporate Secretary

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
		18	Determines if the request is Clearance with Collateral Sharing. * 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.	NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱100,000.00	1 day	Accounts Officer, Section Chief & Division Manager
		19	Receives copy of approved Board Resolution.	NEA 5/F ASD/AMGD		30 minutes	Clerk
		20	Prepares MSI.	NEA 5/F ASD/AMGD		1/2 day	Data Encoder
		21	Checks entries on the MSI and prepares transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		1 hour	Loans Analyst/ Sr. Accts. Mgmt. Specialist
		22	Reviews MSI and initials the transmittal to Electric Cooperative (EC).	NEA 5/F ASD/AMGD		1 hour	Section Chief
		23	Checks MSI and signs the transmittal to EC.	NEA 5/F ASD/AMGD		1 hour	Division Manager
2	Receives copy of MSI for signature.	24	Transmits MSI thru RMU/e-mail.	NEA 5/F ASD/AMGD	30 minutes	Clerk/Data Encoder	

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
3	Signs MSI and submits to NEA.	25 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.	NEA 5/F ASD/AMGD	0.05% of the approved loan but not more than ₱100,000.00	1 day	Clerk
TOTAL				0.05% of the approved loan but not more than ₱100,000.00	20 days	
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

Service 9: Clearance of ECs to Avail Loan Outside NEA for the Financing of Rehabilitation/Upgrading RE Projects (Loan Policy No. 14-B)

Authorizing the Administrator to grant ECs with clearance to avail loans from other sources for rehabilitation/upgrading or for Rural Electrification investment projects.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)						
Classification:		Highly Technical						
Type of Transaction:		Government-to-Business (G2B)						
Clients (Who May Avail):		Electric Cooperatives (ECs)						
Checklist of Requirements					Where to Secure			
1	Board Resolution requesting for loan with specific bank/ Financial Institution (1 original document)					Electric Cooperative		
2	Project Profile/Description and/or ERC approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials (1original document)					Electric Cooperative		
3	Approved/Indicative Loan Terms and Conditions including Amortization Schedule (1original document)					Electric Cooperative		
4	Approved Cash Operating Budget and Workplan inclusive of the loan/project (1original document)					Electric Cooperative		
5	Latest Audited Financial Statement (1 original document)					Electric Cooperative		
6	EC 5-15 Year Investment Plan (e-ICPM) (1 original document)					Electric Cooperative		
7	Rate impact to consumers, if applicable (1 original document)					Electric Cooperative		
8	Matrix and canvass/comparison of quotation from other Financial Institutions (FIs) and reason for the selection of FI to finance the project (1 original document)					Electric Cooperative		
No.	Client Steps	Agency Action			Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1	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.		NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱50,000.00	1/2 day	AMGD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2 Pre-evaluates the Board Resolution and requirements. Prepares the Financial Evaluation and Transmittal Memo to ED for technical evaluation.	NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱50,000.00	6 days	Accounts Officer & Section Chief
		3 Endorses to ED for technical evaluation of the project.	NEA 5/F AMD/AMGD		1/2 day	Division Manager & Department Manager
		4 Receives technical aspect of the request for clearance.	NEA 6/F ED		2 hours	Records Officer
		5 Conducts technical evaluation. Prepares Memo Evaluation/Recommendation (MER).	NEA 6/F ED		3 days	Technical Evaluators/ Concerned Engineers
		6 Reviews and signs the MER.	NEA 6/F ED		4 hours	Principal Engineer A & Division Manager
		7 Signs and endorses the MER to DATS.	NEA 6/F ED		4 hours	Department Manager
		8 Approves the MER then forwards to ED.	NEA 6/F ODATS		1/2 day	Deputy Administrator for Technical Services
		9 Receives the approved MER and forwards to AMD/AMGD.	NEA 6/F ED		2 hours	ED Staff
		10 Finalizes the evaluation of the request for clearance. Prepares Memo for the Administrator and Letter to the EC.	NEA 5/F AMD/AMGD		2 days	Accounts Officer, Section Chief, Division Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		11	Reviews and endorses the clearance.	NEA 5/F AMD/AMGD	0.05% of the approved loan but not more than ₱50,000.00	1 day	Department Manager
		12	Reviews and recommends the clearance.	NEA 5/F ODACRFS		1 day	DACRFS
		13	Signs/Approves the clearance. * Subject for presentation to BOA for their information.	NEA 7/F OA		3 days	Administrator
2	Receives copy of letter-approval	14	Sends the clearance thru RMU/e-mail.	NEA 5/F AMD/AMGD		1 day	Accounts Officer
TOTAL					0.05% of the approved loan but not more than ₱50,000.00	20 days	
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

Service 10: Release of Availment on Stand-by Credit Facility (SCF) and Short-Term Credit Facility (STCF)

To finance the Electric Cooperative's monthly shortfall on the settlement of power accounts with the GENCOs and NGCP.
To strengthen the Electric Cooperative's creditworthiness with the GENCOs and the Market Operator.

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)					
Classification:		Complex Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements						Where to Secure	
1	Notice of Availment/Borrowing (SCF or STCF) (1 original document)					Electric Cooperative	
2	Promissory Note (1 original document)					Electric Cooperative	
3	Post-dated Check/s (Check/s equivalent to 1 year amortization)					Electric Cooperative	
No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits the Notice of Availment/ Borrowing and other documents	1	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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2	Evaluates the Notice of Availment/ Borrowing and other documents.	NEA 5/F AMD/AMGD	None	1 day	Accounts Officer, Section Chief & Division Manager
		3	Prepares the Request to Release Loan Fund, DV and BUR.	NEA 5/F AMD/AMGD	None	1/2 day	Accounts Officer
		4	Initials and signs the Request to Release Loan Fund.	NEA 5/F AMD/AMGD	None	2 hours	Accounts Officer, Section Chief & Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 Initials in the BUR.	NEA 5/F AMD/AMGD	None	40 minutes	Division Manager
		6 Forwards the DV, BUR and Request to Release Loan Fund to ASD.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer
		7 Receives the DV, BUR and Request to Release Loan Fund for clearance slip preparation.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		8 Prepares Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Loans Analyst
		9 Checks the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Section Chief
		10 Reviews the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Division Manager
		11 Forwards the DV, BUR, Request to Release Loan Fund and Clearance Slip to AMD.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		12 Receives DV, BUR, Request to Release Loan Fund and Clearance Slip.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer
		13 Checks and initials on the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 hour	Section Chief
		14 Reviews and signs the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 hour	Division Manager
		15 Forwards DV, BUR, Request to Release Loan Fund and Clearance Slip to the ASD.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer
		16 Receives DV, BUR, Request to Release Loan Fund and Clearance Slip.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		17 Initials on the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		18 Signs the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Division Manager
		19 Forwards DV, BUR, Request to Release Loan Fund and Clearance Slip to the Office of the Department Manager.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		20 Signs BUR and Request to Release Loan Fund.	NEA 5/F AMGD	None	1/2 day	Department Manager
		21 For BUR processing (refer to FSD).	NEA 5/F FSD	None	1 day	FPCD Staff
		22 For DV processing (refer to FSD).	NEA 5/F FSD	None	1 day	FSAD Staff
		23 For cheque preparation (refer to FSD).	NEA 5/F FSD	None	1 day	TD Staff
TOTAL				None	7 days	
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

Service 11: Release of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics

To finance the Capital Expenditures (CAPEX) projects requirement of Electric Cooperatives (ECs).

