



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100



Management
System
ISO 9001:2015



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NOTICE TO NEA STAKEHOLDERS

**SUBJECT: CONDUCT OF THE NATIONAL ELECTRIFICATION
ADMINISTRATION CLIENT SATISFACTION MEASUREMENT (CSM)**

In compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2022-05 and Joint Memorandum Circular (JMC) No. 1, Series of 2023¹ issued by the Governance Commission for GOCCs (GCG) and the ARTA, the National Electrification Administration (NEA) shall be conducting the Client Satisfaction Measurement (CSM) for external services as listed in the attached 2023 2nd edition of the NEA Citizen's Charter.

The CSM is an after-service availment survey that will assess the overall satisfaction and perception of clients on NEA's services. To maximize response rates, the CSM shall be administered using various data gathering methods such as paper survey questionnaires and/or via electronic platforms.

As such, clients with completed transactions from the Agency will be requested to accomplish the attached Survey Form. For any questions or concerns related to the CSM, you may contact nea_cdpd@yahoo.com.

Rest assured that the NEA is committed to provide transparent and accountable services to its stakeholders.

FOR YOUR INFORMATION.


ANTONIO MARIANO C. ALMEDA
Administrator



¹ Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement dated 20 September 2022 and Supplemental Guidelines to the ARTA MC No. 2022-05 Specific for GOCCs covered by R.A. No. 10149