



NATIONAL ELECTRIFICATION ADMINISTRATION

CITIZEN'S CHARTER



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C.Y. 2025 (1st Edition)



I. VISION:

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

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.



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Division/Unit : Corporate Communication and Social Marketing Office (CCSMO)

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Division/Unit : Database Management & Program Control Division (DMPCD)

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I.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
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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:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B) & Government-to-Government (G2G)					
Clients (Who May Avail):		Electric Cooperatives 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	1.1	Receives request for EC anniversary/event message from Records Unit.	NEA 3/F CCSMO	None	1 day	Secretary A
		1.2	Prepares EC anniversary/event message.	NEA 3/F CCSMO	None	4 days	Sr. PRO/PRO
		1.3	Reviews EC anniversary/event message.	NEA 3/F CCSMO	None	3 days	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.	2.1	Upon the approval of the Administrator, prepares transmittal letter and sends the PDF copy of the approved anniversary/event message to the concerned EC through e-mail. Files the printed copy of the message, transmittal letter, and letter request from EC.	NEA 3/F CCSMO	None	2 days	Secretary A.
TOTAL					None	10 days	
END							

LEGEND:

- CCSMO** - Corporate Communications and Social Marketing Office
- EC** - Electric Cooperative
- G2B** - Government-to-Business
- G2G** - Government-to-Government
- PDF** - Portable Document Format
- PRO** - Public Relations Officer



I.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

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Service 1: Endorsement of Request for Electrification-Complex Transaction

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:		Complex Transactions						
Type of Transaction:		G2B, G2C & G2G						
Clients (Who May Avail):		External Stakeholders, All						
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.	1.1	Receives documents/requests and endorses to Division Manager.	NEA 7/F CPO	None	2 hours	Department Manager, CPO	
		1.2	Determines the required NEA assistance based on the letter request and endorses it to the assigned staff for evaluation.	NEA 7/F CPO	None	2 hours	Division Manager, REPPDD	
		1.3	Evaluates, prepares reply to the concerned party and confirms with TEREDD if the request has an approved funding.	NEA 7/F CPO	None	3 days	PPADO/SRAA/ SPPADO/ SEA, REPPDD	
		1.4	Reviews and submits reply to the Division Manager.	NEA 7/F CPO	None	1 day	Principal Engineer B, REPPDD	
		1.5	Reviews and submits reply to the CPO Department Manager.	NEA 7/F CPO	None	1 day	Division Manager, REPPDD	
		1.6	Approves Reply Letter. (Note: The approving authority shall be in accordance with the approved Manual of Approvals (MANAP).)	NEA 7/F CPO	None	1 day	Department Manager, CPO	

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives Reply Letter.	2.1	Mails reply thru RMU.	G/F RMU	None	1/2 day	Secretary, CPO
TOTAL					None	7 days	
END							

LEGEND:

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

PPADO - Project Planning and Development Officer

SEA - Senior Economist A

REPPDD - Rural Electrification Project Planning and Development Division

RMU - Records Management Unit

SRAA - Senior Researcher Analyst A

SPPADO - Senior Project Planning and Development Officer

TEREDD - Total Electrification and Renewable Energy Development Department

MANUAL OF APPROVALS		
SUBJECT	:	PLANNING
TOPIC	:	ELECTRIC COOPERATIVE (EC) PROJECT PLANNING
Responsible Office	:	Corporate Planning Office (CPO)/ Rural Electrification Project Planning and Development Division (REPPDD)
ITEM	RECOMMENDING APPROVAL	APPROVING AUTHORITY
Letter Requests/Queries Complex Transactions		
1) Department Managers/ Directors of Government Agencies	Division Manager, REPPDD	Department Manager, CPO
2) Below Vice Governor (e.g. Mayor, Brgy. Captain, etc.)	Division Manager, REPPDD	Department Manager, CPO
3) Managers of Electric Cooperatives	Division Manager, REPPDD	Department Manager, CPO

Service 2: Endorsement of Request for Electrification-Highly Technical

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 Transactions					
Type of Transaction:		G2B, G2C & G2G					
Clients (Who May Avail):		External Stakeholders, All					
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	1.1	Receives documents/requests and endorses to Division Manager	NEA 7/F CPO	None	2 hours	Department Manager,CPO
		1.2	Determines the required NEA assistance based on the letter request and endorses it to the assigned staff for evaluation	NEA 7/F CPO	None	2 hours	Division Manager, REPPDD
		1.3	Evaluates, prepares reply to the concerned party and confirms with TEREDD if the request has an approved funding	NEA 7/F CPO	None	3 days	PPADO/SRAA/ SPPADO/ SEA, REPPDD
		1.4	Reviews and submits reply to the Division Manager	NEA 7/F CPO	None	1 day	Principal Engineer, REPPDD
		1.5	Reviews and submits reply to the CPO Department Manager	NEA 7/F CPO	None	1 day	Division Manager, REPPDD
		1.6	Recommends/Endorses reply to the Administrator	NEA 7/F CPO	None	1 day	Department Manager,CPO
		1.7	Approves Reply Letter. (Note: The approving authority shall be in accordance with the approved Manual of Approvals (MANAP).	NEA 7/F OA	None	13 days	NEA Administrator

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives Reply Letter.	2.1	Mails reply thru Records Management Unit (RMU).	NEA 7/F CPO	None	1/2 day	Secretary, CPO
TOTAL					None	20 days	
END							

LEGEND:

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

OA - Office of the Administrator

PPADO - Project Planning and Development Officer

REPPDD - Rural Electrification Project Planning and Development Division

SEA - Senior Economist A

SPPADO - Senior Project Planning and Development Officer

SRAA - Senior Researcher Analyst A

TEREDD - Total Electrification and Renewable Energy Development Department

MANUAL OF APPROVALS		
SUBJECT	:	PLANNING
TOPIC	:	ELECTRIC COOPERATIVE (EC) PROJECT PLANNING
Responsible Office	:	Corporate Planning Office (CPO)/ Rural Electrification Project Planning and Development Division (REPPDD)
ITEM	RECOMMENDING APPROVAL	APPROVING AUTHORITY
Letter Requests/Queries Highly Technical		
1) Legislators	Department Manager, CPO	Administrator
2) Heads/Undersecretaries/ Assistant Secretaries of Government Agencies	Department Manager, CPO	Administrator
3) Governors and Vice Governors	Department Manager, CPO	Administrator
4) EC Board of Directors	Department Manager, CPO	Administrator



I.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

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Service 1: Information Services

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 written request addressed to ITCSD Manager or email request to neadmpcd@yahoo.com	1.1	Receives the written request then forwards the same to ITCSD Manager.	NEA G/F RMU	None	2 hours	Associate Data Controller, RMU Chief
		1.2	Endorses the written request to DMPCD Manager.	NEA 2/F ITCSD	None	2 hours	ITCSD Manager, Secretary
		1.3	Verifies the written or emailed request and endorses to concerned unit/section for the preparation of requirements. In case of complex request, endorses the same to concerned office/department for direct coordination with the requesting client.	NEA 2-8/F	None	4 hours	DMPCD Manager, Data Management Chief A, Data Management Chief B, RMU Chief, Concerned Department
		1.4	Prepares and endorses the accomplished requirements to DMPCD Manager to recommend approval for written request or approval for emailed request.	NEA 2/F DMPCD	None	12 hours	Data Management Chief A, Data Management Chief B, RMU Chief, MIS Design Specialist A, MIS Design Specialist B, Sr. MIS Analyst

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives response	2.1 In case of written request, the ITCSD Manager signs the transmittal letter and endorses documents to RMU for mailing/courier/pick-up. In case of email request, the DMPCD Manager approves the email transmission and directs the concerned staff to send the same to the client.	NEA 2/F ITCSD, G/F RMU	None	4 hours	ITCSD Manager, Secretary, DMPCD Manager, Data Management Chief A, Data Management Chief B, RMU Chief, MIS Design Specialist A, MIS Design Specialist B, Sr. MIS Analyst, Associate Data Controller, Data Encoder- Controller
TOTAL				None	3 days	
END						

LEGEND:

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

NEA - National Electrification Administration

RMU - Records Management Unit



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

Internal Services

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Service 2	Website Management (Update of Content)	15-16
Service 3	Technical Evaluation of ECs Loan Request	17-18

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:		Highly Technical					
Type of Transaction:		Government-to-Government (G2G)					
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	1.1	Receives call from End User requesting assistance/repair of ICT unit. Collect information such as user's name, office, problem/issue being reported.	NEA 2/F ITSDD	None	30 minutes	Project Officer Manpower
		1.2	Perform remote troubleshooting (if applicable) to identify if the issue can be resolved without repair (e.g. software reset, driver update)	NEA 2/F ITSDD	None	1 day	MIS Design Specialist/ Computer Service Programmer
		1.3	For onsite ICT repairs, IT support performs initial diagnostic. 1.3.1. In-house repair: If the issue is straightforward and if the equipment is no longer covered by warranty, initiate repair internally Note: If the ICT unit is still under warranty or requires third-party expertise, return the unit to the end-user and advise them to coordinate with GSD to avail of the warranty service.	NEA Building	None	2 days	MIS Design Specialist/ Computer Service Programmer

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.3.2. If the ICT unit is beyond repair the technician will recommend to the end user that the unit is already classified as unserviceable or requires parts replacement. The ICT Technician/Computer Service Programmer will then prepare a Status Report on the ICT unit using the Request for Repair Form (RRF) and provide the end user with a copy of the completed RRF for reference.	NEA Building	None	1 day	MIS Design Specialist/ Computer Service Programmer
		1.4 If the ICT unit can be repaired, troubleshooting will be conducted/ performed.	NEA Building	None	5 days	MIS Design Specialist/ Computer Service Programmer
		1.5 Perform testing on the ICT unit. after which the end-user will determine if the repair is acceptable.	NEA Building	None	1 day	MIS Design Specialist/ Computer Service Programmer
2	Accepts the ICT unit and signs the RRF.	2.1 Facilitate the ICT unit acceptance and signing of the RRF by the end-user.	NEA Building	None	1 hour	Concerned Employee (End User)
TOTAL				None	10 days, 1.5 hours	
END						

LEGEND:

G2G - Government-to-Government

ICT - Information Communication Technology

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

RRF - Request for Repair Form

MIS - Management Information System

Service 2: Website Management (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:		Complex Transaction					
Type of Transaction:		Government-to-Government (G2G)					
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 communication on the new and/or updated information, content/document for uploading/update.	1.1	Upon receipt of the request, acknowledge and endorses the request to ITSDD for appropriate actions	NEA 2/F ITCSD	None	1 hour	ITCSD Manager
		1.2	Reviews the submitted content. 2.1. If complete, accurate, and compliant with NEA's content guidelines, prepares & uploads the approved content to the NEA website and ensures formatting consistency and performs quality checks (e.g., user interface (UI) design, file formatting, resizing images, optimizing files for the web).	NEA 2/F ITSDD	None	1 day	MIS Development Chief B Computer Service Programmer
			2.2. If incomplete, not compliant, not accurate, discuss requirements with client.	NEA 2/F ITSDD	None	1 day	MIS Development Chief B Computer Service Programmer

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.3 Conducts a thorough check to ensure the content appears correctly & verifies that all links and downloads are accessible and functional.	NEA 2/F ITSDD	None	4 hours	MIS Development Chief B Computer Service Programmer
		1.4 Notifies the requesting department that the content has been successfully uploaded and necessary actions have been taken. Actions can be any or combination of the following: a) Uploads information. a) Create or modify web pages/portal c) Create links or update broken links d) Re-upload or modify information e) Archive or Unpublished information	NEA 2/F ITCSD	None	1 hour	MIS Development Chief B Computer Service Programmer
2	Review the changes/update in the website. If accepted, sign the web content update log.	2.1 Review uploaded content in the website. If accepted, sign the web content update log.	NEA Building	None	2 days	Client ITSDD Manager, ITCSD Manager
TOTAL				None	4 days and 6 hours	
END						

LEGEND:

- G2G** - Government-to-Government
- ITCSD** - Information Technology and Communication Services Department
- ITSDD** - Information Technology and System Development Division
- MIS** - Management Information System
- UI** - User Interface

Service 3: Technical Evaluation of ECs Loan Request

The Technical Evaluation of Electric Cooperatives (ECs) Loan Request involves a thorough assessment of the proposed project's technical feasibility, cost efficiency, and alignment with the standards and requirements set by NEA.

Department/Division:		Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Government (G2G)					
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 submit the formal loan request proposal of ECs along with the required supporting documents.	1.1	Receives and endorses the request to ITSDD for appropriate actions.	NEA 2/F ITCSD	None	1 day	ITCSD Manager
		1.2	Review of submitted documents for completeness and accuracy. If supporting documents are complete, concise and clear, proceed with technical evaluation.	NEA 2/F ITCSD	None	1 day	ITSDD Manager, Section Chief, MIS Design Specialist, Computer Service Programmer
		1.3	If supporting documents are not complete, not concise and not clear coordinate with requesting EC to submit required documents.	NEA 2/F ITCSD	None	2 days	EC, Section Chief, MIS Design Specialist, Computer Service Programmer

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Perform technical and cost evaluation. Evaluate the technical soundness, design, and specifications of the proposed project and conduct cost analysis and compare with standard market prices to ensure the proposal is cost-efficient and reasonable.	NEA 2/F ITSDD	None	12 days	Section Chief, MIS Design Specialist, Computer Service Programmer
		1.5 Draft technical evaluation report Consolidate findings into a TER including recommendations regarding the technical feasibility and cost analysis.	NEA 2/F ITCSD	None	2 days	Section Chief, MIS Design Specialist, Computer Service Programmer
		1.6 Review the TER and confirm the result of the evaluation and endorse the evaluation for Loan Approval Process or return to the EC for revisions.	NEA 2/F ITCSD	None	1.5 days	ITSDD Manager, Section Chief, MIS Design Specialist, Computer Service Programmer
2	Receives evaluation results and recommendations.	2.1 Provide recommendations or necessary actions for compliance (if applicable).	NEA 2/F ITCSD	None	0.5 day	ITCSD Manager
TOTAL				None	20 days	
END						

LEGEND:

G2G - Government-to-Government

ITCSD - Information Technology and Communication Services Department

ITSDD - Information Technology and System Development Division

MIS - Management Information System

TER - Technical Evaluation Report



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

External Services

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Service 1: Processing of Training Request

All Electric Cooperatives may avail of this service for a customized training or seminar to address the competency gap of EC officials and employees.