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)						
Classification:		Highly Technical						
Type of Transaction:		Government-to-Business (G2B)						
Clients (Who May Avail):		Electric Cooperatives (ECs)						
Checklist of Requirements					Where to Secure			
1	Budget Request (BR) <at least three (3) copies>					Electric Cooperative		
2	Duly signed and notarized Loan Contract with NEA (1original document)					Electric Cooperative		
3	Post-dated Check/s (Check/s equivalent to 1 year amortization)					Electric Cooperative		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits the Board Resolution with complete requirements/ documents	1	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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff	
		2	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).	NEA 5/F AMD/AMGD	None	3 days	Accounts Officer & Section Chief	

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 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.	NEA 5/F AMD/AMGD	None	1/2 day	Division Manager & Department Manager
		4 Receives technical aspect of the loan application.	NEA 6/F ED	None	2 hours	Records Officer
		5 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.	NEA 6/F ED	None	3 days	Technical Evaluators/ Concerned Engineers
		6 Reviews and signs/initials the MER, BUR and Budget Request.	NEA 6/F ED	None	4 hours	Principal Engineer A & Division Manager
		7 Checks and signs/initials in the MER, BUR and Budget Request.	NEA 6/F ED	None	4 hours	Department Manager
		8 Approves / signs in the MER, BUR and Budget Request.	NEA 6/F ODATS	None	1/2 day	Deputy Administrator for Technical Services
		9 Forwards the approved MER, DV, BUR and Budget Request to ASD-AMGD.	NEA 6/F ED	None	2 hours	ED Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		10 Receives the approved MER, DV, BUR and Budget Request from ED.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		11 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.	NEA 5/F ASD/AMGD	None	2 days	Loans Analyst/ Accounts Management Specialist
		12 Prepares Clearance Slip.	NEA 5/F ASD/AMGD	None	1/2 day	
		13 Initials and signs the Budget Request in the "Checked & Verifies Loan Balance" portion.	NEA 5/F ASD/AMGD	None	1 day	Section Chief & Division Manager
		14 Forwards the DV, BUR, Request to Release Loan Fund and Clearance Slip to AMD.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		15 Receives DV, BUR, Request to Release Loan Fund and Clearance Slip.	NEA 5/F AMD/AMGD	None	40 minutes	Accounts Officer
		16 Checks and initials on the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 day	Section Chief
		17 Reviews and signs the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 day	Division Manager
		18 Forwards DV, BUR, Request to Release Loan Fund and Clearance Slip to the ASD.	NEA 5/F AMD/AMGD	None	40 minutes	Accounts Officer
		19 Receives DV, BUR, Budget Request, MER and Clearance Slip.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		20 Initials and signs the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 day	Section Chief & Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		21 Forwards DV, BUR, Budget Request, MER and Clearance Slip to the Office of the Department Manager.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		22 Signs the Budget Request ("Checked & Verifies Loan Balance" portion).	NEA 5/F AMGD	None	1 day	Department Manager
		23 For BUR processing (refer to FSD).	NEA 5/F FSD	None	1 day	FPCD Staff
		24 For DV processing (refer to FSD).	NEA 5/F FSD	None	1 day	FSAD Staff
		25 For cheque preparation (refer to FSD).	NEA 5/F FSD	None	1 day	TD Staff
TOTAL				None	20 days	
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

Service 12: Release of Rural Electrification (RE) Loan - Working Capital

1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement

To establish a credit facility for ECs to finance the prudential requirement and security payment with WESM/GENCOs/ NGCP; the timely payment of power account; for special retirement package of EC employees; and for tax obligations.

Department/Division:	Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)
Classification:	Complex Transaction
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives (ECs)

Checklist of Requirements		Where to Secure
1	Notice of Availment / Borrowing (1 original document)	Electric Cooperative
2	Post-dated Check/s (Check/s equivalent to 1 year amortization)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Notice of Availment/ Borrowing and other documents	1 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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2 Evaluates the Notice of Availment/Borrowing and other documents	NEA 5/F AMD/AMGD	None	1 day	Accounts Officer, Section Chief & Division Manager
		3 Initials in the BUR.	NEA 5/F AMD/AMGD	None	1/2 day	Division Manager & Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		4 Forwards the DV, BUR and other documents to ASD.	NEA 5/F AMD/AMGD	None	30 minutes	Accounts Officer
		5 Receives the DV, BUR and other documents for Clearance Slip preparation.	NEA 5/F ASD/AMGD	None	30 minutes	Clerk
		6 Prepares Clearance Slip. * The Senior Management Specialist also prepares the Tentative Amortization Schedule as reference/basis for the preparation of Post Dated Checks.	NEA 5/F ASD/AMGD	None	1 hour	Loans Analyst/ Accounts Management Specialist
		7 Checks Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Section Chief
		8 Reviews the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 hour	Division Manager
		9 Forwards the DV, BUR, other documents and Clearance Slip to AMD.	NEA 5/F ASD/AMGD	None	30 minutes	Clerk
		10 Receives DV, BUR, other documents and Clearance Slip from ASD.	NEA 5/F AMD/AMGD	None	30 minutes	Accounts Officer
		11 Checks and initials on the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 hour	Section Chief
		12 Reviews and signs the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 hour	Division Manager
		13 Forwards DV, BUR, other documents and Clearance Slip to the ASD.	NEA 5/F AMD/AMGD	None	20 minutes	Accounts Officer
		14 Receives DV, BUR, other documents and Clearance Slip from AMD.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		15 Initials and signs the Clearance Slip.	NEA 5/F ASD/AMGD	None	1/2 day	Section Chief & Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		16 Forwards DV, BUR, Budget Request, MER and Clearance Slip to the Office of the Department Manager.	NEA 5/F ASD/AMGD	None	20 minutes	Clerk
		17 Signs BUR.	NEA 5/F AMGD	None	1/2 day	Department Manager
		18 For BUR processing (refer to FSD).	NEA 5/F FSD	None	1 day	FPCD Staff
		19 For DV processing (refer to FSD).	NEA 5/F FSD	None	1 day	FSAD Staff
		20 For cheque preparation (refer to FSD).	NEA 5/F FSD	None	1 day	TD Staff
TOTAL				None	7 days	
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

Service 13: Release of Single Digit System Loss (SDSL) Loan / Emergency, Unplanned and Contingency CAPEX, ar Disaster Resiliency Program

To establish a credit facility that would finance the implementation of emergency, unplanned and contingency CAPEX projects and disaster resiliency program of Electric Cooperatives.

Department/Division:	Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)
Classification:	Highly Technical
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives (ECs)

Checklist of Requirements		Where to Secure
1	13	Electric Cooperative
2	Post-dated Check/s (Check/s equivalent to 1 year amortization)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution with complete requirements/ documents	1 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.	NEA 5/F AMD/AMGD	None	1/2 day	AMGD Staff
		2 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).	NEA 5/F AMD/AMGD	None	4 days	Accounts Officer & Section Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		<p>3 Endorses to ED for technical evaluation of the project.</p> <p>* 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.</p>	NEA 5/F AMD/AMGD	None	1/2 day	Division Manager & Department Manager
		<p>4 Receives technical aspect of the loan application.</p>	NEA 6/F ED	None	2 hours	Records Officer
		<p>5 Conducts technical evaluation, prepares Memo Evaluation/ Recommendation (MER), Disbursement Voucher (DV) & Budget Utilization Request (BUR).</p> <p>* 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.</p>	NEA 6/F ED	None	3 days	Technical Evaluators/ Concerned Engineers
		<p>6 Reviews and signs/initials the MER, BUR and Budget Request.</p>	NEA 6/F ED	None	4 hours	Principal Engineer A & Division Manager
		<p>7 Checks and signs/initials in the MER, BUR and Budget Request.</p>	NEA 6/F ED	None	4 hours	Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		8 Approves / signs in the MER, BUR and Budget Request.	NEA 6/F ODATS	None	1/2 day	Deputy Administrator for Technical Services
		9 Forwards the approved MER, DV, BUR and Budget Request to ASD-AMGD.	NEA 6/F ED	None	2 hours	ED Staff
		10 Receives the approved MER, DV, BUR and Budget Request from ED.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		11 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.	NEA 5/F ASD/AMGD	None	1 day	Loans Analyst/ Accounts Management Specialist
		12 Prepares Clearance Slip.	NEA 5/F ASD/AMGD	None	1/2 day	
		13 Initials and signs the Budget Request in the "Checked & Verifies Loan Balance" portion.	NEA 5/F ASD/AMGD	None	1 day	Section Chief & Division Manager
		14 Forwards the DV, BUR, Budget Request, MER and Clearance Slip to AMD.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		15 Receives DV, BUR, Budget Request, MER and Clearance Slip.	NEA 5/F AMD/AMGD	None	40 minutes	Accounts Officer
		16 Checks and initials on the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 day	Section Chief
		17 Reviews and signs the Clearance Slip.	NEA 5/F AMD/AMGD	None	1 day	Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		18 Forwards DV, BUR, Budget Request, MER and Clearance Slip to the ASD.	NEA 5/F AMD/AMGD	None	40 minutes	Accounts Officer
		19 Receives DV, BUR, Budget Request, MER and Clearance Slip.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		20 Initials and signs the Clearance Slip.	NEA 5/F ASD/AMGD	None	1 day	Section Chief & Division Manager
		21 Forwards DV, BUR, Budget Request, MER and Clearance Slip to the Office of the Department Manager.	NEA 5/F ASD/AMGD	None	40 minutes	Clerk
		22 Signs the Budget Request ("Checked & Verifies Loan Balance" portion).	NEA 5/F AMGD	None	1 day	Department Manager
		23 For BUR processing (refer to FSD).	NEA 5/F FSD	None	1 day	FPCD Staff
		24 For DV processing (refer to FSD).	NEA 5/F FSD	None	1 day	FSAD Staff
		25 For cheque preparation (refer to FSD).	NEA 5/F FSD	None	1 day	TD Staff
TOTAL				None	20 days	
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



I.B. Sector : Corporate Resources and Financial Services (CRFS)
Department/Office : Human Resources and Administration Department (HRAD)
Division/Unit : Human Resources Management Division (HRMD)

External Services

SERVICE NAME		PAGE
Service 1	Handling of Whistleblowing Reports/Complaints	58-60

Service 1: Handling of Whistleblowing Reports/Complaints

To enable any concerned individual to report and provide information, anonymous if he/she wished and even testify on matters involving the actions or omissions of the employees, officers and members of the Board of Administrators of NEA and protect the identity of the whistleblower from retaliation for his/her actions.

Department/Division:		Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)					
Classification:		Simple Transaction					
Type of Transaction:		G2B, G2C, G2G					
Clients (Who May Avail):		All					
Checklist of Requirements					Where to Secure		
1	File a complaint 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.)					Whistleblower	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
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.)	1	Receive complaint through the HRAD/HRMD email.	NEA 4/F HRMD/ HRAD	None	45 minutes	Assigned HRMD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2 Acknowledge ² the complaint. Verify and evaluate the complaint and its appropriate action/s needed.	NEA 4/F HRMD/ HRAD	None	15 minutes	Bilis Aksyon Partner (HRAD Manager)
		3 Prepare reply letter to complaint.	NEA 4/F HRMD/ HRAD	None	2 days	Concerned NEA Employee ³ & Concerned HRMD Staff
		4 Check the reply letter ⁴ for correction or revision.	NEA 4/F HRMD/ HRAD	None	2 hours	HRMD Manager & HRAD Manager
		5 Prepare endorsement letter to CSC.	NEA 4/F HRMD/ HRAD	None	2 hours	
		6 Sign/Approve the reply letters ⁵ .	HRAD 4/F, ODACRFS 5/F, OA 7/F	None	2 hours	Principal Engineer A & Division Manager
2	Received reply letter	7 Send letters to Complainant and CSC through HRAD/HRMD email.	NEA 5/F AMD/AMGD	None	1 hour	Assigned HRMD Staff ⁶
TOTAL				None	3 days	
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 R.A. 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 Committee
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



II.A. Sector : **Office of the Administrator (OA)**
Department/Office : **Corporate Communication and Social Marketing Office (CCSMO)**
Division/Unit : **Corporate Communication and Social Marketing Office (CCSMO)**

External Services

SERVICE NAME		PAGE
Service 1	Request for Anniversary/Event Messages	62-63

Service 1: Request for Anniversary/Event Messages

To reflect on a cultural identity and to inspire stakeholders for a productive year/s.

Department/Division:		Corporate Communication and Social Marketing Office (CCSMO)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B) & Government-to-Government (G2G)					
Clients (Who May Avail):		ECs and Other Government and Non-Government Agencies					
Checklist of Requirements					Where to Secure		
1	Letter-Request, Fact Sheets (1 original copy or soft copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends letter-request to NEA	1	Receives request for EC anniversary/event message from Records Unit.	NEA 3/F CCSMO	None	1/2 day	CCSMO Secretary
		2	Prepares EC anniversary/event message.	NEA 3/F CCSMO	None	1 day	PR Chief/ Sr. PRO/ PR Officer
		3	Reviews EC anniversary/event message.	NEA 3/F CCSMO	None	1 day	Department Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives transmittal letter and approved anniversary/event message.	4	Upon the approval of the Administrator, prepares transmittal letter of approved anniversary/event message to the EC. Sends original copy of transmittal letter and approved anniversary/event message to the concerned EC through Records Unit or e-mail upon request. Files second copy of transmittal letter, message and memo request from EC.	NEA 3/F CCSMO	None	1/2 day	CCSMO Secretary
TOTAL					None	3 days	
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



II.B. Sector : Office of the Administrator (OA)
Department/Office : Corporate Planning Office (CPO)
Division/Unit : Rural Electrification Project Planning and Development Division (REPPDD)

External Services

SERVICE NAME		PAGE
Service 1	Request for Electrification	65-66

Service 1: Request for Electrification

To promote the sustainable development in the rural areas through rural electrification.