Department/Division:		NEA-EC Training Institute (NETI)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperative (EC) Officials and Employees					
Checklist of Requirements						Where to Secure	
1	Letter request indicating the specific training requirement (1 original copy)						Requesting EC Officials and employees
2	Accomplished Online Customized Training Request Form via link: http://bit.ly/NETIcustom						NETI Facebook page. Auto-reply from Google Mail
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Check available Customized Training Programs for the current year in the NEA Website or Inquire to NEA EC Training Facebook Page	1.1	Provide basic information on the training programs offered by NETI.	NEA 3/F NETI	None	5 minutes	IRD Officers
2	Submit Training Letter-Request addressed to NETI Department Manager via email at neti@nea.gov.ph and accomplish Customized Training Request Form through link: http://bit.ly/NETIcustom	2.1	Acknowledges the letter request and check if all the requirements are complete, if incomplete, inform the EC. (Note: NETI will only process the request upon completion of the requirements)	NEA 3/F NETI	None	5 minutes	Section Chief
3	If needed, comply with the missing requirement and return to step 2.	3.1	Once requirements were completed, encodes the letter request to the EC Customized Training Monitoring.	NEA 3/F NETI	None	5 minutes	Section Chief
		3.2	Prepare, review and approve endorsement letter to NEA concerned department for the availability of RS.	NEA 3/F NETI	None	3 hours	Department/ Division Manager


No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
4	Views status of the letter request via link; https://bit.ly/ECRequestStat	4.1	Monitor and update the EC Customized Training Monitoring.	NEA 3/F NETI	None	5 minutes	Records Officer
		4.2	Once the confirmation from resource speaker has been received, NETI to prepare and email confirmation letter to the requesting EC.	NEA 3/F NETI	None	2 hours	Section Chiefs
5	Receive response and submit the CSM Survey Form	5.1	Administer the submission of CSM Survey Form (Online).	NEA 3/F NETI	None	5 minutes	Records Officer
TOTAL					None	5 hours and 25 minutes	
END							

LEGEND:

- CSM** - Client Satisfaction Measurement
- EC** - Electric Cooperative
- G2B** - Government-to-Business
- NETI** - NEA-EC Training Institute
- RS** - Resource Speaker

Service 2: Processing of Training Certifications and Official Receipts

This process covers formal application made by EC official and employee seeking the issuance of a Certified True Copy of a Training Certificate of Completion, Certificate of Appearance and Official Receipts that was lost, damaged, or needs correction.

Department/Division:		NEA-EC Training Institute (NETI)						
Classification:		Simple Transaction						
Type of Transaction:		Government-to-Business (G2B)						
Clients (Who May Avail):		Electric Cooperative (EC) Officials and Employees						
Checklist of Requirements						Where to Secure		
1		Completed NETI Online Request Form						http://bit.ly/NETIOnlineRequest
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Complete the Online Request Form via: bit.ly/NETIOnlineRequest  SCAN ME	1.1	Receives accomplished request form.	NEA 3/F	None	5 minutes	Records Officer	
		1.2	Verifies the request from the Directory of Participants, Attendance Sheets, PAR and Training Database.	NEA 3/F NETI	None	2 hours	Section Chief	
		1.3	Prepares the Certification to be signed by Department Manager.	NEA 3/F NETI	None	5 minutes	Section Chief	
		1.4	Signs stamped "Certified True Copy" of the Certifications and Official Receipts.	NEA 3/F NETI	None	3 minutes	Division/ Department Manager	
		1.5	If the requested format is soft copy, emails the CTC of the Certification or O.R.	NEA 3/F NETI or Online	None	3 minutes	Section Chief	
2	Pay necessary fee via Landbank Biz Portal or Landbank Account of NEA	2.1	If the requested format is hard copy, emails requesting EC employees status of request and mode of payment.	NEA 3/F NETI or Online	P150.00	5 minutes	Records Officer	

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
3	Submit Proof of Payment to neti@nea.gov.ph	3.1 Release the CTC of the Certification through NEA Records Section .	Online	None	30 minutes	Section Chief
4	Receive response and submit the CSM Survey Form.	4.1 Administer the submission of CSM Survey Form (Online).	Online	None	5 minutes	Section Chief
TOTAL				P150.00	2 hours and 23 minutes	
END						

LEGEND:

- CSM** - Client Satisfaction Measurement
- CTC** - Certified True Copy
- PAR** - Post Activity Report
- IRD** - Industrial Relations Development



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

Internal Services

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Service 1: Processing of Scholarship Programs

All NEA officials and employees may avail the scholarship program within the prescribed period to meet or increase the level of competencies of their positions through other government, private or international agencies or learning institutions.

Department/Division:		NEA-EC Training Institute (NETI)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Government (G2G)					
Clients (Who May Avail):		NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1	Letter request indicating the specific training details/course outline and schedule (1 original copy)					Requesting Personnel	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request letter and documents to NETI Office	1.1	Receives documents/letters.	NEA 3/F NETI	None	10 minutes	Records Officer
		1.2	Reviews/Analyzes training request.	NEA 3/F NETI	None	2 hours	Section Chiefs
		1.3	Conducts initial coordination with LSP for scheduling and other requirements	NEA 3/F NETI	None	1 hour	Section Chiefs
		1.4	Disseminates invitation and request for participants to concerned Department and/or Deputy Administrator (if needed).	NEA 3/F NETI	None	1 hour	Section Chiefs
		1.5	Evaluates the nominee/s.	NEA 3/F NETI	None	1 hour	Section Chiefs, HRDC Secretariat (if needed)
		1.6	Prepares CSW.	NEA 3/F NETI	None	1 hour	Section Chiefs
		1.7	Reviews and submit CSW to the Administrator for approval and signature.	NEA 3/F NETI	None	3 hours	Section Chiefs
		1.8	Sends the approved Memorandum to Participants and Re-Entry Action Plan template to the participants through electronic mail.	Online	None	30 minutes	Section Chiefs

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.9 Coordinates the registration of the participants with the LSP.	NEA 3/F NETI	None	1 hour	Section Chiefs
		1.10 Prepares the Budget Utilization Request and Disbursement Voucher and other attachments.	NEA 3/F NETI	None	1 hour	Section Chiefs
		1.11 Signs/Approves and submit Budget Utilization Request and Disbursement Voucher to FSD.	NEA 3/F NETI	None	2 hours	Division/ Department Manager
		1.12 Notifies participants of the required documents and any additional prerequisites necessary for the seminar or training.	NEA 3/F NETI	None	1 hour	Section Chiefs
2	Participate in the training program (online or face-to-face)	2.1 Monitors the attendance of the employee/participants.	Assigned Venue	None	30 minutes	Section Chiefs
3	Submits Re-Entry Action Plan and a copy of the Certificate	3.1 Monitors the submission of Re-Entry Action Plan	Assigned Venue	None	30 minutes	Section Chiefs
4	Accomplishes the CSM Form (on-site)	4.1 Administers the submission of CSM Form (on-site)	Assigned Venue	None	20 minutes	Section Chiefs
TOTAL				None	16 hours	
END						


LEGEND:

CSM - Client Satisfaction Measurement
CSW - Complete Staff Work
FSD - Finance Services Department
G2G - Government-to-Government

HRDC - Human Resource Development Committee
LSP - Learning Service Provider
NETI - NEA-EC Training Institute
OA - Office of the Administrator

Service 2: Issuance of Employee's Training Records

The issuance of the Employee's Training Records provides a certified record of all trainings, seminars, workshops, and learning interventions attended by the employee within a certain period. This document serves as attachment for promotion, scholarship applications, career development and other legal purposes.

Department/Division:		NEA-EC Training Institute (NETI)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Government (G2G), Government-to-Business (G2B)					
Clients (Who May Avail):		NEA and EC Officials and Employees					
Checklist of Requirements						Where to Secure	
1	Completed NETI Online Request Form						http://bit.ly/NETIOnlineRequest
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Complete the Online Request Form via: bit.ly/NETIOnlineRequest  SCAN ME	1.1	Receives accomplished request form.	NEA 3/F NETI	None	10 minutes	Records Officer
		1.2	Retrieves and validates training records.	NEA 3/F NETI	None	1 hour	Records Officer
		1.3	Signs the certification.	NEA 3/F NETI	None	1 hour	Division/ Department Manager
2	Receives Employee's Training Records	2.1	Releases Employee's Training Records to client.	NEA 3/F NETI or Online	None	30 minutes	Records Officer
3	Accomplishes the CSM Form (online)	3.1	Administers the submission of CSM Form (online).	Online	None	20 minutes	Section Chiefs
TOTAL					None	3 hours	
END							


LEGEND:

CSM - Client Satisfaction Measurement
CSW - Complete Staff Work
EC - Electric Cooperative

G2B - Government-to-Business
G2G - Government-to-Government
NETI - NEA-EC Training Institute

Service 3: Issuance of Certificate of No Pending Nomination

The issuance of a Certificate of No Pending Nomination serves as confirmation that the requesting official or employee has no pending nomination in any course / training program and that the required service obligation for a scholarship previously enjoyed has been served. The certificate is sought as a supporting document for scholarship application, travel abroad, study leave, and other legal purposes.

Department/Division:		NEA-EC Training Institute (NETI)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Government (G2G)					
Clients (Who May Avail):		NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1	Completed NETI Online Request Form						http://bit.ly/NETIOnlineRequest
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Complete the Online Request Form via: bit.ly/NETIOnlineRequest  SCAN ME	1.1	Receives accomplished request form.	NEA 3/F NETI	None	10 minutes	Records Officer
		1.2	Checks records and validate the request.	NEA 3/F NETI	None	1 hour	Records Officer
		1.3	Signs the certification.	NEA 3/F NETI	None	1 hour	Division/ Department Manager
2	Receives Certificate of No Pending Nomination.	2.1	Releases Certificate of No Pending Nomination to client.	NEA 3/F NETI or Online	None	30 minutes	Records Officer
3	Accomplishes the CSM Form (online)	3.1	Administers the submission of CSM Form (online)	Online	None	20 minutes	Section Chiefs
TOTAL					None	3 hours	
END							

LEGEND:

CSM - Client Satisfaction Measurement
CSW - Complete Staff Work
EC - Electric Cooperative

G2B - Government-to-Business
G2G - Government-to-Government
NETI - NEA-EC Training Institute



I.F. Sector : Office of the Administrator (OA)
Department/Office : Office for Performance Assessment and Special Studies (OPASS)
Division/Unit : Office for Performance Assessment and Special Studies (OPASS)

External Services

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Service 1: Preparation of EC Performance Assessment Data

To provide relevant performance assessment data in support of policy formulation, decision-making, and stakeholder requirements.

Department/Division:		Office for Performance Assessment and Special Studies (OPASS)					
Classification:		Simple Transactions					
Type of Transaction:		G2C, G2B and G2G					
Clients (Who May Avail):		Electric Cooperatives and Other Stakeholders					
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 request for performance assessment data	1.1	Receives request from client and forwards request to Department Manager.	NEA 7/F OPASS	None	2 hours	OPASS Secretary
		1.2	Endorses request to assigned OPASS staff.	NEA 7/F OPASS	None	2 hours	Department Manager
		1.3	OPASS staff prepares requested data and endorses to Department Manager for Approval.	NEA 7/F OPASS	None	12 hours	OPASS Staff/Department Manager
2	Receives performance assessment data	2.1	Reviews and approves the documents and endorses documents to RMU for release to client or directly reply through email of client.	NEA 7/F OPASS	None	4 hours	Department Manager/OPASS Secretary
TOTAL					None	2 days and 6 hours	
END							

LEGEND:

G2B - Government-to-Business
G2C - Government-to-Citizen
G2G - Government-to-Government

NEA - National Electrification Administration
OPASS - Office for Performance Assessment and Special Studies
RMU - Records Management Unit

Service 2: Preparation of EC Certificate of Good Standing

To certify an electric cooperative's compliance with regulatory and performance standards for franchise renewal, financial transactions, and other stakeholder requirements

Department/Division:		Office for Performance Assessment and Special Studies (OPASS)					
Classification:		Complex Transaction					
Type of Transaction:		G2C, G2B and G2G					
Clients (Who May Avail):		Electric Cooperatives and Other Stakeholders					
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 request for certificate of good standing and corresponding Certified true copy	1.1	Receives request from client and forwards request to Department Manager.	NEA 7/F OPASS	None	2 hours	OPASS Secretary
		1.2	Endorses request to assigned OPASS staff	NEA 7/F OPASS	None	2 hours	OPASS Department Manager
		1.3	OPASS staff prepares certificate with CSW and endorses to Department Manager for Approval	NEA 7/F OPASS	None	12 hours	OPASS Staff/OPASS Department Manager
		1.4	Endorses CSW and Certificate to MCSO Department Manager for approval	NEA 4/F MCSO	None	2 days	OPASS Staff/MCSO Staff/ MCSO Department Manager
		1.5	Endorses CSW and Certificate to OA for approval of the Administrator	NEA 7/F OA	None	3 days	OPASS Staff/OA Staff/ Administrator
		1.6	Prepares the Certified true Copies of the signed Certificate for signature of the OPASS Department Manager	NEA 7/F OA	None	2 hours	OPASS Staff/OPASS Department Manager

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives certificate of good standing and corresponding certified true copies	2.1	Sends scanned signed Certificate to client through email and endorses the original copy with the certified true copies to RMU for release to client through LBC or to LSO for consolidation of other documents for franchise renewal.	NEA 7/F OPASS	P 20 per copy of the CTC	2 hours	OPASS Secretary/ RMU Staff/ LSO Staff
TOTAL					P 20 per copy of the CTC	6 days and 4 hours	
END							

LEGEND:

CSW - Completed Staff Work
CTC - Certified True Copy
ECs - Electric Cooperatives
G2B - Government-to-Business
G2C - Government-to-Citizen
G2G - Government-to-Government

LSO - Legal Services Office
MCSO - Management Consultancy Services Office
NEA - National Electrification Administration
OA - Office of the Administrator
OPASS - Office for Performance Assessment and Special Studies
RMU - Records Management Unit



I.F. Sector : Office of the Administrator (OA)
Department/Office : Office for Performance Assessment and Special Studies (OPASS)
Division/Unit : Office for Performance Assessment and Special Studies (OPASS)

Internal Services

SERVICE NAME		PAGE
Service 1	Preparation of EC Performance Assessment Data	34

Service 1: Preparation of EC Performance Assessment Data

To provide relevant performance assessment data to support internal policy formulation, decision-making, and identification of areas for assistance.