Department/Division:		Corporate Planning Office (CPO)/ Rural Electrification Project Planning and Development Division (REPPDD)					
Classification:		Highly Technical					
Type of Transaction:		G2B, G2C & G2G					
Clients (Who May Avail):		External Stakeholders					
Checklist of Requirements						Where to Secure	
1	Letter/Endorsement from Stakeholder (1 original copy)						Applicant
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits documents such as letters, endorsements concerning requests for barangays/sitios energization	1	Receives documents/requests and determines required NEA assistance	NEA 7/F CPO	None	1/2 day	Staff, Division Manager & Department Manager
		2	Evaluates and prepares reply to the concerned party	NEA 7/F CPO	None	2 days	Staff
		3	Reviews and submits reply to the CPO Department Manager	NEA 7/F CPO	None	1 day	Division Manager
		4	Recommends/Endorses reply to the Administrator	NEA 7/F CPO	None	1 day	Department Manager
		5	Approves Reply Letter. (Note: The approving authority shall be in accordance with the approved Manual of Approvals (MANAP).	NEA 7/F CPO or OA	None	15 days	Department Manager or Administrator

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives Reply Letter.	6	Mails reply thru RMU.	NEA 7/F CPO	None	1/2 day	Staff
TOTAL					None	20 days	
END							

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

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



II.C. Sector : Office of the Administrator (OA)
Department/Office : Information Technology & Communication Services Department (ITCSD)
Division/Unit : Database Management & Program Control Division (DMPCD)

External Services

SERVICE NAME		PAGE
Service 1	Information Services (Simple request not needing inputs from other departments/offices)	68
Service 2	Information Services (Complex request needing inputs from other departments/offices)	69-70

Service 1: Information Services (Simple request not needing inputs from other departments/offices)

To help improve the efficiency and effectiveness of decision making through enhanced information services.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)					
Classification:		Simple Transaction					
Type of Transaction:		G2B, G2C & G2G					
Clients (Who May Avail):		Government & Non-Government Agencies and Individuals					
Checklist of Requirements					Where to Secure		
1	Letter Request (1 original copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends letter-request addressed to the Administrator.	1	Forwards request to the Administrator. (Note: Letter Request sent through hardcopy or email)	NEA 2/F DMPCD	None	1 hour	Concerned Staff
		2	Endorses request to ITCSD.	NEA 7/F OA	None	1 hour	Concerned Staff
		3	Endorses request to DMPCD.	NEA 2/F ITCSD	None	2 hours	ITCSD Manager
		4	Verifies request and endorses to concerned section for the preparation of requirements.	NEA 2/F DMPCD	None	4 hours	DMPCD Manager
2	Receives response	5	Replies to the requesting party with required data and reports through e-mail.	NEA 2/F DMPCD	None	2 days	Section Chief & Concerned Staff
TOTAL					None	3 days	
END							

LEGEND:

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

OA - Office of the Administrator

Service 2: Information Services (Complex request needing inputs from other departments/offices)

To help improve the efficiency and effectiveness of decision making through enhanced information services.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)					
Classification:		Complex Transaction					
Type of Transaction:		G2B, G2C & G2G					
Clients (Who May Avail):		Government & Non-Government Agencies and Individuals					
Checklist of Requirements					Where to Secure		
1	Letter Request (1 original copy)					Requester	
No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Sends letter-request addressed to the Administrator.	1	Forwards request to the Administrator. (Note: Letter Request sent through hardcopy or email)	NEA 2/F DMPCD	None	2 hours	Concerned Staff
		2	Endorses request to ITCSD.	NEA 7/F OA	None	2 hours	Concerned Staff
		3	Endorses request to DMPCD.	NEA 2/F ITCSD	None	4 hours	ITCSD Manager
		4	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)	NEA 2/F DMPCD	None	1 day	DMPCD Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives response	5	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)	NEA 2/F DMPCD	None	4 days	Section Chief & Concerned Staff
TOTAL					None	6 days	
END							

LEGEND:

DMPCD - Database Management and Program Control Division

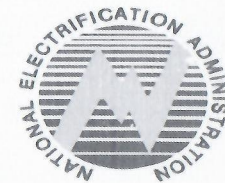
G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

ITCSD - Information Technology and Communication Services Department

OA - Office of the Administrator



II.D. Sector : Office of the Administrator (OA)
Department/Office : Information Technology & Communication Services Department (ITCSD)
Division/Unit : Information Technology & Systems Development Division (ITSDD)

Internal Services

SERVICE NAME		PAGE
Service 1	Information Communication Technology (ICT) Hardware and Software Maintenance	72-73
Service 2	Maintenance of Transparency Seal	74-75
Service 3	Website Maintenance (Enhancement/Redesign of Content)	76-77
Service 4	Website Maintenance (Update of Content)	78-79
Service 5	Website Maintenance (Website Redesign)	80-81

Service 1: Information Communication Technology (ICT) Hardware and Software Maintenance

To support and maintain computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and software including equipment while ensuring optimal workstation performance.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Department/Office					
Checklist of Requirements					Where to Secure		
1	Request for Repair Form (1 original copy)					NEA 2/F ITSDD	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Informs the ICT Help Desk (Local 124)	1	Receives call from End User for needed assistance/repair of ICT unit.	NEA 2/F ITSDD	None	10 minutes	Secretary A
		2	Upon arrival at the End User premises, determines maintenance service required.	NEA Building	None	1 hour	ICT Technician/ ITSDD Staff
		3	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.	NEA 2/F ITSDD	None	6 hours	ICT Technician/ ITSDD Staff
		4	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.	NEA 2/F ITSDD	None	15 minutes	ICT Technician/ ITSDD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 If not covered by PMS, conducts trouble shooting, determine if ICT unit is repairable.	NEA 2/F ITSDD	None	1 hour	ICT Technician/ ITSDD Staff
		6 If the ICT unit is beyond repair, recommends to End User that the ICT unit is already in "unserviceable" status.	NEA 2/F ITSDD	None	15 minutes	ICT Technician/ ITSDD Staff
		7 If the ICT unit can be restored, conducts/facilitates needed repairs and/or replacement of parts.	NEA 2/F ITSDD	None	6 hours	ICT Technician/ ITSDD Staff
		8 After the needed repair, endorses the ICT unit to the End User.	NEA 2/F ITSDD	None	15 minutes	ICT Technician/ ITSDD Staff
		9 Tests run/verifies the running condition of ICT unit, determines if the repair is acceptable/in order.	NEA Building	None	15 minutes	Concerned Employee (End User)
2	If in order, accepts the endorsement of ICT unit from ICT Technician/ ITSDD Staff. Signs in the Request for Repair Form (RRF).	10 If not in order, discuss the issue/s with ICT Technician/ITSDD Staff for additional repair or adjustments.	NEA Building	None	30 minutes	Concerned Employee (End User)
TOTAL				None	2 days	
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

Service 2: Maintenance of Transparency Seal

To support and maintain the Transparency Seal in order to maximize its inherent value. The Transparency Seal, depicted by a pearl shining out of an open shell, is a symbol of a policy shift towards openness in access to government information.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Department/Office					
Checklist of Requirements				Where to Secure			
1	Memorandum/Electronic Mail (e-mail) Request (1 original copy)				Requester		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Prepares the new and/or updated information, content/document for uploading/update and/or enhancement of the Transparency Seal.	1	Sends memorandum / E-mail request addressed to ITCSD Manager.	NEA Building	None	15 minutes	NEA Corporate Governance Committee (CGC)
		2	Receives and endorses the request to ITSDD for appropriate actions.	NEA 2/F ITCSD	None	15 minutes	ITCSD Manager
		3	Analyzes the request and identifies the actions to be taken.	NEA 2/F ITSDD	None	1 hour	ITSDD Manager, Section Chief, Web Administrator/s
		4	Proposes solutions/actions and identify necessary requirements.	NEA 2/F ITSDD	None	1 hour	Web Administrator/s

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 Informs concerned (originating) Department/ Office for the actions to be taken and requests additional data/documents if necessary. 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	NEA 2/F ITCSD	None	2 hours	ITCSD Manager, ITSDD Manager, Section Chief, Web Administrator/s
		6 Uploads/Updates information. Publishes/Unpublishes information in the Transparency Seal.	NEA 2/F ITSDD	None	1 hour	Web Administrator/s
2	Reviews published information.	7 Transparency Seal updated. Reviews and manages published information.	NEA 2/F ITCSD	None	30 minutes	ITCSD Manager, ITSDD Manager, Section Chief, CGC, Web Administrator/s
TOTAL				None	6 hours	
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

Service 3: Website Maintenance (Enhancement/Redesign of Content)

Website maintenance involves regularly updating the website's software, content, and security features. Website maintenance can resolve various issues such as slow loading times, broken links, security vulnerabilities, and a drop in search engine rankings.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)					
Classification:		Complex Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Department/Office					
Checklist of Requirements					Where to Secure		
1	Memorandum/Electronic Mail (e-mail) Request (1 original copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for enhancement/redesign of content.	1	Sends memorandum / E-mail request addressed to ITCSD Manager.	NEA Building	None	30 minutes	Concerned Department/Office
		2	Receives and endorses the request to ITSDD for appropriate actions.	NEA 2/F ITCSD	None	30 minutes	ITCSD Manager
		3	Analyzes the request and identifies the actions to be taken.	NEA 2/F ITSDD	None	4 hours	ITSDD Manager, Section Chief, & Web Administrator/s
		4	Assess if the information is intended for enhancement/ redesign of content. If yes, proposes solutions/actions and identify necessary requirements.	NEA 2/F ITSDD	None	1 day	Web Administrator/s

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 Informs concerned (originating) Department/ Office for the actions to be taken and requests additional data/documents if necessary. 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	NEA 2/F ITCSD	None	2 days	ITCSD Manager, ITSDD Manager, Section Chief, & Web Administrator/s
		6 Uploads/Updates information. Publishes/Unpublishes information in the website.	NEA 2/F ITSDD	None	1 day	Web Administrator/s
2	Reviews published website content.	7 Website content enhanced/ redesigned. Reviews and manages published information.	NEA 2/F ITCSD	None	3 hours	ITCSD Manager, ITSDD Manager, Section Chief, CGC, Web Administrator/s
TOTAL				None	5 days	
END						

LEGEND:

G2C - Government-to-Citizen/Client

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

Service 4: Website Maintenance (Update of Content)

Website maintenance involves regularly updating the website's software, content, and security features. Website maintenance can resolve various issues such as slow loading times, broken links, security vulnerabilities, and a drop in search engine rankings.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Department/Office					
Checklist of Requirements					Where to Secure		
1	Memorandum/Electronic Mail (e-mail) Request (1 original copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for uploading/ update.	1	Sends memorandum / E-mail request addressed to ITCSD Manager.	NEA Building	None	15 minutes	Concerned Department/ Office
		2	Receives and endorses the request to ITSDD for appropriate actions.	NEA 2/F ITCSD	None	15 minutes	ITCSD Manager
		3	Analyzes the request and identifies the actions to be taken.	NEA 2/F ITSDD	None	1 hour	ITSDD Manager, Section Chief, & Web Administrator/s
		4	Assess if the information is intended for upload/update only. If yes, uploads/updates information. Publishes/Unpublishes information in the website.	NEA 2/F ITSDD	None	2 hours	Web Administrator/s

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Reviews published updated content.	5	Website content updated. Reviews and manages published information.	NEA 2/F ITCSD	None	30 minutes	ITCSD Manager, ITSDD Manager, Section Chief, & Web Administrator/s
TOTAL					None	4 hours	
END							

LEGEND:

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

Service 5: Website Maintenance (Website Redesign)

Website maintenance involves regularly updating the website's software, content, and security features. Website maintenance can resolve various issues such as slow loading times, broken links, security vulnerabilities, and a drop in search engine rankings.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)						
Classification:		Highly Technical						
Type of Transaction:		Government-to-Citizen (G2C)						
Clients (Who May Avail):		Concerned NEA Department/Office						
Checklist of Requirements					Where to Secure			
1	Memorandum/Electronic Mail (e-mail) Request (1 original copy)					Requester		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible	
1	The concerned (originating) Department/Office prepares the new and/or updated information, content/document for website redesign.	1	Sends memorandum / E-mail request addressed to ITCSD Manager.	NEA Building	None	30 minutes	Concerned Department/ Office	
		2	Receives and endorses the request to ITSDD for appropriate actions.	NEA 2/F ITCSD	None	30 minutes	ITCSD Manager	
		3	Analyzes the request and identifies the actions to be taken.	NEA 2/F ITSDD	None	1 day	ITSDD Manager, Section Chief, & Web Administrator/s	
		4	Assess if the information is intended for website redesign. If yes, discusses the request with ITCSD Manager, ITSDD Manager and Section Head.	NEA 2/F ITSDD	None	1 day	Web Administrator/s	