Department/Division:		Office for Performance Assessment and Special Studies (OPASS)					
Classification:		Simple Transactions					
Type of Transaction:		G2C, G2B and G2G					
Clients (Who May Avail):		NEA Departments/Offices					
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 request for performance assessment data	1.1	Receives request from client and forwards request to Department Manager.	NEA 7/F OPASS	None	2 hours	OPASS Secretary
		1.2	Endorses request to assigned OPASS staff.	NEA 7/F OPASS	None	2 hours	Department Manager
		1.3	OPASS staff prepares requested data and endorses to Department Manager for Approval.	NEA 7/F OPASS	None	12 hours	OPASS Staff/Department Manager
2	Receives performance assessment data	2.1	Reviews and approves the documents for release to client or directly reply through email of client.	NEA 7/F OPASS	None	4 hours	Department Manager/OPASS Secretary
TOTAL					None	2 days and 6 hours	
END							

LEGEND:

EC - Electric Cooperative

G2B - Government-to-Business

G2C - Government-to-Citizen

G2G - Government-to-Government

NEA - National Electrification Administration

OPASS - Office for Performance Assessment and Special Studies



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

External Services

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

External Services - Annex A

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

External Services - Annex B

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Service 1: Approval of the Administrator of the EC's Request for Loan with NEA

Electric Cooperatives (ECs) loan requests approved by the Administrator (subject to the confirmation/ratification by the NEA Board) covered by the following NEA loan/ credit facilities:

A. Non-CAPEX Project Loan

- Short-Term Credit Facility (STCF)
- Stand-by Credit Facility (SCF)
- Working Capital Loan
- Power Supply Guarantee (PSG)
- Concessional Loan (Working Capital)

B. CAPEX Project Loan

- Emergency, Unplanned and Contingency Capital Expenditures (CAPEX) Projects and Disaster Resiliency Program (EUCDRP)
- Renewable Energy Loan
- Modular Generator Sets (GenSets) Program for Mindanao ECs
- Single Digit System Loss (SDSL)
- Non-Network CAPEX Projects and Smart Grid Requirements
- Concessional Loan (CAPEX)
- Calamity Loan

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			
See Annex A							
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents	NEA 5/F AMGD	Service Fee SCF - 2% of the approved loan STCF - 0.50% of the approved loan PSG - 0.50% of the approved loan	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD		-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD		-	Account Officer and Section Chief AMD
		1.4	If the submitted documents for technical evaluation are complete, prepares a Transmittal Sheet to endorse the same to the concerned department depending on the purpose of the loan request, as follows: a. CAPEX - ED, DRRMO, TEREDD, ITCSO and/or CPO b. Working Capital (Retirement) - IDD c. Concessional - MCSO (if necessary, for critically challenged ECs) Informs the EC of the action taken and for the submission of the lacking documents (if applicable) * Once the evaluation is received from the concerned department, informs the EC and request confirmation (if necessary) of the amount to be recommended for loan based on the evaluation and other loan terms and conditions	NEA 5/F AMD/AMGD	Guarantee Fee (per annum) on PSG EC's categorization AAA - 1.25% AA - 1.35% A - 1.45% B - 1.55% C - 1.65% D - 1.75% Other Facilities: None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, process/evaluate EC's request including financial capability to pay * If the financial evaluation shows that the EC is not capable to absorb additional loan, defer/disapprove the loan request and inform the EC.	NEA 5/F AMD/AMGD	Service Fee: SCF - 2% of the approved loan STCF - 0.50% of the approved loan PSG - 0.50% of the approved loan Guarantee Fee (per annum) on PSG EC's categorization AAA - 1.25% AA - 1.35% A - 1.45% B - 1.55% C - 1.65% D - 1.75% Other Facilities: None	10 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.2	Prepares and finalizes Evaluation Sheet (if applicable), LRAD or GRAD and Memorandum for the Administrator for the approval of LRAD or GRAD and Memorandum for the BCRMC endorsing the Administrator's approval for their confirmation.	NEA 5/F AMD/AMGD		3 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.3	Reviews and endorses the LRAD or GRAD and Memorandum for the Administrator and the BCRMC to the Deputy Administrator of CRFS.	NEA 5/F AMGD		1 day	Department Manager AMGD
		2.4	Reviews and recommends the LRAD or GRAD and Memorandum for the Administrator and the BCRMC to the Administrator.	NEA 5/F ODACRFS		1 day	Deputy Administrator ODACRFS
		2.5	Approves/disapproves/defers (and/or with instruction to be undertaken) the LRAD or GRAD and Memorandum for the Administrator and the BCRMC and returns to AMD/AMGD.	NEA 7/F OA		3 days	Administrator and Staff OA
		2.6	Receives the approved/disapproved/deferred (and/or with instruction to be undertaken) LRAD or GRAD and Memorandum for the Administrator and the BCRMC and informs EC. If signed/approved, transmits a copy of the documents to ASD for loan documentation, FSD for the billing/collection of processing/service fee (for STCF, SCF and PSG) and the original copy to BCRMC through the OCS for the confirmation of the Administrator's approval. * Loan documentation is covered by a separate process.	NEA 5/F AMD/AMGD		4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.7	Confirms/defers (and/or with instruction to be undertaken) the loan approval of the Administrator. * If confirmed, AMGD shall prepare and forward the Memorandum for the BOA through the OCS for the ratification of approval. * If the confirmation of loan approval is deferred (and/or with instruction to be undertaken), informs the EC.	NEA 7/F Office of the BOA		4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
				NEA 5/F AMD/AMGD		4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2.8	Ratifies/defers the loan approval. * If the ratification of loan approval is deferred (and/or with instruction to be undertaken), informs the EC.	NEA 7/F Office of the BOA	4 hours	Board and Chairman BOA Corporate Secretary and Staff OCS			

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		TOTAL		Service Fee: SCF - 2% of the approved loan STCF - 0.50% of the approved loan PSG - 0.50% of the approved loan Guarantee Fee (per annum) on PSG: EC's categorization AAA - 1.25% AA - 1.35% A - 1.45% B - 1.55% C - 1.65% D - 1.75% Other Facilities: None	20 days	
END						

LEGEND:

- | | |
|---|--|
| <p>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
 CPO - Corporate Planning Office
 CRFS - Corporate Resources and Financial Services
 DRRMD - Disaster Risk Reduction and Management Department
 EC - Electric Cooperative
 ED - Engineering Department
 e-ICPM - Enhanced Integrated Computerized Planning Model
 EUCDRP - Emergency, Unplanned & Contingency CAPEX Projects and Disaster Resiliency Program
 FSD - Finance Services Department
 GRAD - Guarantee Recommendation and Approval Document
 GENSET - Generator Set</p> | <p>IDD - Institutional Development Department
 ITCSO - Information Technology and Communication Services Department
 LRAD - Loan Recommendation and Approval Document
 MER - Memorandum Evaluation/Recommendation
 MCSO - Management and Consultancy Services Office
 NEA - National Electrification Administration
 OA - Office of the Administrator
 OCS - Office of the Corporate Secretary
 ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
 PSG - Power Supply Guarantee
 RMU - Records Management Unit
 SCF - Stand-by Credit Facility
 SDSL - Single Digit System Loss
 STCF - Short-Term Credit Facility
 TEREDD - Total Electrification and Renewable Energy Development Division</p> |
|---|--|

Service 2: Approval of the Board of Administrators of the EC's Request for Loan with NEA

Electric Cooperatives (ECs) loan requests approved by the NEA Board of Administrators to finance the Rural Electrification (RE) Capital Expenditures (CAPEX) projects requirement and logistics including Multi-Year CAPEX and loan requests beyond the authority of the Administrator shall be approved by the NEA Board of Administrators.

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			
See Annex A							
No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits the Board Resolution and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	If the submitted documents for technical evaluation are complete, prepares a Transmittal Sheet to endorse the same to the concerned department depending on the purpose of the loan request, as follows: a CAPEX - ED, DRRMO, TEREDO, ITCSD and/or CPO b Working Capital (Retirement) - IDD Informs the EC of the action taken and for the submission of the lacking documents (if applicable). * Once the evaluation is received from the concerned department, informs the EC and request confirmation (if necessary) of the amount to be recommended for loan based on the evaluation and other loan terms and conditions.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, process/evaluate EC's request including financial capability to pay. * If the financial evaluation shows that the EC is not capable to absorb additional loan, defers/dsapproves the loan request and informs the EC.	NEA 5/F AMD/AMGD	None	10 days	Account Officer, Section Chief and Division Manager AMD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.2 Prepares and finalizes the LRM for the BCRMC for the Administrator's endorsement of approval.	NEA 5/F AMD/AMGD	None	3 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.3 Reviews and endorses the LRM to the Deputy Administrator of CRFS	NEA 5/F AMGD	None	1 day	Department Manager AMGD
		2.4 Reviews and recommends the LRM to the Administrator	NEA 5/F ODACRFS	None	1 day	Deputy Administrator ODACRFS
		2.5 Signs/disapproves/defers (and/or with instruction to be undertaken) the LRM and returns to AMD/AMGD	NEA 7/F OA	None	3 days	Administrator and Staff OA
		2.6 Receives the signed/disapproved/deferred (and/or with instruction to be undertaken) LRDM. If signed, transmit to BCRMC through the OCS for approval. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC.	NEA 5/F AMD/AMGD	None	2 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.7 Approves/disapproves/defers (and/or with instruction to be undertaken) the endorsement of the LRDM by the BCRMC. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC. * If approved, AMGD shall prepare and forward the Memorandum for the BOA through the OCS for the loan approval	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
			NEA 5/F AMD/AMGD		4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.8 Approves/disapproves/defers (and/or with instruction to be undertaken) the loan request. * If approved, AMGD shall request copy of the Board Resolution/ Certification for the approval of the loan to the OCS. Issuance of Certification/Board Resolution covered by separate process.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman BOA Corporate Secretary and Staff OCS
		2.9 Receives and reviews the Board Resolution/Certification for the approval/ disapproval/deferment of the BOA of the EC's request and informs the EC. If signed/approved, transmits a copy of the documents to ASD for loan documentation. * Loan documentation is covered by a separate process.	NEA 5/F AMD/AMGD	None	2 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
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
CPO - Corporate Planning Office
CRFS - Corporate Resources and Financial Services
DRRMD - Disaster Risk Reduction and Management Department
EC - Electric Cooperative
ED - Engineering Department

e-ICPM - Enhanced Integrated Computerized Planning Model
GENSET - Generator Set
ITCSD - Information Technology and Communication Services Department
LRM - Loan Recommendation Memorandum
MER - Memorandum Evaluation/Recommendation
NEA - National Electrification Administration
DA - Office of the Administrator
OCS - Office of the Corporate Secretary
DDACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
RMU - Records Management Unit
TEREDD - Total Electrification and Renewable Energy Development Division

Service 3: Grant of Clearance by the Administrator of the EC's Request for Loan from Other Sources/Outside NEA for the Financing of Rehabilitation/Upgrading of Rural Electrification (RE) Projects (Loan Policy No. 14-B) <Not More than P100 Million>

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			
See Annex A.							
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	Service Fee of 0.05% of the approved loan but not more than Php50,000.00	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD		-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD		-	Account Officer and Section Chief AMD
		1.4	If the submitted documents for technical evaluation are complete, prepares a Transmittal Sheet to endorse the same to the concerned department (ED, DRRMD, TEREDO, ITCSD and/or CPO) depending on the purpose of the loan request. Informs the EC of the action taken and for the submission of the lacking documents (if applicable). * Once the evaluation is received from the concerned department, informs the EC and request confirmation (if necessary) of the amount to be recommended for loan based on the evaluation.	NEA 5/F AMD/AMGD		-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, processes/evaluates EC's request including financial capability to pay. * If the financial evaluation shows that the EC is not capable to absorb additional loan, defers/disapproves the loan request and informs the EC.	NEA 5/F AMD/AMGD	Service Fee of 0.05% of the approved loan but not more than Php50,000.00	10 days	Account Officer, Section Chief and Division Manager AMD
		2.2	Prepares and finalizes the Memorandum for the Administrator, including letter to EC for approval of clearance, and Memorandum for the BCRMC and BOA endorsing the Administrator's approval for their information.	NEA 5/F AMD/AMGD		3 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.3 Reviews and endorses the Memorandum for the Administrator, BCRMC and BOA, including letter to EC, to the Deputy Administrator of CRFS.	NEA 5/F AMGD	Service Fee of 0.05% of the approved loan but not more than Php50,000.00	1 day	Department Manager AMGD
		2.4 Reviews and recommends the Memorandum for the Administrator, BCRMC and BOA, including letter to EC, to the Administrator.	NEA 5/F ODACRFS		1 day	Deputy Administrator ODACRFS
		2.5 Approves/disapproves/defers (and/or with instruction to be undertaken) the Memorandum for the Administrator, BCRMC and BOA, including letter to EC, and returns to AMD/AMGD.	NEA 7/F OA		3 days	Administrator and Staff OA
		2.6 Receives the approved/disapproved/deferred (and/or with instruction to be undertaken) Memorandum for the Administrator, BCRMC and BOA, including letter to EC. If approved, transmit the original copy to BCRMC/BOA through the OCS for their information. Send the letter to EC for the clearance and endorse the same to the FSD for the billing/collection of processing/service fee. If deferred/disapproved, inform the EC.	NEA 5/F AMD/AMGD		2 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
TOTAL				Service Fee of 0.05% of the approved loan but not more than Php50,000.00	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
CPO - Corporate Planning Office
CRFS - Corporate Resources and Financial Services
DRRMD - Disaster Risk Reduction and Management Department
EC - Electric Cooperative
ED - Engineering Department
e-ICPM - Enhanced Integrated Computerized Planning Model
FSD - Finance Services Department

GENSET - Generator Set
IDD - Institutional Development Department
ITCSD - Information Technology and Communication Services Department
MER - Memorandum Evaluation/Recommendation
MCSO - Management and Consultancy Services Office
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
OFIs - Other Financial Institutions
RMU - Records Management Unit
TEREDD - Total Electrification and Renewable Energy Development Division

Service 4: Grant of Clearance by the Board of Administrators of the EC's Request for Loan from Other Sources/Outside NEA (Loan Policy 14-C and Not Within the Context of Loan Policy 14-B)

Policy allowing to grant ECs with clearance to avail loans from other sources for rehabilitation/upgrading or Rural Electrification investment projects and loan requests beyond the authority of the Administrator that may require a 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			
See Annex A							
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution and other requirements' documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	Service Fee of 0.05% of the approved loan but not more than Php100,000.00	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD		-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD		-	Account Officer and Section Chief AMD
		1.4	If the submitted documents for technical evaluation are complete, prepares a Transmittal Sheet to endorse the same to the concerned department depending on the purpose of the loan request, as follows: a. CAPEX - ED, DRRMD, TEREDD, ITCSD and/or CPO b. Working Capital (Retirement) - IDD Informs the EC of the action taken and for the submission of the lacking documents (if applicable). * Once the evaluation is received from the concerned department, inform the EC and request confirmation (if necessary) of the amount to be recommended for loan based on the evaluation.	NEA 5/F AMD/AMGD		-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements' documents (complete and in order)	2.1	Upon receipt of complete requirements, processes/evaluates EC's request including financial capability to pay * If the financial evaluation shows that the EC is not capable to absorb additional loan, defers/disapproves the loan request and informs the EC.	NEA 5/F AMD/AMGD		10 days	Account Officer, Section Chief and Division Manager AMD
		2.2	Prepares and finalizes the Memorandum to the BCRMC to be endorsed by the Administrator for clearance and/or collateral sharing.	NEA 5/F AMD/AMGD		3 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.3 Reviews and endorses the Memorandum to the BCRMC to the Deputy Administrator of CRFS.	NEA 5/F AMGD	Service Fee of 0.05% of the approved loan but not more than Php100,000.00	1 day	Department Manager AMGD
		2.4 Reviews and recommends the Memorandum to the BCRMC to the Administrator.	NEA 5/F ODACRFS		1 day	Deputy Administrator ODACRFS
		2.5 Signs/disapproves/defers (and/or with instruction to be undertaken) the Memorandum to the BCRMC and returns to AMD/AMGD.	NEA 7/F OA		3 days	Administrator and Staff OA
		2.6 Receives the signed/disapproved/deferred (and/or with instruction to be undertaken) Memorandum to the BCRMC. If signed, transmit to BCRMC through the OCS for approval. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC	NEA 5/F AMD/AMGD		2 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.7 Approves/disapproves/defers (and/or with instruction to be undertaken) the endorsement of the clearance and/or collateral sharing. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC. * If approved, AMGD shall prepare and forward the Memorandum for the BOA through the OCS for the loan approval	NEA 7/F Office of the BOA		4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
			NEA 5/F AMD/AMGD		2 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.8 Approves/disapproves/defers (and/or with instruction to be undertaken) the clearance and/or collateral sharing * If approved, AMGD shall request copy of the Board Resolution/ Certification for the approval of the loan to the OCS. Issuance of Certification/Board Resolution covered by separate process.	NEA 7/F Office of the BOA		4 hours	Board and Chairman BOA Corporate Secretary and Staff OCS
		2.9 Receives and reviews the Board Resolution/Certification for approval/disapproval/deferment of BOA of the EC's request and informs EC. If approved, endorses the approval to the FSD for the billing/collection of processing/service fee.	NEA 5/F AMD/AMGD		3 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.10 Provides ASD with a copy of Board Resolution for MSI preparation, if clearance is with Collateral Sharing. If not, provides concerned EC with copy of Board Resolution. Sends copy of clearance thru RMU/e-mail.	NEA 5/F AMD/AMGD	1 hour	Account Officer, Section Chief and Division Manager AMD	

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.11 Receives copy of approved Board Resolution.	NEA 5/F ASD/AMGD	Service Fee of 0.05% of the approved loan but not more than Php100,000.00	15 minutes	Clerk ASD
		2.12 Prepares/checks/reviews the MSI and transmits to EC for signature thru RMU/email. * If applicable, endorses to LSO/OGCC for review prior transmittal to EC.	NEA 5/F ASD/AMGD		1 day and 5 hours	Data Encoder, Loans Analyst/Sr. Loans Analyst, Loans Management Chief and Division Manager ASD
3	Signs MSI and submits to NEA.	3.1 Receives original signed copies of MSI.	NEA 5/F ASD/AMGD		15 minutes	Clerk ASD
		3.2 Checks/evaluates/reviews the completeness and correctness of the submitted documents. * If the submitted documents are not compliant, informs EC to comply.	NEA 5/F ASD/AMGD		1 day and 4 hours	Loans Analyst/Sr. Loans Analyst, Loans Management Chief and Division Manager ASD Department Manager AMGD
		3.3 Affixes initials on the MSI and transmits the documents to the authorized NEA signatories.	NEA 5/F ASD/AMGD		1 day and 2 hours	Data Encoder, Loans Analyst/Sr. Loans Analyst, Loans Management Chief and Division Manager ASD Secretary and Department Manager AMGD
		3.4 Receives/reviews/signs the MSI and transmits to ASD.	NEA 5/F ASD/AMGD		2 days	Secretary and Deputy Administrator ODALS
		3.5 Receives and facilitates the notarization of the signed MSI.	NEA 5/F ASD/AMGD	4 hours	Clerk ASD	
4	Notarization of MSI	4.1 Receives, files and digitizes the notarized MSI.	NEA 5/F ASD/AMGD	Service Fee of 0.05% of the approved loan but not more than Php100,000.00	30 minutes	Data Encoder ASD
TOTAL				Service Fee of 0.05% of the approved loan but not more than Php100,000.00	27 days	
END						

Grant of Clearance by the Board of Administrators of the EC's Request for Loan from Other Sources/Outside NEA (Loan Policy 14-C and Not Within the Context of Loan Policy 14-B) qualified for multi-staged processing.

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
CPO - Corporate Planning Office
CRFS - Corporate Resources and Financial Services
DRRMD - Disaster Risk Reduction and Management Department
EC - Electric Cooperative
ED - Engineering Department
e-ICPM - Enhanced Integrated Computerized Planning Model
FSD - Finance Services Department
GENSET - Generator Set
IDD - Institutional Development Department

ITCSD - Information Technology and Communication Services Department
L&O - Legal Services Office
MER - Memorandum Evaluation/Recommendation
MCSO - Management and Consultancy Services Office
MSI - Mortgage Servicing Indenture
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
ODALS - Office of the Deputy Administrator for Legal Services
OFls - Other Financial Institutions
OGCC - Office of the Government Corporate Counsel
RMU - Records Management Unit
TEREDD - Total Electrification and Renewable Energy Development Division

Service 5: Release of EC's Loan for CAPEX Projects

Covers loan releases to Electric Cooperatives (ECs) for the following

- Rural Electrification (RE) Capital Expenditure (CAPEX) Projects (Funding Requirement)
- Emergency, Unplanned and Contingency Capital Expenditures (CAPEX) Projects and Disaster Resiliency Program (EUCDRP)
- Renewable Energy Loan
- Modular Generator Sets (GenSets) Program for Mindanao ECs
- Single Digit System Loss (SDSL)
- Non-Network CAPEX Projects and Smart Grid Requirements
- Concessional Loan (CAPEX)
- Calamity Loan

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			
See Annex B							
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the required documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted documents.	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	If the release is a realignment of undrawn loan balance for a new project or if the project in the approved loan has modification/updates, prepare a Transmittal Memo to endorse the same to the concerned unit such as ED, DRRMD, TEREDD, ITCSD and/or CPO, depending on the purpose of the loan request, for the technical evaluation of the new CAPEX Project. Inform the EC of the action taken and the lacking documents (if applicable). <ul style="list-style-type: none"> * EC shall confirm the evaluation of the re-aligned projects. * If necessary, transmits to MCSO for comment/recommendation on critically challenged ECs. 	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the required documents (complete and in order)	2.1	Upon receipt of complete requirements, prepares/processes evaluation sheet and Memorandum endorsing to ED, DRRMD, TEREDD, ITCSD and/or CPO, depending on the purpose of the loan request, for processing of MER, Budget Request, DY and BUR.	NEA 5/F AMD/AMGD	None	4 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.2 Receives documents, conducts technical evaluation, prepare, process, sign and approve MER, DV and BUR and forwards to AMGD	NEA 2/F ITCSD NEA 6/F ED, DRRMD and TEREDD NEA 7/F TEREDD and CPO	None	5 days	Clerk/Record Officer, Technical Evaluators/ Concerned Engineers, Division Manager and Department Manager ED, DRRMD, TEREDD, ITCSD and/or CPO Deputy Administrator ODATS
		2.3 Receives the approved MER, DV, BUR and Budget Request from ED, DRRMD, TEREDD, ITCSD and/or CPO and processes the Budget Request, prepares Clearance to Release Slip and forwards the documents to AMD.	NEA 5/F ASD/AMGD	None	2 days	Clerk ASD
		2.4 Receives and checks the Budget Request, DV, BUR, MER and Clearance to Release Slip. Initials/signs on the Clearance to Release Slip and forwards the documents to ASD.	NEA 5/F AMD/AMGD	None	2 days	Account Officer, Section Chief and Division Manager AMD
		2.5 Receives Budget Request, DV, BUR, MER and Clearance to Release Slip and prepares and sends Tentative Amortization Schedule to the EC as reference/basis for the preparation and submission of Post Dated Checks.	NEA 5/F ASD/AMGD	None	1 day	Clerk and Senior Management Specialist ASD
3	Submits PDC	3.1 Initials and signs Budget Request and Clearance to Release Slip, and forwards the documents along with the DV, BUR, MER to the FPCD for the processing of Budget Request, DV and BUR.	NEA 5/F ASD/AMGD	None	3 days	Clerk, Section Chief and Division Manager ASD Secretary and Department Manager AMGD
		3.2 Processes the Budget Request, DV and BUR and prepares check.	NEA 5/F FSD	None	3 days	Clerk/Record Officer, Budget/Accounting Officer, Cashier, Division Managers and Department Manager FSD
TOTAL				None	20 days	
END						

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BUR - Budget Utilization Request
CAPEX - Capital Expenditures
CPO - Corporate Planning Office
DRRMD - Disaster Risk Reduction and Management Department
DV - Disbursement Voucher
EC - Electric Cooperative
ED - Engineering Department
EUCDRP - Emergency, Unplanned & Contingency CAPEX Projects and Disaster Resiliency Program

FSD - Finance Services Department
FPCD - Financial Planning and Control Division
GENSET - Generator Set
ITCSD - Information Technology and Communication Services Department
MER - Memorandum Evaluation/Recommendation
NEA - National Electrification Administration
ODATS - Office of the Deputy Administrator for Technical Services
RMU - Records Management Unit
SDSL - Single Digit System Loss
TEREDD - Total Electrification and Renewable Energy Development Division

Service 6: Release of EC's Loan for Non-CAPEX Projects

Covers loan releases to Electric Cooperatives (ECs) for the following

- Short-Term Credit Facility (STCF)
- Stand-by Credit Facility (SCF)
- Concessional Loan (Working Capital)
- Working Capital Loan
- Power Supply Guarantee (PSG)

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			
See Annex B							
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the required documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted documents	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	Advises the EC if the submitted requirements are complete and in order. If not, require the EC to submit/comply with the requirements. * If necessary, transmits to MCSO for comment/recommendation on critically challenged ECs.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the required documents (complete and in order)	2.1	Upon receipt of complete requirements, prepares DV, BUR. For STCF, also prepare Request to Release Loan Fund	NEA 5/F AMD/AMGD	None	2 days	Account Officer, Section Chief and Division Manager AMD
		2.2	Initials/signs in the BUR and Request to Release Loan Fund and forwards DV, BUR, Request to Release Loan Fund (for STCF) and other documents to ASD.	NEA 5/F AMD/AMGD	None	3 hours	Account Officer, Section Chief and/or Division Manager AMD
		2.3	Receives, checks, reviews and process the DV, BUR, Request to Release Loan Fund (for STCF) and other documents and prepares Clearance to Release Slip and forwards to AMD.	NEA 5/F ASD/AMGD	None	3 hours	Clerk, Loans Analyst/Senior Management Specialist, Section Chief and Division Manager ASD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.4 Receives the DV, BUR, Request to Release Loan Fund (for STCF), Clearance to Release Slip and other document and initials/signs on the Clearance to Release Slip and forward to ASD	NEA 5/F AMD/AMGD	None	2 hours	Account Officer, Section Chief and Division Manager AMD
		2.5 Receives DV, BUR, Request to Release Loan Fund (for STCF), Clearance to Release Slip and other documents from AMD and prepares and sends Tentative Amortization Schedule to the EC as reference/basis for the preparation of Post Dated Checks	NEA 5/F ASD/AMGD	None	3 hours	Senior Management Specialist ASD
3	Submits PDC	3.1 Initials and signs the Clearance to Release Slip, DV, BUR, Request to Release Loan Fund (for STCF) and other documents, and forwards to the FPCD for the processing of DV and BUR.	NEA 5/F ASD/AMGD	None	5 hours	Clerk, Section Chief and Division Manager ASD Secretary and Department Manager AMGD
		3.2 Processes the DV and BUR.	NEA 5/F FSD	None	3 days	Clerk/Record Officer, Budget/Accounting Officer, Cashier, Division Managers and Department Manager FSD
TOTAL				None	7 days	
END						

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
BUR - Budget Utilization Request
DV - Disbursement Voucher
EC - Electric Cooperative
FSD - Finance Services Department
FPCD - Financial Planning and Control Division

IDD - Institutional Development Department
NEA - National Electrification Administration
ODATS - Office of the Deputy Administrator for Technical Services
PSG - Power Supply Guarantee
RMU - Records Management Unit
SCF - Stand-by Credit Facility
STCF - Short-Term Credit Facility

Service 7: Approval of the Administrator of the EC's Request for Loan Restructuring (Repayment Period of 5 Years and Below)

Program to allow distressed ECs to recover through financial restructuring of its 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 copy)				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 copy)				Electric Cooperative		
3	Justification for incurrence of arrearages and/or reasons for restructuring (1 copy)				Electric Cooperative		
4	Fifteen (15) Year Investment Plan (e-ICPM) including assumption to projection (1 excel copy)				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 and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	Advises the EC if the submitted requirements are complete and in order. If not, require the EC to submit/comply with the requirements. * If necessary, transmits to MCSO for comment/recommendation on critically challenged ECs.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, processes/evaluates EC's financial capability to pay and prepares Eligibility Criteria.	NEA 5/F AMD/AMGD	None	9 days	Account Officer, Section Chief and Division Manager AMD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.2 Inform EC of the evaluation, if eligible or not and the final loan recommendation (if applicable).	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
3	Submits the Board Resolution or letter confirming the terms and conditions to be recommended for approval.	3.1 Prepares and finalizes the LRAM and Memorandum for the BCRMC endorsing the Administrator's approval for their confirmation.	NEA 5/F AMD/AMGD	None	3 days	Account Officer, Section Chief and Division Manager AMD
		3.2 Reviews and endorses the LRAM and Memorandum for the BCRMC to the Deputy Administrator of CRFS.	NEA 5/F AMGD	None	1 day	Department Manager AMGD
		3.3 Reviews and recommends the LRAM and Memorandum for the BCRMC to the Administrator.	NEA 5/F ODACRFS	None	1 day	Deputy Administrator ODACRFS
		3.4 Approves/disapproves/defers (and/or with instruction to be undertaken) the LRAM and Memorandum for the BCRMC and returns to AMD/AMGD.	NEA 7/F OA	None	3 days	Administrator and Staff OA
		3.5 Receives the approved/disapproved/deferred (and/or with instruction to be undertaken) LRAM/Memorandum for the BCRMC and informs the EC. If signed/approved, transmit a copy of the documents to ASD for loan documentation and the original copy to BCRMC through the OCS for the confirmation of the Administrator's approval. * Loan documentation is covered by a separate process.	NEA 5/F AMGD	None	1 day	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		3.6 Confirms/defers (and/or with instruction to be undertaken) the loan restructuring approval of the Administrator. * If confirmed, AMGD shall prepare and forward the Memorandum for the BOA through the DCS for the ratification of approval. * If the confirmation of loan restructuring approval is deferred (and/or with instruction to be undertaken), informs the EC.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
		4 hours			Account Officer, Section Chief and Division Manager AMD Department Manager AMGD	
3.7 Ratifies/defers the approval of loan restructuring. * If the ratification of loan restructuring approval is deferred (and/or with instruction to be undertaken), informs the EC.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman BOA Corporate Secretary and Staff DCS		
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
CRFS - Corporate Resources and Financial Services
EC - Electric Cooperative
e-ICPM - Enhanced Integrated Computerized Planning Model