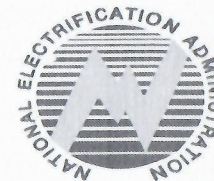
No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 Assess if the request has no conflict with other portal/reports from the other Department/Office. Assess the feasibility and availability of resources and after redesign, website must be still compliance to Administrative Order No. 39 of DICT and has no conflict to other web pages.	NEA 2/F ITCSD	None	2 days	ITCSD Manager, ITSDD Manager, Section Chief, & Web Administrator/s
		6 If conflict exist, discuss and asks approval with other concerned Department/Office, then next step.	NEA 2/F ITSDD	None	1/2 day	Web Administrator/s
		7 If no conflict, notifies Department/Office for the proposed design, process or procedures for the new web content/portal.	NEA 2/F ITSDD	None	1/2 day	Web Administrator/s
		8 Designs and develops web pages/web portal.	NEA 2/F ITSDD	None	5 days	Web Administrator/s
		8 Tests and reviews the web pages/web portal.	NEA 2/F ITCSD	None	3 days	ITCSD Manager, ITSDD Manager, Section Chief
		9 Publishes/Deploys web pages/ web portal.	NEA 2/F ITSDD	None	1 day	Web Administrator/s
2	Reviews website redesign.	10 Website redesigned. Reviews and manages website.	NEA 2/F ITCSD	None	1 day	ITCSD Manager, ITSDD Manager, Section Chief, & Web Administrator/s
TOTAL				None	15 days	
END						

LEGEND:

G2C - Government-to-Citizen/Client

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division



II.E. Sector : Office of the Administrator (OA)
Department/Office : NEA-EC Training Institute (NETI)
Division/Unit : Professional Development Division (PDD)

External Services

SERVICE NAME		PAGE
Service 1	Conduct of Customized Training/Seminar	83-84

Service 1: Conduct of Customized Training/Seminar

Customized Training/Seminar includes, Mandatory Courses for Board of Directors, General Managers / Officers-in-Charge; Leadership/ Supervisory Training Program; Financial & Audit Training Program; Power System Engineering & Technical Skills Training Program; Communications, IT & Office Productivity Training Program; Gender and Development (GAD) Programs; Regulatory & Compliances Programs; Competency Training and Certification Program in Electric Power Distribution System Engineering (University of the Philippines-National Engineering Center) and other Customized Trainings/EC In-House Trainings as needed.

Department/Division:	NEA-EC Training Institute (NETI)/Professional Development Division (PDD)
Classification:	Highly Technical
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives

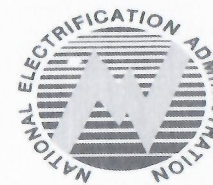
Checklist of Requirements		Where to Secure
1	Letter Request (1 original copy)	Electric Cooperatives
2	List of Participants (1 original copy)	Electric Cooperatives

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits Letter-Request.	1	Receives letter request (thru e-mail or RMU).	NEA 3/F NETI	Variable (Program Basis)	2 hours	Secretary/Staff
		2	Forwards letter request for appropriate action.	NEA 3/F NETI		4 hours	Department Manager
		3	Acknowledges letter request.	NEA 3/F NETI		2 hours	Department Manager
		4	Invites Resource Person/s (from other Department/Offices/Resource Provider).	NEA 3/F NETI		2 days	Coordinator

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		5	Informs EC of schedule and availability of speaker/s (thru e-mail or RMU).	NEA 3/F NETI	Variable (Program Basis)	5 days	Coordinator
2	Informs NETI of approval of schedule, venue and number/level of participants.	6	Prepares/Revises/Finalizes CSW.	NEA 3/F NETI		1 day	Coordinator
		7	Reviews and recommends approval of CSW.	NEA 3/F NETI		1 day	Department Manager
		8	Upon the approval of the CSW, prepares Administrative Requirements (Travel Order and other necessary training materials/ documents).	NEA 3/F NETI		5 days	Coordinator
3	Attends Training/Seminar.	9	Implements conduct of Training/Seminar.	EC Venue		Training Duration	Staff & Resource Persons
TOTAL					Variable (Program Basis)	15 days	
END							

LEGEND:

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



II.E. Sector : Office of the Administrator (OA)
Department/Office : NEA-EC Training Institute (NETI)
Division/Unit : Professional Development Division (PDD)

Internal Services

SERVICE NAME		PAGE
Service 1	Local Scholarship	86-87

Service 1: Local Scholarship

Local Scholarship includes training on, Developer Career Program, Data Science and Analytics Program, Project Management, Policy Formulation, Parliamentary Procedures, Sustainability Strategy & Reporting, Training Measurement & Evaluation, Introduction to Organizational Development, Workforce Planning Career Development & Succession Management and other Local Scholarship Programs as needed.

Department/Division:	NEA-EC Training Institute (NETI)/Professional Development Division (PDD)
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizen (G2C)
Clients (Who May Avail):	NEA Officials and Employees

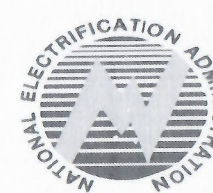
Checklist of Requirements		Where to Secure
1	Letter Request (1 original copy)	Concerned Department/Offices

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Request for Local Scholarship (from LSP and from interested participant)	1	Receives documents/letters (thru RMU, e-mail or memo request).	NEA 3/F NETI	Variable (Program Basis)	1 hour	Secretary/Staff
		2	Reviews/Analyzes training request.	NEA 3/F NETI		1 day	Department Manager
		3	Coordinates with LSP for scheduling and other requirements.	NEA 3/F NETI		1 hour	Coordinator
		4	Disseminates invitation and request for participants to concerned Department and/or Deputy Administrator (if needed).	NEA 3/F NETI		6 hours	Cocordinator
		5	Evaluates the nominee/s.	NEA 3/F NETI		4 days	Coordinator/PDC (if.needed)

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		6	Prepares/Revises/Finalizes CSW.	NEA 3/F NETI	Variable (Program Basis)	4 hours	Coordinator
		7	Reviews and recommends approval of CSW.	NEA 3/F NETI		4 hours	Department Manager
		8	Upon the approval of the CSW, prepares administrative requirements (vouchers, registration form other necessary documents). Informs the participants on the documents needed for the seminar/training.	NEA 3/F NETI		5 days	Coordinator
2	Attends Local Scholarship	9	Monitors the attendance of the participant/s.	Assigned Venue		Training Duration	Training Team & Staff
TOTAL					Variable (Program Basis)	12 days	
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



III.A. Sector : Electric Cooperative Management Services (ECMS)
Department/Office : Institutional Development Department (IDD)
Division/Unit : Organization & Management Development Division (OMDD)

External Services

SERVICE NAME		PAGE
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Service 2	Request for Employees' Salary Increase	91-92
Service 3	Request for General Manager's Salary Increase	93-94

Service 1: Productivity Incentives of Officers and Employees

This procedure provide guidance in the evaluation of request for Productivity Incentives.

Department/Division:	Institutional Development Department (IDD)/ Organizational and Management Development Division (OMDD)
Classification:	Complex Transaction
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives

Checklist of Requirements		Where to Secure
1	Board Resolution (1 original copy)	Electric Cooperative
2	Monthly Financial and Statistical Report (MFSR) as of October of the Current Year (1 original copy)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request and complete supporting documents	1 Receives request.	NEA 6/F OMDD	None	1 day	Cluster B
		2 Gathers necessary data and evaluates request: - MFSR Evaluation - Matrix on Comparative Incentives - Financial Evaluation as of October of the current year	NEA 6/F OMDD, NEA 5/F FSD	None	4 days	Staff & Cluster B
		3 Reviews and recommends approval of the request.	NEA 6/F OMDD, NEA 4/F ODAECMS	None	1 day	Division Manager, Department Manager & DAECMS

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives letter-approval	4	Upon approval of the Administrator, transmits letter to EC thru e-mail and/or releases the same thru RMU.	NEA 6/F OMDD	None	1 day	Records Officer
TOTAL					None	7 days	
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

Service 2: Request for Employees' Salary Increase

This procedure provide guidance in the evaluation of request for Employees' Salary Increase .