LRAM - Loan Restructuring and Approval Memorandum
MCSO - Management and Consultancy Services Office
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
RMU - Records Management Unit

Service 8: Approval of the Board of Administrators of the EC's Request 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 copy)			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 copy)			Electric Cooperative			
3	Justification for incurrence of arrearages and/or reasons for restructuring (1 copy)			Electric Cooperative			
4	Fifteen (15) Year Investment Plan (e-ICPM) including assumption to projection (1 excel copy)			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 and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	Advises the EC if the submitted requirements are complete and in order. If not, require the EC to submit/comply with the requirements. * If necessary, transmits to MCSO for comment/recommendation on critically challenged ECs.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, processes/evaluates EC's financial capability to pay and prepares Eligibility Criteria	NEA 5/F AMD/AMGD	None	9 days	Account Officer, Section Chief and Division Manager AMD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.2 Inform EC of the evaluation, if eligible or not and the final loan recommendation (if applicable)	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
3	Submits the Board Resolution or letter confirming the terms and conditions to be recommended for approval.	3.1 Prepares and finalizes the LRM for the BCRMC for the Administrator's endorsement of approval.	NEA 5/F AMD/AMGD	None	3 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		3.2 Reviews and endorses the LRM for the BCRMC to the Deputy Administrator of CRFS.	NEA 5/F AMGD	None	1 day	Department Manager AMGD
		3.3 Reviews and recommends the LRM for the BCRMC to the Administrator.	NEA 5/F ODACRFS	None	1 day	Deputy Administrator ODACRFS
		3.4 Signs/disapproves/defers (and/or with instruction to be undertaken) the LRM for the BCRMC and returns to AMD/AMGD.	NEA 7/F OA	None	3 days	Administrator and Staff OA
		3.5 Receives the signed/disapproved/deferred (and/or with instruction to be undertaken) LRM for the BCRMC. If signed, transmit to BCRMC through the OCS for approval. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC.	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		3.6 Approves/disapproves/defers (and/or with instruction to be undertaken) the endorsement of the LRM by the BCRMC. * If the loan request is disapproved/deferred (and/or with instruction to be undertaken), informs the EC. * If approved, AMGD shall prepare and forward the Memorandum for the BOA through the OCS for the loan approval.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
			NEA 5/F AMD/AMGD		4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
3.7 Approves/disapproves/defers the loan restructuring request * If approved, AMGD shall request copy of the Board Resolution/ Certification for the approval of the loan to the OCS. Issuance of Certification/Board Resolution covered by separate process.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman BOA Corporate Secretary and Staff OCS		

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		3.8 Receives and reviews the Board Resolution/Certification for the approval/disapproval/deferment (and/or with instruction to be undertaken) of the BOA of the EC's request and informs the EC. If signed/approved, transmits a copy of the documents to ASD for loan documentation. * Loan documentation is covered by a separate process.	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
TOTAL				None	29 days	
END						

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantees Department

ASD - Accounts Servicing Division

BCRMC - Board Credit & Risk Management Committee

BOA - Board of Administrators

CRFS - Corporate Resources and Financial Services

EC - Electric Cooperative

e-ICPM - Enhanced Integrated Computerized Planning Model

LRM - Loan Restructuring Memorandum

MCSO - Management and Consultancy Services Office

NEA - National Electrification Administration

OA - Office of the Administrator

OCS - Office of the Corporate Secretary

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

RMU - Records Management Unit

Service 9: Approval of the Administrator of the EC's Request for Loan Moratorium/Deferment of Amortization Payment due to typhoons, Natural Calamities and other Extra Ordinary Circumstances

Grant of moratorium or deferment which shall not exceed six (6) months to ECs that suffered a loss in revenue of at least 50% due to natural calamities and other extraordinary circumstances

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 Moratorium/ Deferment of Amortization (1 original copy)			Electric Cooperative			
2	Justification for Loan Moratorium/ Deferment of Amortization (1 copy)			Electric Cooperative			
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	Advises the EC if the submitted requirements are complete and in order. If not, require the EC to submit/comply with the requirements * if necessary, transmits to DRRMO for comment/recommendation.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, processes/evaluates the submitted documents.	NEA 5/F AMD/AMGD	None	9 days	Account Officer, Section Chief and Division Manager AMD
		2.2	Informs the EC of the disapproval, deferment or the final recommendation.	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
3	Submits the Board Resolution or letter confirming the terms and conditions to be recommended for approval.	3.1 Prepares and finalizes the Memorandum for the Administrator and Memorandum for BCRMC endorsing the Administrator's approval for confirmation.	NEA 5/F AMD/AMGD	None	3 days	Account Officer, Section Chief and Division Manager AMD
		3.2 Reviews and endorses the Memorandum for the Administrator and the BCRMC to the Deputy Administrator of CRFS.	NEA 5/F AMGD	None	1 day	Department Manager AMGD
		3.3 Reviews and recommends the Memorandum for the Administrator and the BCRMC to the Administrator.	NEA 5/F ODACRFS	None	1 day	Deputy Administrator ODACRFS
		3.4 Approves/disapproves/defers (and/or with instruction to be undertaken) the Memorandum for the Administrator and the BCRMC and returns to AMD/AMGD	NEA 7/F OA	None	3 days	Administrator and Staff CA
		3.5 Receives the approved/disapproved/deferred (and/or with instruction to be undertaken) Memorandum for the Administrator and the BCRMC and informs the EC. If signed/approved, transmits a copy of the documents to ASD and FSD and the original copy to BCRMC through the OCS for the confirmation of the approval	NEA 5/F AMD/AMGD	None	1 day	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		3.6 Confirms/defers the loan moratorium approval of the Administrator. * If the confirmation of loan moratorium approval is deferred (and/or with instruction to be undertaken), informs the EC. * If the request is disapproved/deferred, informs the EC.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman CRMC Corporate Secretary and Staff OCS
			NEA 5/F AMD/AMGD		4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
3.7 Ratifies/defers the loan moratorium approval. * If the ratification of loan moratorium approval is deferred (and/or with instruction to be undertaken), informs the EC.	NEA 7/F Office of the BOA	None	4 hours	Board and Chairman BOA Corporate Secretary and Staff OCS		
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
CRFS - Corporate Resources and Financial Services

EC - Electric Cooperative
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
RMU - Records Management Unit

Service 10: Approval of the Administrator of the EC's Request for Loan Validity Extension

Grant extensions of the loan validity period of EC's undrawn loan balance with NEA for up to two (2) years, if warrants.

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	Board Resolution Requesting for Validity Extension of the Undrawn Loan Balance (1 original copy)			Electric Cooperative			
2	Reasons/justifications for the loan validity extension and non-implementation of the programmed projects (1 copy)			Electric Cooperative			
3	Status of implementation of the programmed projects to be financed by the undrawn loan balance (1 copy)			Electric Cooperative			
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the Board Resolution and other requirements/ documents	1.1	Receives documents from RMU and endorses to the Department and Division Manager the Board Resolution and other requirements/documents.	NEA 5/F AMGD	None	-	Secretary and Department Manager AMGD
		1.2	Forwards the submitted documents to the Section Chief for pre-evaluation.	NEA 5/F AMD/AMGD	None	-	Division Manager AMD
		1.3	Pre-evaluates the submitted Board Resolution and other requirements.	NEA 5/F AMD/AMGD	None	-	Account Officer and Section Chief AMD
		1.4	Advises the EC if the submitted requirements are complete and in order. If not, require the EC to submit/comply with the requirements.	NEA 5/F AMD/AMGD	None	-	Account Officer, Section Chief and Division Manager AMD Department Manager, AMGD
2	Submits the Board Resolution and other requirements/ documents (complete and in order)	2.1	Upon receipt of complete requirements, prepare/process and finalize the evaluation and Memorandum for the Administrator for the approval of the request.	NEA 5/F AMD/AMGD	None	2.5 days	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
		2.2	Reviews and endorses the Memorandum for the Administrator to the Deputy Administrator of CRFS.	NEA 5/F AMGD	None	4 hours	Department Manager AMGD
		2.3	Reviews and recommends the Memorandum for the Administrator to the Administrator.	NEA 5/F ODACRFS	None	4 hours	Deputy Administrator ODACRFS

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.4 Approves/disapproves/defers (and/or with instruction to be undertaken) the request for loan validity extension and returns to AMD/AMGD.	NEA 7/F OA	None	3 days	Administrator and Staff OA
		2.5 Receives the approved/disapproved/deferred (and/or with instruction to be undertaken) Memorandum for the Administrator and informs the EC. If signed/approved, transmits a copy of the documents to ASD for documentation.	NEA 5/F AMD/AMGD	None	4 hours	Account Officer, Section Chief and Division Manager AMD Department Manager AMGD
TOTAL				None	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
CRFS - Corporate Resources and Financial Services

EC - Electric Cooperative
NEA - National Electrification Administration
OA - Office of the Administrator
OCS - Office of the Corporate Secretary
ODACRFS - Office of the Deputy Administrator for Corporate Resources & Financial Services
RMU - Records Management Unit

Service 11: Documentation of EC Approved Loan

Electric Cooperatives approved loan under the following NEA Loan/Credit Facilities:

- 1 Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics
- 2 Emergency, Unplanned and Contingency CAPEX Projects and Disaster Resiliency Program (EUCDRP)
- 3 Non-network CAPEX Projects and Smart Grid Requirements for EC
- 4 Single Digit System Loss (SDSL) Loan
- 5 Stand-by Credit Facility (SCF)
- 6 Short-Term Credit Facility (STCF)
- 7 Calamity
- 8 Concessional
- 9 Working Capital (WC)
 - a. Power Accounts
 - b. Security Deposit
 - c. Tax
 - d. Retirement
- 10 Power Supply Guarantee
- 11 Loan Restructuring

Department/Division:		Accounts Management and Guarantee Department (AMGD)/ Accounts Servicing Division (ASD)
Classification:		Complex Transaction
Type of Transaction:		Government-to-Business (G2B)
Clients (Who May Avail):		Electric Cooperatives (ECs)
Checklist of Requirements		Where to Secure
1	Board Resolution authorizing the Board President and General Manager or other authorized Officers to sign the Loan/Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note and Affidavit of Surrender of Certificate/s of Title	Electric Cooperative
2	Board Resolution authorizing the Board President and General Manager or other authorized Officers to Assign the Proceeds of the EC's Power Billings in favor of NEA	Electric Cooperative
3	Photocopy of government issued identification documents (ID) of the Board President and General Manager or other authorized Officers	Electric Cooperative
4	Original copy/ies of Transfer Certificate of Title/s (TCT/s) or authenticated TCTs for ECs with MSI (if applicable) listed in the List of Mortgaged Properties-Annex "C2" (if applicable)	Electric Cooperative
5	Original/Authenticated copy/ies of Tax Declaration/s (TD/s) of properties listed in the "Lots and Building"-Annex "C2" (if applicable)	Electric Cooperative
6	Copy/ies of Official Receipt/s (OR/s) of Payment of Real Property Tax/es (RPT/s) for Lots and Building listed in the Annex "C2" (if applicable)	Electric Cooperative
7	Appraisal Report (if applicable)	Electric Cooperative

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1 Receives copy of approved LRAD/GRAD or NEA Board Resolution approving loan or Certification of Loan Approval issued by OCS	NEA 5/F AMD/AMGD	None	15 minutes	Clerk ASD
		2 Prepares/checks/reviews the Loan /Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note, Affidavit of Surrender of Certificate/s of Title, initials/signs the Transmittal Sheet and transmits to EC for signing * If necessary endorse to LSO/OGCC for review	NEA 5/F ASD/AMGD NEA 2/F LSO	None	1 day and 5 hours	<i>Data Encoder, Loans Analyst/Sr. Loans Analyst, Loans Management Chief, Division Manager</i> ASD For contract review: <i>Department Manager</i> AMGD <i>Deputy Administrator</i> CRFS
1	Receives, signs and submits the Loan /Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note, Affidavit of Surrender of Certificate/s of Title	1.1 Receives original signed copies of the Loan/Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note, Affidavit of Surrender of Certificate/s of Title	NEA 5/F ASD/AMGD	None	15 minutes	Clerk ASD
		1.2 Checks/evaluates/reviews the completeness/correctness of the submitted Loan Documents. If the submitted Loan Documents are not compliant, inform the EC to comply.	NEA 5/F ASD/AMGD	None	1 day and 4 hours	<i>Loans Analyst/Sr. Loans Analyst, Loans Management Chief, Division Manager</i> ASD <i>Department Manager</i> AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.3 Affixes initials on the Loan/Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note, Affidavit of Surrender of Certificate/s of Title and transmits the documents to the authorized NEA signatories.	NEA 5/F ASD/AMGD	None	1 day and 2 hours	<i>Data Encoder, Loans Analyst/Sr. Loans Analyst, Loans Management Chief, Division Manager ASD</i> <i>Secretary, Department Manager AMGD</i>
		1.4 Receives/reviews/signs the Loan/Guarantee Contract, First Mortgage, Deed of Assignment of Proceeds of Power Billings in favor of NEA, Promissory Note, Affidavit of Surrender of Certificate/s of Title of authorized NEA signatories and transmits to ASD	NEA 2/F LSO NEA 5/F CRFS	None	2 days	<i>Secretary, Deputy Administrator LSO</i> <i>Secretary, Deputy Administrator CRFS</i>
		1.5 Receives and facilitates the notarization of the signed Loan Documents	NEA 5/F ASD	For the account of the borrower	4 hours	<i>Data Encoder, Loans Analyst/Sr. Loans Analyst, Loans Management Chief, Division Manager ASD</i>
2	Notarization of the Loan Documents	2.1 Receives/files/digitizes the notarized Loan Documents (NEA Copy)	NEA 5/F ASD/AMGD	None	30 minutes	<i>Division Manager ASD</i>
TOTAL				None	7 Days	
END						

LEGEND:

AMD - Accounts Management Division
AMGD - Accounts Management and Guarantee Department
ASD - Accounts Servicing Division
CRFS - Corporate Resources and Financial Services
GRAD - Guarantee Recommendation and Approval Document

LRAD - Loan Recommendation and Approval Document
LSO - Legal Services Office
OCS - Office of the Corporate Secretary
OGCC - Office of the Government Corporate Counsel

Annex A

1. Loan Requirements for Approval of Short-Term Credit Facility (STCF) and Standby Credit Facility (SCF)

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. 12-Month Projected Statement of Operation and Cash Flow Statements including schedules and assumptions to projections (1 excel copy) 3. Concrete steps on how to address the cash shortfall (for STCF) (1 copy) 4. Latest power bill from GENCO and Market Operator (for SCF) (1 copy) 	<p>Electric Cooperative</p>
<p>B. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Cost/Benefit analysis (1 copy) 2. Cash shortfall computation and the actual number of days of the billing cycle (from GENCO's billing to collection with consumers) (1 copy) 3. ECs over/under recoveries of power cost (1 copy) 4. Source of debt servicing for the loan and DSM analysis computation (1 copy) 5. List of Power Supplier/s including EPSA and the term of said contract/s and the contracted capacity (1 copy) 6. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 7. Approved Cash Operating Budget (COB) inclusive of the loan (1 copy) 8. AGMA approval of the loan (1 copy) 9. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 10. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and excel copy) 11. Schedule of payment for Restructured Power Account and Special Payment Arrangement (SPA) (1 copy) 12. Docketed ERC Application for Over/Under Recoveries, status of the filed application to the ERC and schedule of refund/collection (1 copy) 	<p>Electric Cooperative</p>