Department/Division:		Institutional Development Department (IDD)/ Organizational and Management Development Division (OMDD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Board Resolution (1 original copy)					Electric Cooperative	
2	Existing and Proposed Employees' Salaries (1 original copy)					Electric Cooperative	
3	Certificate of Compliance in Security Deposit (1 original copy)					Electric Cooperative	
4	Certification that the EC has sufficient sinking fund for retirement based on Actuarial Study (1 original copy)					Electric Cooperative	
5	Simulation of DSM vs Non-Power Cost (1 original copy)					Electric Cooperative	
6	Three (3)-year Projected Cash Flow (1 original copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request and complete supporting documents	1	Receives request.	NEA 6/F OMDD	None	1 day	Sr. ECDO & Sr. IRD Staff
		2	Gathers data and evaluate employees' salary increase.	NEA 6/F OMDD	None	13 days	Sr. ECDO & Sr. IRD Staff

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3 Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	NEA 6/F OMDD	None	5 days	ECDO/IRD Chief, Division Manager & Department Manager
2	Receives letter-approval/deferment	4 Transmits letter to EC thru e-mail and/or releases the same thru RMU.	NEA 6/F OMDD	None	1 day	Records Officer
TOTAL				None	20 days	
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

Service 3: Request for General Manager's Salary Increase

This procedure provide guidance in the evaluation of request for General Manager's Salary Increase.

Department/Division:		Institutional Development Department (IDD)/ Organizational and Management Development Division (OMDD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Board Resolution and Evaluation of GM's Performance (1 original copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request and complete supporting document	1	Receives request.	NEA 6/F OMDD	None	1 day	Sr. ECDO & Sr. IRD Staff
		2	Gathers and evaluates request in coordination with ADCOM and ECAD for CSW.	NEA 6/F OMDD	None	13 days	Sr. ECDO & Sr. IRD Staff
		3	Prepares letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	NEA 6/F OMDD	None	5 days	ECDO/IRD Chief, Division Manager & Department Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives letter-approval/deferment	4	Transmits letter to EC thru e-mail and/or releases the same thru RMU.	NEA 6/F OMDD	None	1 day	Records Officer
TOTAL					None	20 days	
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



IV.A. Sector : Legal Services (LS)
Department/Office : Legal Services Office (LSO)
Division/Unit : Legal Services Office (LSO)

External Services

SERVICE NAME		PAGE
Service 1	Legal Opinion/Services	96

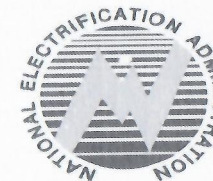
Service 1: Preparation of Legal Opinion

To identify the legal effect and legal risk that the client will consider further and evaluate.

Department/Division:		Legal Services Office (LSO)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements						Where to Secure	
1	Letter-Request (1 original copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends request for legal opinion	1	Receives request for legal opinion and forwards request to DALs.	NEA 2/F LSO	None	1 day	Legal Services Staff
		2	Endorses to assigned lawyer.	NEA 2/F LSO	None	1 day	DALS
		3	Lawyer renders legal opinion.	NEA 2/F LSO	None	9 days	Assigned Lawyer
2	Receives legal opinion	4	Releases of legal opinion.	NEA 2/F LSO	None	1 day	Legal Services Staff
TOTAL					None	12 days	
END							

LEGEND:

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



IV.A. Sector : Legal Services (LS)
Department/Office : Legal Services Office (LSO)
Division/Unit : Legal Services Office (LSO)

Internal Services

SERVICE NAME		PAGE
Service 1	Legal Opinion/Services	98

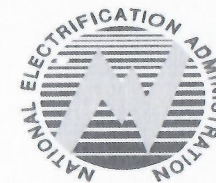
Service 1: Preparation of Legal Opinion

To identify the legal effect and legal risk that the client will consider further and evaluate.

Department/Division:		Legal Services Office (LSO)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		NEA Departments/Offices					
Checklist of Requirements					Where to Secure		
1	Letter-Request (1 original copy)					Concerned Department/Offices	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends request for legal opinion	1	Receives request for legal opinion and forwards request to DALs.	NEA 2/F LSO	None	1 day	Legal Services Staff
		2	Endorses to assigned lawyer.	NEA 2/F LSO	None	1 day	DALS
		3	Lawyer renders legal opinion.	NEA 2/F LSO	None	9 days	Assigned Lawyer
2	Receives legal opinion	4	Releases of legal opinion.	NEA 2/F LSO	None	1 day	Legal Services Staff
TOTAL					None	12 days	
END							

LEGEND:

- DALS - Deputy Administrator for Legal Services
- G2B - Government-to-Business
- ODALS - Office of the Deputy Administrator for Legal Services



IV.B. Sector : Legal Services (LS)
Department/Office : Office of the Corporate Secretary (OCS)
Division/Unit : Office of the Corporate Secretary (OCS)

External Services

SERVICE NAME		PAGE
Service 1	Issuance of Certification of Board Resolution	100
Service 2	Issuance of Certified True Copy of Board Resolution	101

Service 1: Issuance of Certified True Copy of Board Resolution

This procedure provide guidance in the issuance of Certified True Copy of Board Resolution.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B), Government-to-Citizen (G2C)					
Clients (Who May Avail):		Public and Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Files a written request at OCS.	1	Receives the request, verifies the existence of the Board Resolution & reproduces/ photocopies the Board Resolution and stamp with certified true copy.	NEA 7/F OCS	₱10.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		2	Signs the certified true copy.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives certified true copy of Board Resolution.	3	Releases certified true copy to Client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					₱10.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

G2C - Government-to-Citizen

Service 2: Issuance of Certification of Board Resolution

This procedure provide guidance in the issuance of Certification of Board Resolution.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B), Government-to-Citizen (G2C)					
Clients (Who May Avail):		Public and Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1 Written Request (1 original copy)					Requester		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Files a written request at OCS.	1	Receives the request, verifies the existence of the Board Resolution & prepares/ encodes Certification of Board Resolution..	NEA 7/F OCS	₱10.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		2	Signs Certification.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives Certification.	3	Releases Certification to Client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					₱10.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

G2C - Government-to-Citizen



IV.B. Sector : Legal Services (LS)
Department/Office : Office of the Corporate Secretary (OCS)
Division/Unit : Office of the Corporate Secretary (OCS)