2. Loan Requirements for Approval of Rural Electrification (RE) Loan - Working Capital

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. 5-Year Projected Financial Statements Plan (e-ICPM) (1 excel copy) 3. Applicable requirements based on the purpose of the loan: <ol style="list-style-type: none"> a. Power Supply Contract Obligations <ol style="list-style-type: none"> i. Reason/Justification of the availment of loan (1 copy) ii. Power Supply Contract/s (1 copy each) b. Special Retirement Package for Employees <ol style="list-style-type: none"> i. NEA Approved Special Retirement Program (1 copy) ii. List of employees availing of the retirement under the program including computations (1 copy) iii. Cost/Benefit analysis (1 copy) c. Tax Obligations <ol style="list-style-type: none"> i. Tax Assessment or other equivalent document (1 copy) 	<p>Electric Cooperative</p>
<p>B. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Source of debt servicing for the loan and DSM analysis computation (1 copy) 2. Approved Cash Operating Budget (COB) inclusive of the loan (1 copy) 3. AGMA approval of the loan (1 copy) 4. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 5. Assumptions to projections and references (1 copy and/or excel copy) 6. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 7. Schedule of payment for Restructured Power Account and Special Payment Arrangement (SPA) (1 copy) 8. Docketed ERC Application for Over/Under Recoveries, status of the filed application to the ERC and schedule of refund/collection (1 copy) 	<p>Electric Cooperative</p>

2. Loan Requirements for Approval of Rural Electrification (RE) Loan - Working Capital

Requirements	Where to Secure
<p>9. Additional requirements based on the purpose of the loan:</p> <p>a. Power Supply Contract Obligations</p> <ul style="list-style-type: none"> i. Cash shortfall computation and the actual number of days of the billing cycle (from GENCO's billing to collection with consumers) (1 copy) ii. Cost/Benefit analysis (1 copy) iii. ECs over/under recoveries of power cost (1 copy) iv. Latest power billings and highest power bill from GENCO/s, including SPA (1 copy) v. List of Power Supplier/s including EPSA and the term of said contract/s and the contracted capacity (1 copy) vi. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) <p>b. Special Retirement Package for Employees</p> <ul style="list-style-type: none"> i. Computation of past Service Cost/Retirement Obligation (1 copy) ii. Latest Actuarial Valuation Report (if any) (1 copy) iii. Evaluation from IDD, if the purpose of the loan is retirement (1 copy) <p>c. Tax Obligations</p> <ul style="list-style-type: none"> i. Briefer/chronology of events of the said account (1 copy) ii. Final Assessment Notice (FAN), Formal Letter of Demand (FLD) and Compromise Agreement, if any (1 copy) iii. Assessment of Payment from municipal/provincial office and the period covered (1 copy) 	<p>Electric Cooperative</p>

3. Loan Requirements for Approval of Power Supply Guarantee Program for ECs

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. 2-Year Monthly Projected Financial Statements Plan (1 excel copy) 3. Latest Audited Financial Statement and Monthly Financial and Statistical Report (MFSR) (1 copy and excel copy) 4. ERC-approved Power Supply Agreement (1 copy) 5. IEMOP Certificate of Qualification for registration and/or Self-Assessed trading limit or other equivalent document, if applicable (1 copy) 6. Transmission Supply Agreement, if applicable (1 copy) 	<p>Electric Cooperative</p>
<p>B. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Latest power billings and highest power bill from GENCO/s, including SPA (1 copy) 2. Letter/Notice requiring a Guarantee Cover including the amount required and its computation (if any) (1 copy) 3. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 4. Assumptions to projections and references (1 copy and/or excel copy) 5. Approved Cash Operating Budget (COB) inclusive of the loan (1 copy) 6. Schedule of payment for Restructured Power Account and Special Payment Arrangement (SPA) (1 copy) 7. Docketed ERC Application for Over/Under Recoveries, status of the filed application to the ERC and schedule of refund/collection (1 copy) 	<p>Electric Cooperative</p>

4. Loan Requirements for Approval of Concessional Loan

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. 15-Year Investment Plan (e-ICPM) (1 excel copy) 3. Applicable requirements based on the purpose of the loan: <ol style="list-style-type: none"> a. CAPEX Project <ol style="list-style-type: none"> i. Project Profile/Justification/Bill of Materials/Detailed Costing including timetable for the implementation of the project (1 copy) b. Power Account <ol style="list-style-type: none"> i. Cost/Benefit analysis (1 copy) 	<p>Electric Cooperative</p>
<p>B. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Other applicable requirements based on the purpose of the loan: <ol style="list-style-type: none"> a. CAPEX Project <ol style="list-style-type: none"> i. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD for calamity-related projects, TEREDD for construction/improvement/rehabilitation of building and structures and Renewable Energy projects, ITCSD for IT-related projects and SCADA (IT equipment/materials), CPO for Non-Network CAPEX Projects, and ED for all other CAPEX projects not mentioned) (1 copy) ii. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following: <ul style="list-style-type: none"> • Annexes (1 copy) • Status of filing/application to the ERC (1 copy) • Manifestation to the ERC for project/cost modification and/or early implementation of the project/s and its status (1 copy) iii. Status of project implementation (1 copy) iv. Inventory of all vehicles including the serviceable and unserviceable vehicles, if purpose of loan is vehicle acquisition (1 copy) 	<p>ED (NEA 6/F), DRRMD (NEA 6/F), TEREDD (NEA 6/F and 7/F), ITCSD (NEA 2/F) and CPO (NEA 7/F)</p> <p>Electric Cooperative</p>

4. Loan Requirements for Approval of Concessional Loan

Requirements	Where to Secure
<ul style="list-style-type: none"> v. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) b. Power Account <ul style="list-style-type: none"> i. Cash shortfall computation and the actual number of days of the billing cycle (from GENCO's billing to collection with consumers) (1 copy) ii. ECs over/under recoveries of power cost (1 copy) iii. Source of debt servicing for the loan and DSM analysis computation (1 copy) iv. Latest power billings and highest power bill from GENCO/s, including SPA (1 copy) v. List of Power Supplier/s including EPSA and the term of said contract/s and the contracted capacity (1 copy) vi. Power Supply Contract/s (1 copy each) 2. MCSO evaluation/recommendation (1 copy) 3. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 4. Approved Workplan inclusive of the loan/project (1 copy) 5. AGMA approval of the loan and the CAPEX project (if applicable) (1 copy) 6. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 7. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 8. Assumptions to projections and references (1 copy and/or excel copy) 9. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	<p>Electric Cooperative</p> <p>MCSO (NEA 4/F)</p> <p>Electric Cooperative</p>

5. Loan Requirements for Approval of Calamity Loan

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Bill of materials (1 copy and excel copy) 3. Damage/Restoration Report (1 copy) 4. Photos of damaged distribution system (1 copy and e-copy) 	Electric Cooperative
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD) (1 copy)</p>	DRRMD (NEA 6/F)
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. RFSC analysis including assumptions to projections and references (1 copy or excel copy) 2. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 	Electric Cooperative

6. Loan Requirements for Approval of Modular Generator Sets (GenSets) Loan

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan, duly signed by all attending Board of Directors and the General Manager and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Board Resolution (1 original copy) authorizing the acquisition of gensets, duly signed by all attending Board of Directors and the General Manager 3. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	Electric Cooperative
B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of ED) (1 copy)	ED (NEA 6/F)
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Signed contract between the EC and the winning bidder (1 copy) 2. Bidding documents of the acquisition of GenSets (1 copy) 3. AGMA approval of the CAPEX project and loan (1 copy) 4. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 5. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 6. Approved Workplan inclusive of the loan/project (1 copy) 7. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 8. EC confirmation of the loan amount and/or other terms and conditions to be recommended for approval (1 copy) 9. Assumptions to projections and references (1 copy and/or excel copy) 10. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	Electric Cooperative

7. Loan Requirements for Approval of Renewable Energy Loan

Requirements	Where to Secure
<p>A. General Requirements</p> <p>Pre-development Stage:</p> <ol style="list-style-type: none"> 1. Board Resolution stating interest to develop a renewable energy project (1 original copy) 2. Board Resolution to enter into Joint Venture with other stakeholders (in case with partner/s) (1 original copy) 3. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 4. Pre-feasibility study (1 copy) 5. Renewable Energy Service Contract (RESC) - Pre-development (1 copy) <p>Development/Construction Stage (along with the requirements of the Pre-development Stage):</p> <ol style="list-style-type: none"> 1. Feasibility Study/Detailed engineering design (1 copy) 2. Financial Model of the renewable project (1 copy and excel copy) 3. Generation rate mix (1 copy and excel copy) <p>Repair/Rehabilitation of Existing RE Project:</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Project Profile including project justification, timeline of project implementation or feasibility study (1 copy) 3. Bill of materials (1 copy and excel copy) 4. Financial Model of the renewable project (1 copy and excel copy) 5. Generation rate mix (1 copy and excel copy) 	<p>Electric Cooperative</p>
<p>B. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of TEREDD) (1 copy) 	<p>TEREDD (NEA 6/F)</p>

7. Loan Requirements for Approval of Renewable Energy Loan

Requirements	Where to Secure
<ol style="list-style-type: none"> 2. NEA Approval on the project/investment per Memorandum No. 2022-12 (1 copy) 3. 15-Year Investment Plan (e-ICPM) (1 excel copy) 4. Assumptions to projections and references (1 copy and/or excel copy) 5. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 6. Approved Workplan inclusive of the loan/project (1 copy) 7. AGMA approval of the renewable energy project and loan/investment (1 copy) 8. Effect and treatment of the project, particularly on the rate impact on EC's operations (average systems rate and average power rate) with and without the project (1 copy) 9. EC's treatment in its books of accounts, particularly on the billing/collection of power bills with consumers and payment of loan (1 copy) 10. Computation of Net Present Value (NPV) and Internal Rate Return (IRR) of the project (1 copy) 11. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 12. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 13. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	<p>Electric Cooperative</p>

8. Loan Requirements for Approval of Single Digit System Loss (SDSL) Loan

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Project Profile/Justification including timetable for the implementation of the project (1 copy) 3. Cost/benefit analysis (1 copy) 4. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	Electric Cooperative
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of ED) (1 copy)</p>	ED (NEA 6/F)
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following: <ol style="list-style-type: none"> a. Annexes (1 copy) b. Status of filing/application to the ERC (1 copy) c. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s and its status (1 copy) 2. Status of project implementation (1 copy) 3. AGMA approval of the CAPEX project and loan (1 copy) 4. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 5. Projected system loss reduction (in MWhr and peso equivalent) with and without the project (1 copy) 6. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 7. Approved Workplan inclusive of the loan/project (1 copy) 8. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 9. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 10. Assumptions to projections and references (1 copy and/or excel copy) 11. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	Electric Cooperative

9. Loan Requirements for Approval of Emergency, Unplanned and Contingency Capital Expenditures (CAPEX) Projects Loan and Disaster Resiliency Program

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Project Profile/Justification/Bill of Materials/Detailed Costing including timetable for the implementation of the project (1 copy) 3. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	Electric Cooperative
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD for calamity-related projects, TEREDD for construction/improvement/rehabilitation of building and structures, ITCSD for IT-related projects and SCADA (IT equipment/materials), CPO for Non-Network CAPEX Projects, and ED for all other CAPEX projects not mentioned) (1 copy)</p>	ED (NEA 6/F), DRRMD (NEA 6/F), TEREDD (NEA 7/F), ITCSD (NEA 2/F) and CPO (NEA 7/F)
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Docketed ERC approval/application of EC's Emergency CAPEX filed within 60 days after the start of project implementation (based on ERC Resolution No. 26 S. 2009) or as regular CAPEX projects (1 copy) including the following: <ol style="list-style-type: none"> a. Annexes (1 copy) b. Price reference (if necessary) (1 copy) c. Status of filing/application to the ERC (1 copy) d. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s and its status (1 copy) 2. Status of project implementation including Gantt Chart/Timeline of implementation (1 copy) 3. AGMA approval of the CAPEX project and loan (1 copy) 4. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 5. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 6. Approved Workplan inclusive of the loan/project (1 copy) 7. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 8. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 9. Assumptions to projections and references (1 copy and/or excel copy) 10. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	Electric Cooperative

10. Loan Requirements for Approval of Non-Network CAPEX Projects and Smart Grid Requirements

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following: <ol style="list-style-type: none"> a. Annexes (1 copy) b. Project Profile/Description/Justification (1 copy) c. Detailed Costing/Bill of Materials (1 copy and excel copy) 3. Approved Cash Operating Budget (COB) and Workplan inclusive of the loan/project (1 copy) 4. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	<p>Electric Cooperative</p>
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of TEREDD for construction/improvement/ rehabilitation of building and structures, ITCSD for IT-related projects and SCADA (IT equipment/materials), ED for SCADA (line equipment/materials), and CPO for other Non-Network CAPEX Projects not mentioned) (1 copy)</p>	<p>TEREDD (NEA 7/F), ITCSD (NEA 2/F), ED (NEA 6/F) and CPO (NEA 7/F)</p>
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Status of filing/application to the ERC (1 copy) 2. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s (if applicable) and its status (1 copy) 4. Status of project implementation including Gantt Chart/Timeline of implementation (1 copy) 5. AGMA approval of the CAPEX project and loan (1 copy) 6. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 7. Inventory of all vehicles including the serviceable and unserviceable vehicles, if purpose of loan is vehicle acquisition (1 copy) 8. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 9. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 10. Assumptions to projections and references (1 copy and/or excel copy) 11. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	<p>Electric Cooperative</p>

11. Loan Requirements for Approval of Rural Electrification (RE) Loan - Capital Expenditure (CAPEX) Projects and Logistics

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution (1 original copy) requesting for loan and further authorizing the following: <ol style="list-style-type: none"> a. The Board President and the General Manager or other authorized officers to sign any and all documents necessary for the purpose including Affidavit of Surrender of Certificate/s of Title b. The Board President and the General Manager or other authorized officers to Assign the Proceeds of the EC's Power Billings in favor of NEA 2. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following <ol style="list-style-type: none"> a. Annexes (1 copy) b. Purpose/Description/Justification (1 copy) c. Status of filing/application (1 copy) d. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s and its status (if applicable) (1 copy) e. Total project cost and sources of funding (1 copy) f. Timeline of implementation/completion of the project (1 copy) 3. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	<p>Electric Cooperative</p>
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD for calamity-related projects, TEREDD for construction/improvement/rehabilitation of building and structures and Renewable Energy projects, ITCSD for IT-related projects and SCADA (IT equipment/materials), CPO for Non-Network CAPEX Projects, and ED for all other CAPEX projects not mentioned) (1 copy)</p>	<p>ED (NEA 6/F), DRRMD (NEA 6/F), TEREDD (NEA 6/F and 7/F), ITCSD (NEA 2/F) and CPO (NEA 7/F)</p>
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Technical/Financial Analysis: <ol style="list-style-type: none"> a. Impact/Cost Benefit Analysis such as reduction in system loss, power quality improvemnet, short circuit analysis for substation site, system reliability, incremental sales in Kwhr and impact on rates (1 copy) b. NPV, IRR and Cost/Benefit Ratio Analysis (1 copy) 2. AGMA approval of the CAPEX project and loan (1 copy) 3. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 4. Summary of projects based on ERC filing and yearly drawdown/timeline of implementation, including status of project implementation and source of funds for the implemented projects, physical targets, NPV/IRR/ROI and system loss reduction (see attached Template A.1) (1 copy) 	<p>Electric Cooperative</p>

11. Loan Requirements for Approval of Rural Electrification (RE) Loan - Capital Expenditure (CAPEX) Projects and Logistics

Requirements	Where to Secure
5. Inventory of all vehicles including the serviceable and unserviceable vehicles, if purpose of loan is vehicle acquisition (1 copy) 6. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 7. Approved Workplan inclusive of the loan/project (1 copy) 8. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 9. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 10. Assumptions to projections and references (1 copy and/or excel copy) 11. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy)	Electric Cooperative

12. Loan Requirements for the Grant of Clearance by the Administrator of the EC's Request for Loan from Other Sources/Outside NEA for the Financing of Rehabilitation/Upgrading of Rural Electrification (RE) Projects (Loan Policy No. 14-B)
<Not More than P100 Million>

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution approving the availment of loan with specific bank/other financing institution (OFI) (1 original copy) 2. Approved/Indicative loan terms and conditions including amortization schedule with the chosen bank/OFI (1 copy) 3. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following: <ol style="list-style-type: none"> a. Annexes (1 copy) b. Project Profile/Description/Justification (1 copy) 4. 15-Year Investment Plan (e-ICPM) (1 excel copy) 	Electric Cooperative
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD for calamity-related projects, TEREDD for construction/improvement/rehabilitation of building and structures and Renewable Energy projects, ITCSD for IT-related projects and SCADA (IT equipment/materials), CPO for Non-Network CAPEX Projects, and ED for all other CAPEX projects not mentioned) (1 copy)</p>	ED (NEA 6/F), DRRMD (NEA 6/F), TEREDD (NEA 6/F and 7/F), ITCSD (NEA 2/F) and CPO (NEA 7/F)
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Matrix of canvass/comparison of quotations between other financing institutions/government banks including justification/s on the selection of that bank/OFI to finance said loan in compliance with the NEA Memorandum No. 2022-014 (see attached template A.2) (1 copy) 2. Approved Workplan inclusive of the loan/project (1 copy) 3. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 4. Status of filing/application to the ERC (1 copy) 5. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s and its status (1 copy) 6. Status of project implementation including Gantt Chart/Timeline of implementation (1 copy) 7. AGMA approval of the CAPEX project and loan (1 copy) 8. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) 9. Inventory of all vehicles including the serviceable and unserviceable vehicles, if purpose of loan is vehicle acquisition (1 copy) 10. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 original copy) 11. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 12. Assumptions to projections and references (1 copy and/or excel copy) 13. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 	Electric Cooperative

13. Loan Requirements for Grant of Clearance by the Board of Administrators of the EC's Request for Loan from Other Sources/Outside NEA (Loan Policy 14-C and Not Within the Context of Loan Policy 14-B)

Requirements	Where to Secure
<p>A. General Requirements</p> <ol style="list-style-type: none"> 1. Board Resolution approving the availment of loan with specific bank/other financing institution (OFI) (1 original copy) 2. Approved/Indicative loan terms and conditions including amortization schedule with the chosen bank/OFI (1 copy) 3. Applicable requirements based on the purpose of the loan: <ol style="list-style-type: none"> a. CAPEX <ol style="list-style-type: none"> i. Docketed ERC approval/application of EC's CAPEX projects (1 copy) including the following: <ul style="list-style-type: none"> • Annexes (1 copy) • Project Profile/Description/Justification (1 copy) ii. 15-Year Investment Plan (e-ICPM) (1 excel copy) iii. Status of project implementation including Gantt Chart/Timeline of implementation (1 copy) b. Working Capital <ol style="list-style-type: none"> i. 5-Year Projected Financial Statements Plan (e-ICPM) (1 excel copy) ii. For Power Supply Contract Obligations <ul style="list-style-type: none"> • Reason/Justification of the availment of loan (1 copy) • Power Supply Contract/s (1 copy each) iii. For Retirement Package for Employees <ul style="list-style-type: none"> • List of employees availing of the retirement under the program including computations (1 copy) iv. For Tax Obligations <ul style="list-style-type: none"> • Tax Assessment or other equivalent document (1 copy) 4. List of Real Estate /Chattel subject to be mortgaged/subject for collateral sharing to the bank/OFI (if any) (1 copy) 	<p>Electric Cooperative</p>
<p>B. NEA Evaluated Project Cost and its attachments (refer to the process and requirements of DRRMD for calamity-related projects, TEREDD for construction/improvement/rehabilitation of building and structures and Renewable Energy projects, ITCSD for IT-related projects and SCADA (IT equipment/materials), CPO for Non-Network CAPEX Projects, and ED for all other CAPEX projects not mentioned) (1 copy)</p>	<p>ED (NEA 6/F), DRRMD (NEA 6/F), TEREDD (NEA 6/F and 7/F), ITCSD (NEA 2/F) and CPO (NEA 7/F)</p>

13. Loan Requirements for Grant of Clearance by the Board of Administrators of the EC's Request for Loan from Other Sources/Outside NEA (Loan Policy 14-C and Not Within the Context of Loan Policy 14-B)

Requirements	Where to Secure
<p>C. Other Supporting Documents (if applicable)</p> <ol style="list-style-type: none"> 1. Matrix of canvass/comparison of quotations between other financing institutions/government banks including justification/s on the selection of that bank/OFI to finance said loan in compliance with the NEA Memorandum No. 2022-014 (see attached template A.2) (1 copy) 2. Approved Cash Operating Budget (COB) inclusive of the loan/project (1 copy) 3. Approved Workplan inclusive of the loan/project (1 copy) 4. Status of Competitive Selection Process (CSP), term of the contract and capacity to be contracted (1 copy) 5. Confirmation of the loan amount and/or terms and conditions to be recommended for approval (1 copy) 6. Assumptions to projections and references (1 copy and/or excel copy) 7. Latest Audited Financial Statement and/or Monthly Financial and Statistical Report (MFSR) (1 copy and/or excel copy) 8. Additional requirements based on the purpose of the loan: <ol style="list-style-type: none"> a. CAPEX <ol style="list-style-type: none"> i. Status of filing/application (1 copy) ii. Manifestation to the ERC for project/cost modification and/or early implementation of the project/s (1 copy) iii. Status of such Manifestation to the ERC (if any) (1 copy) iv. AGMA approval of the CAPEX project and loan (1 copy) v. Rate Impact or letter/manifestation of no RFSC rate increase to be implemented by the EC due to the project (1 copy) vi. Inventory of all vehicles including the serviceable and unserviceable vehicles, if purpose of loan is vehicle acquisition (1 copy) vii. Additional documents for Renewable Energy Project: <ul style="list-style-type: none"> • Board Resolution stating interest to develop a renewable energy project (1 original copy) • Board Resolution to enter into Joint Venture with other stakeholders (in case with partner/s) (1 original copy) • NEA Approval on the project/investment per Memorandum No. 2022-12 (1 copy) • Effect and treatment of the project, particularly on the rate impact on EC's operations (average systems rate and average power rate) with and without the project (1 copy) • EC's treatment in its books of accounts, particularly on the billing/collection of power bills with consumers and payment of loan (1 copy) 	<p>Electric Cooperative</p>

13. Loan Requirements for Grant of Clearance by the Board of Administrators of the EC's Request for Loan from Other Sources/Outside NEA (Loan Policy 14-C and Not Within the Context of Loan Policy 14-B)

Requirements	Where to Secure
<ul style="list-style-type: none"> • Computation of Net Present Value (NPV) and Internal Rate Return (IRR) of the project (1 copy) • Financial Model of the renewable project (1 copy and excel copy) • Generation rate mix (1 copy and excel copy) • Renewable Energy Service Contract (RESC) - Pre-development (1 copy) <p>b. Working Capital</p> <p>i. Power Supply Contract Obligations</p> <ul style="list-style-type: none"> • Cash shortfall computation and the actual number of days of the billing cycle (from GENCO's billing to collection with consumers) (1 copy) • Cost/Benefit analysis (1 copy) • ECs over/under recoveries of power cost (1 copy) • Latest power billings and highest power bill from GENCO/s, including SPA (1 copy) • List of Power Supplier/s including EPSA and the term of said contract/s and the contracted capacity (1 copy) <p>ii. Retirement Package for Employees</p> <ul style="list-style-type: none"> • Computation of past Service Cost/Retirement Obligation (1 copy) • Latest Actuarial Valuation Report (if any) (1 copy) • NEA Approved Special Retirement Program, if Special Retirement Package (1 copy) • Cost/Benefit analysis, if Special Retirement Package (1 copy) <p>iii. Tax Obligations</p> <ul style="list-style-type: none"> • Briefer/chronology of events of the said account (1 copy) • Final Assessment Notice (FAN), Formal Letter of Demand (FLD) and Compromise Agreement, if any (1 copy) • Assessment of Payment from municipal/provincial office and the period covered (1 copy) 	<p>Electric Cooperative</p>

Template A.2 (For Clearances)

MATRIX ON CANVASS/COMPARISON OF QUOTATIONS FROM BANKS AND OTHER FINANCING INSTITUTIONS				
Particulars	Bank/FI-1	Bank/FI-2	Bank/FI-3	Bank/FI-4
Loan Amount (Php)				
Equity Portion (if any) (Php)				
Interest Rate p.a. (%) (Indicate if fixed or floating/variable/subject to repricing)				
Repayment and Grace Period (Yrs.)				
Monthly Amortization				
Fees/Charges (Php)/(%)				
Commitment Fee				
Front-end Fee				
Handling Fee				
Documentary Fee				
Appraisal Fee				
Inspection Fee				
Service Fee				
Gross Receipts Tax (GRT)				
Documentary Stamps Tax				
Other Taxes				
Security/Collateral				
Other terms and conditions				
Total interest and other charges (Php)	-	-	-	-
Effective Rate (%)				

Annex B

1. Loan Requirements for Release of Short-Term Credit Facility (STCF) or Standby Credit Facility (SCF) Loan

Requirements	Where to Secure
<ol style="list-style-type: none">1. Notice of Availment/Borrowing (see attached template B.1) (1 original copy)2. Post-dated Check/s for issuance of Clearance to Release<ol style="list-style-type: none">a. For STCF - Check payable in 30 days equivalent to the availed loan amount and interestb. For SCF - Check payable in 90 days equivalent to the availed loan amount and interest3. Updated security/collateral of the loan (if applicable) (1 original copy)4. For succeeding re-availment within the validity (additional):<ol style="list-style-type: none">a. New Promissory Note (1 original copy)	Electric Cooperative

2. Loan Requirements for Release of Rural Electrification (RE) - Working Capital Loan and Concessional Loan (Working Capital)

Requirements	Where to Secure
1. Notice of Availment or Notice of Borrowing, for power accounts (see attached template B.1) (1 original copy) 2. Updated security/collateral of the loan (if applicable) (1 original copy) 3. Post-dated Check/s for issuance of Clearance to Release (Check/s equivalent to 1 year amortization)	Electric Cooperative

3. Loan Requirements for Release of Availment (Guarantee Call) for Power Supply Guarantee

Requirements	Where to Secure
1. Guarantee Call and any other supporting documents (1 original copy) 2. Updated security/collateral of the loan (if applicable) (1 original copy) 3. Post-dated Check/s for issuance of Clearance to Release (Check/s equivalent to 1 year amortization)	Electric Cooperative

4. Loan Requirements for Release of Loan under the following Facilities:

- Rural Electrification (RE) - CAPEX Project Loan
- Emergency, Unplanned & Contingency CAPEX Projects and Disaster Resiliency Program Loan
- Renewable Energy Loan
- Modular GenSets
- Network CAPEX Projects and Smart Grid Requirements Loan
- Single Digit System Loss
- Concessional Loan (CAPEX)
- Calamity Loan

Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Budget Request (see attached template B.2) (at least 3 original copies per project) 2. Post-dated Check/s for issuance of Clearance to Release (except Concessional Loan, Calamity Loan and Modular Gensets) (Check/s equivalent to 1 year amortization) 3. Updated security/collateral of the loan (if applicable) (1 original copy) 4. For succeeding loan releases/drawdown (additional): <ol style="list-style-type: none"> a. Accounting of Funds of previous loan releases (1 copy) b. Accomplishment Report of the Projects funded by NEA loan using Project Monitoring Report (1 copy) 	<p>Electric Cooperative</p> <p>AMGD-AMD (NEA 5/F)</p>

Template B.1

[EC letter head]

NOTICE OF BORROWING

Working Capital-Power Accounts

[Date]

NATIONAL ELECTRIFICATION ADMINISTRATION

NEA Bldg., No. 57 NIA Road
Government Center, Diliman
Quezon City 1100

Attention : Accounts Management & Guarantee Department

Dear Madam:

The _____ Electric Cooperative, Inc. (_____) hereby gives notice in accordance with the Working Capital Agreement of our intent to avail/borrow, as follows:

Name of Power Supplier	:	_____
Amount	:	_____
Bank	:	_____
Account Number	:	_____
Account Name	:	_____
Date of Payment	:	_____
Contact details of Power Supplier	:	_____
Name of Authorized Representative	:	_____
Mobile/Telephone Number	:	_____
Email Address	:	_____

Very truly yours,

General Manager

Template B.2

NATIONAL ELECTRIFICATION ADMINISTRATION REQUEST FOR RELEASES OF CONSTRUCTION LOANS / SUBSIDY FUND			
ELECTRIC COOPERATIVE	COOP CODE	DATE	MONTH DAY YEAR
BUDGET REQUEST FOR:	PARTICULARS	AMOUNT	
		Requested	Approved
	Approved Workplan of 2022		
A. HEADQUARTERS FACILITIES			
1. SITE IMPROVEMENT			
2. SECURITY FENCE			
3. DEEP WELL DRILLING/WATER SYSTEM			
4. TEMPORARY BODEGA / WAREHOUSE			
5. MULTI PURPOSE BUILDING			
6. LANDSCAPING			
7. OTHERS			
B. TRANSMISSION / DIST. / SUBSTATION			
1. INTERMEDIATE			
2. PRIMARY LINE EXTENSION			
3. SECONDARY LINE EXTENSION			
4. RIGHT OF WAY CLEARING			
5. OTHERS			
C. POWER GENERATING PLANT			
1. IMPROVEMENT POWER PLANT BLDG			
2. SPARE PARTS			
3. RENOVATION			
4. OTHERS			
D. VEHICLES / EQUIPMENT			
1. SPARE PARTS			
2. REPAIR			
3. OTHERS			
TOTAL			
For Coop. Use		For NEA Use	
Requested by		Recommending Approval	
[Signature] [Name] GENERAL MANAGER		[Name] DEPARTMENT MANAGER, EDITOR/EDITOR/RRMDC/PORTCSD	
Concurred by		Approved Cost of Project by	
[Signature] [Name] PRESIDENT		[Name] DEPUTY ADMINISTRATOR FOR TECHNICAL SERVICES	
Finance Department: Check and Verified as to Cash Budget Appropriation and Funds Availability. P: _____		Checked and Verified as to: Approved Loans/Subsidy Balance DATE AMOUNT BALANCE _____ P _____ THIS BR _____ P _____ BALANCE _____ P _____	
[Name] MANAGER, FINANCIAL PLANNING & CONTROL DIVISION		[Name] DEPT. MANAGER, ACCOUNTS MANAGEMENT AND GUARANTEE DEPT.	