Internal Services

SERVICE NAME		PAGE
Service 1	Drafting and Approval of Minutes of Meeting	103-104

Service 1: Drafting and Approval of Minutes of Meeting

This procedure provide guidance in the drafting and approval of Minutes of Meeting.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		NEA Board of Administrators					
Checklist of Requirements					Where to Secure		
1	Minutes of Meeting (Committee and Regular Meetings) (1 original copy)					NEA 7/F OCS	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		1	Creates a notes template specifically for the upcoming meeting by using items from the next meeting agenda and also considering the attendees.	NEA 7/F OCS	None	1 day	Administration Services Assistant C
1	Attends Board Meeting	2	Attends the meeting and jot down/fills in the meeting notes template. Records the facts during the meeting via audio and video recording.	NEA 7/F Board Room	None	1 day	Administration Services Assistant C
		3	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.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer B Manpower Personnel
		4	Transcribes the meeting using the audio and video recording and jot down notes/ notes template.	NEA 7/F OCS	None	8 days	Administration Services Assistant C Manpower Personnel

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		5 After the transcription, drafts the Minutes of the Meeting including Board Resolution/s. Signs the "Prepared by" and endorses the Minutes of the Meeting to the Board Corporate Secretary.	NEA 7/F OCS	None	1 day	Records Officer B/ Minutes/Agenda Officer B
		6 Reviews the Minutes of the Meeting - MFSR Evaluation - 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.	NEA 7/F OCS	None	7 days	Corporate Board Secretary
2	Signs the "Attested by" portion in the Minutes of the Meeting	7 Disseminates the copies of Minutes of the Meeting to Board Members for comments.	NEA 7/F Board Room	None	1 day	Corporate Board Secretary & BOA
TOTAL				None	20 days	
END						

LEGEND:

BOA - Board of Administrators

G2C - Government-to-Citizen

OCS - Office of the Corporate Secretary



V.A. Sector : Technical Services (TS)
Department/Office : Total Electrification and Renewable Energy Development Department (TEREDD)
Division/Unit : Total Electrification Division (TED)
External Services

SERVICE NAME		PAGE
Service 1	Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. Projects	106-107

Service 1: Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. projects

This procedure provide guidance in the Evaluation/Approval of EC's Budget Request (BR) for subsidy funded R.E. projects.

Department/Division:	Total Electrification and Renewable Energy Development Department (TEREDD)/ Total Electrification Division (TED) - Luzon, Visayas & Mindanao Team
Classification:	Highly Technical
Type of Transaction:	Government-to-Business (G2B)
Clients (Who May Avail):	Electric Cooperatives

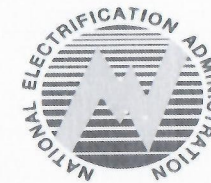
Checklist of Requirements		Where to Secure
1	Duly accomplished Board Resolution (1 original copy)	Electric Cooperative
2	Budget Request Form (separate for the dx line facilities and housewiring - 1 original copy)	Electric Cooperative
3	Staking Sheets(for distribution lines only - 1 original copy)	Electric Cooperative
4	Bill of Materials (separate for the dx line facilities and housewiring - 1 original copy)	Electric Cooperative
5	Barangay Certification (1 original copy)	Electric Cooperative
6	Map showing the Sitio (1 original copy)	Electric Cooperative
7	Execution Plan (1 original copy)	Electric Cooperative
8	Letter of Commitment (1 original copy)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request together with the required documents	1	Receives and endorses to ODATS the BRs and other documents submitted by the ECs.	NEA G/F Records Unit	None	1/2 day Records Officer
		2	Endorses to Department Manager TEREDD.	NEA 6/F ODATS	None	1/2 day DATS
		3	Endorses to Division Manager TED.	NEA 7/F TEREDD	None	1/2 day Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		4 Evaluates the Budget Request.	NEA 7/F TED	None	3 days	Project Officer
		5 Reviews evaluated Budget Request.	NEA 7/F TED	None	7 days	Team Leader/ (Project Manager) Division Manager
		6 Recommends evaluated Budget Request.	NEA 7/F TEREDD	None	1 day	Department Manager
		7 Approves Budget Request.	NEA 6/F ODATS	None	1 day	DATS
		8 Endorses the approved Evaluation Memorandum to Accounts Services Division (ASD) for Memorandum of Agreement (MOA) preparation.	NEA 7/F TEREDD	None	1/2 day	Department Manager
TOTAL				None	14 days	
END						

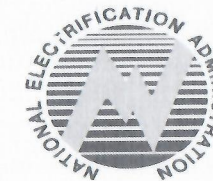
LEGEND:

- 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



FEEDBACK AND COMPLAINT MECHANISM

<p>How to send a feedback?</p>	<p>Accomplish the Customer Feedback Form available at the entrance counter of the NEA ground floor lobby and placing it in the drop box.</p> <p>Contact Info: 8929-2176 or hcmd@nea.gov.ph</p>
<p>How feedback is processed?</p>	<p>Verbal feedback 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. Written feedback are forwarded to the relevant offices and they are required to answer within 3 days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
<p>How to file complaints?</p>	<p>Accomplish the Customer Feedback Form available at the entrance counter of the NEA ground floor lobby and placing it in the drop box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact this telephone number: 8929-2176</p>



FEEDBACK AND COMPLAINT MECHANISM

How complaints are processed?

The Assigned Complaints Officer opens complaints drop box on a daily basis and evaluates each complaint.

Upon evaluation, the Assigned Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.

The Assigned Complaints Officer will create a report after the investigation and shall submit it to the CART Chairperson for appropriate action.

The Assigned Complaints Officer will give the feedback to the client.

For inquiries and follow-ups, clients may contact this telephone number:
8929-2176

Contact Information of ARTA, PCC, CCB

ARTA: complaints@arta.gov.ph (8478-5093)

PCC: 8888complaint@op.gov.ph (8888)

CCB: email@contactcenterngbayan.gov.ph (0908-881-6565-SMS)

Name of Agency: **NATIONAL ELECTRIFICATION ADMINISTRATION**
 Official Address: **NEA Building, 57 NIA Road, Barangay Pinyahan, Government Center, Diliman, Quezon City 1100**
 Contact Information: **8929-1909 (Trunkline)**



LIST OF OFFICES

Department/Office/Division/Unit	Location/Address	Contact Information
Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)	NEA 5/F AMGD-AMD	8929-2194
Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)	NEA 4/F HRAD-HRMD	8929-2003
Corporate Communication and Social Marketing Office (CCSMO)	NEA 3/F CCSMO	8929-2237
Corporate Planning Office (CPO)/ Rural Electrification Project Planning and Development Division (REPPDD)	NEA 7/F CPO-REPPDD	8925-5915
Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)	NEA 2/F ITCSD-DMPCD	8928-0326
Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)	NEA 2/F ITCSD-ITSDD	8929-2171
NEA-EC Training Institute (NETI)/Professional Development Division (PDD)	NEA 2/F NETI-PDD	8929-2032
Institutional Development Department (IDD)/ Organizational and Management Development Division (OMDD)	NEA 6/F IDD-OMDD	8926-1337
Legal Services Office	NEA 2/F LSO	8929-2011
Office of the Corporate Secretary	NEA 7/F OCS	8929-2069