II.B. Sector : **Corporate Resources and Financial Services (CRFS)**
Department/Office : **Finance Services Department (FSD)**
Division/Unit : **Financial Planning and Control Division (FPCD)**
: **Financial Services & Accounting Division (FSAD)**
: **Treasury Division (TD)**

External and Internal Service

SERVICE NAME		PAGE
Service 1	Processing of Budget Utilization Request (BUR)/ Disbursement Vouchers (DV) and Releasing of Cheques for Loans to ECs	98-102

Service 1: Processing of Budget Utilization Request (BUR)/ Disbursement Vouchers (DV) and Releasing of Cheques for Loans to ECs

To maintain efficiency and effectiveness in the processing of loans releases to ECs.

Department/Division:		Finance Services Department (FSD)/ Financial Planning and Control Division (FPCD), Financial Services and Accounting Division (FSAD), Treasury Division (TD)					
Classification:		Complex Transaction					
Type of Transaction:		G2B, G2C, G2G					
Clients (Who May Avail):		Accounts Management Division (AMD) of the Accounts Management and Guarantee Department (AMGD) and Electric Cooperatives (ECs)					
Checklist of Requirements					Where to Secure		
1	Duly accomplished Budget Utilization Request (BUR) (signed Box A)/ Disbursement Voucher (DV)					AMD	
2	EC Board Resolution requesting loan from NEA					AMD	
3	Other relevant/ supporting documents (SDs) (depending on the type of loans to be availed by the EC)					AMD	
4	Acknowledged the cheque information and submitted Official Receipt (OR)/Acknowledgement Receipt (AR)/Bank Account certificate					EC	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	AMD submits BUR and DV with complete SDs to FPCD	1.1	Receives BUR and DV with complete SDs, records in the logbook and assigns BUR control number	NEA 5/Fir FPCD	None	10 minutes	Manpower
		1.2	Checks mathematical computation of loans and budget availability. Reviews supporting documents.	NEA 5/Fir FPCD	None	3 hours	Corporate Budget Assistant/ Financial Planning Analyst/ Sr. Financial Planning Analyst
		1.3	Processes BUR/ Earmarks budget for the purpose based on the NEA's approved Corporate Operating Budget (COB) and initials on "Budget Available and Earmarked/Utilized for the purpose as indicated" portion under Box B of BUR	NEA 5/Fir FPCD	None	1 hour	Corporate Budget Assistant/ Financial Planning Analyst/ Sr. Financial Planning Analyst

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Checks mathematical computation, reviews supporting documents and initials on "Budget Available and Earmarked/Utilized for the purpose as indicated" portion under Box B of BUR.	NEA 5/Fir FPCD	None	3 hours	Chief Corporate Budget Officer A
		1.5 Reviews the BUR and supporting documents and signs on "Budget Available and Earmarked/Utilized for the purpose as indicated" portion under Box B of BUR	NEA 5/Fir FPCD	None	40 minutes	Division Manager
		1.6 Forwards processed BUR, DV and SDs to FSAD	NEA 5/Fir FPCD	None	10 minutes	Manpower
		1.7 FSAD receives DV with SDs from FPCD and assigns control number	NEA 5/Fir FSAD	None	5 minutes	Manpower
		1.8 Checks computation, completeness of documents and validity of claim and initials on "Certified" portion under Box A of DV	NEA 5/Fir FSAD	None	3 hours	Sr. Financial Planning Analyst/ Corporate Accountant A/ Sr. Corporate Accountant A
		1.9 Re-checks mathematical computation of claims, rechecks completeness and validity of documents and initials on "Certified" portion under Box A of DV	NEA 5/Fir FSAD	None	3 hours	Chief Corporate Accountant
		1.10 Reviews the DV and signs on "Certified" portion under Box A of DV	NEA 5/Fir FSAD	None	50 minutes	Division Manager
		1.11 Forwards DV to FSD Department Manager	NEA 5/Fir FSAD	None	5 minutes	Manpower
		1.12 Recommends approval of DV. Upon approval, forwards all documents to TD.	NEA 5/Fir FSD, ODACRFS	None	1 hour	Department Manager/ DACRFS

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.13 Receives approved DVs and SDs -Check the Approved for Payment portion under "box B" of DV was signed (DACRFS for amounts P2M and below) (Administrator for amounts above P2M) -Forwards to the Head Cashier	NEA 5/Fir Cashiering Unit	None	10 minutes	Cashier B
		1.14 Receives the approved DVs and its SDs from the Cashier B -Issues cheques, record the date, DV No., Cheque No., payees & the amounts in the checkbook -Writes the cheque No., date & the drawee bank at the box portion of the DVs -Forwards the approved DVs & Cheques to Cashier B for encoding of cheque details	NEA 5/Fir Cashiering Unit	None	2 hours	Head Cashier
		1.15 Receives the cheques, DVs and SDs from the Head Cashier and encode and print in 4 duplicate copies the following: -Date -Cheque number -Payee -BUR numbers -Amount -Type of payee -Signatories -Responsibility code -DV numbers -Prepared by -Bank Source -Noted by -Nature of payment -two authorized cheques signatories -initials the "prepared by" portion of the cheque duplicates -Forwards the DVs & the attached prepared cheques to the Head Cashier -Print bank advices and logsheets for reference of issued cheques	NEA 5/Fir Cashiering Unit	None	3 hours	Cashier B

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.16 Receives and reviews the cheques as against in the voucher the following: -date -amounts -payees -signatories -initials the "noted by" portion of the cheque duplicate -signs the bank Advice on the check issued -Forwards to Treasury Division Manager	NEA 5/Fir Cashiering Unit/ Treasury Division	None	1 hour	Head Cashier
		1.17 -Review and initials in the cheque duplicates	NEA 5/Fir Cashiering Unit/ Treasury Division	None	30 minutes	Division Manager
		1.18 Records in the logbook the DV #s, cheque #s, payees and amounts	NEA 5/Fir Cashiering Unit/ Treasury Division	None	10 minutes	Manpower
		1.19 -Review and initials in the cheque duplicates	NEA 5/Fir FSD	None	30 minutes	Department Manager
		1.20 Records in the logbook the DV #s, cheque #s, payees and amounts -Forwards the DVs, cheques and SDs to designated signatories	NEA 5/Fir FSD	None	10 minutes	Manpower
		1.21 -Receives the signed cheques and DVs with SDs from the signatories -Reviews if the cheques were completely signed and forwards the same to the Head Cashier	NEA 5/Fir Cashiering Unit	None	10 minutes	Cashier B
		1.22 Records the date of receipt on the checkbook and forwards to the Cashier B	NEA 5/Fir Cashiering Unit	None	10 minutes	Head Cashier
		1.23 Receives the same from the Head Cashier	NEA 5/Fir Cashiering Unit	None	10 minutes	Cashier B

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	EC acknowledges the information and prepares OR/AR/Bank Account certificate	2.1	Informs through email the concerned payees (ECs) the details of the cheques for release	NEA 5/Fir Cashiering Unit	None	3 hours	Cashier B
		2.2	-Receives and attaches the ORs/ARs on the 1st page of the DVs -Deposits the cheque to the certified bank account number -Forwards the 'paid' DVs to the FSAD	NEA 5/Fir Cashiering Unit	None	5 hours	Cashier B
TOTAL					None	4 days	
END							

LEGEND:

- AMD** - Accounts Management Division
- AMGD** - Accounts Management and Guarantee Department
- AR** - Acknowledgement Receipt
- BUR** - Budget Utilization Request
- COB** - Corporate Operating Budget
- DV** - Disbursement Voucher
- ECs** - Electric Cooperatives
- FPCD** - Financial Planning and Control Division
- FSAD** - Financial Services and Accounting Division
- FSD** - Finance Services Department
- G2B** - Government-to-Business
- G2C** - Government-to-Citizen
- G2G** - Government-to-Government
- NEA** - National Electrification Administration
- OA** - Office of the Administrator
- ODACRFS** - Office of Deputy Administrator for Corporate Resources and Financial Services
- OR** - Official Receipt
- SDs** - Supporting Documents
- TD** - Treasury Division



II.B. Sector : Corporate Resources and Financial Services (CRFS)
Department/Office : Finance Services Department (FSD)
Division/Unit : Treasury Division (TD)

External Services

	SERVICE NAME	PAGE
Service 1	Issuance of Certification for Status of Loan Amortization Payment of the Electric Cooperatives (ECs)	104-105
Service 2	Release of Electric Cooperatives' (ECs) Loan Data	106-107

Service 1: Issuance of Certification for Status of Loan Amortization Payment of the Electric Cooperatives (ECs)

This procedure provide guidance in the issuance of Certification for Status of Loan Amortization Payment of the ECs.

Department/Division:		Finance Services Department (FSD)/ Treasury Division (TD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives (ECs)					
Checklist of Requirements					Where to Secure		
1	Written/Electronic Mail (e-mail) Request (1 original copy)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends written/e-mail request addressed to FSD Manager	1.1	Receives written/e-mail request addressed to FSD Manager.	NEA Building	None	1 hour	TD Staff
		1.2	Forwards request to FSD Manager	NEA 5/F FSD	None	1 hour	Clerk
		1.3	Endorses request to TD Manager	NEA 5/F FSD	None	4 hours	FSD Manager
		1.4	Verifies request and endorses to concerned account officer for preparation of requested Certification	NEA 5/F FSD	None	2 hours	TD Manager & Credit/Collection Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.5 Prepares and forwards the Certification to Credit/Collection Chief and TD Manager for checking and initials	NEA 5/F FSD	None	12 hours	Sr. Credit/Collection Officer, Sr. Loans Management Officer, Credit/Collection Officer & Loans Management Officer
		1.6 Checks, initials and endorses the Certification to FSD Manager for approval and signature	NEA 5/F FSD	None	1 hour	TD Manager & Credit/Collection Chief
		1.7 Approves and signs the Certification	NEA 5/F FSD	None	2 hours	FSD Manager
2	Receives copy of Certification	2.1. Forwards signed copy of Certification to RMU for mailing or directly receive by the requesting EC	NEA 5/F FSD, G/F RMU	None	1 hour	Clerk
TOTAL				None	3 days	
END						

LEGEND:

- EC/s** - Electric Cooperative/s
- FSD** - Finance Services Department
- TD** - Treasury Division
- G2B** - Government-to-Business
- RMU** - Records Management Unit

Service 2: Release of Electric Cooperatives' (ECs) Loan Data

To strengthen the EC's creditworthiness to Banks and other Financial Institutions and for External Auditor's assessment of EC's loan transactions.

Department/Division:		Finance Services Department (FSD)/ Treasury Division (TD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Banks, Other Financial Institutions and EC's External Auditor					
Checklist of Requirements						Where to Secure	
1	Written/Electronic Mail (e-mail) Request (1 original copy)						Banks, Other Financial Institutions and EC's External Auditor
2	Authorization Letter from the subject EC (1 original copy)						Electric Cooperative
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends written/e-mail request with attached Authorization Letter from the subject EC addressed to TD Manager	1.1	Receives written/e-mail request addressed to TD Manager.	NEA Building	None	1 hour	TD Staff
		1.2	Forwards request to TD Manager	NEA 5/F FSD	None	1 hour	Clerk
		1.3	Endorses request to Loans Management Chief or Credit/Collection Chief	NEA 5/F FSD	None	4 hours	TD Manager
		1.4	Verifies request and endorses to concerned account officer for preparation of requested EC loan data	NEA 5/F FSD	None	2 hours	Loans Management Chief & Credit/Collection Chief

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.5 Prepares requested EC loan data and endorses to Loans Management Chief or Credit/Collection Chief for checking and initials on the transmittal sheet/letter	NEA 5/F FSD	None	12 hours	Sr. Credit/Collection Officer, Sr. Loans Management Officer, Credit/Collection Officer & Loans Management Officer
		1.6 Checks, initials and endorses requested loan data with transmittal sheet/letter to TD Manager for approval and signature	NEA 5/F FSD	None	1 hour	Loans Management Chief & Credit/Collection Chief
		1.7 Approves and signs the transmittal sheet/letter with EC loan data	NEA 5/F FSD	None	2 hours	TD Manager
2	Receives copy of EC loan data	2.1 Forwards signed copy of transmittal sheet/letter with EC loan data to RMU for mailing or send the documents to the requesting banks, other financial institutions and EC's external auditor through e-mail	NEA 5/F FSD, G/F RMU	None	1 hour	Clerk
TOTAL				None	3 days	
END						

LEGEND:

- EC/s - Electric Cooperative/s
- FSD - Finance Services Department
- TD - Treasury Division
- G2B - Government-to-Business
- RMU - Records Management Unit



II.C. Sector : **Corporate Resources and Financial Services (CRFS)**
Department/Office : **Human Resources and Administration Department (HRAD)**
Division/Unit : **General Services Division (GSD)**

Internal Services

SERVICE NAME		PAGE
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Service 1: Requisition and Issuance of Office Supplies

To provide office supplies and materials for the use of different Departments/Offices.

Department/Division:		Human Resources and Administration Department (HRAD) / General Services Division (GSD)					
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	Requisition and Issue Slip (RIS) 1 original copy						NEA 4/F GSD
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits completely filled-out and signed RIS.	1.1	Receives RIS and assigns document number.	NEA 4/F GSD	None	2 minutes	Property/Supply Officer A
		1.2	Checks stock inventory for the availability of item/s requested and completes the information needed in the RIS.	NEA 4/F GSD	None	10 minutes	Property/Supply Officer A
		1.3	Prepare/get available requested items in the stock room. (Items not included in the inventory will be procured separately)	NEA 4/F GSD	None	15 minutes	Property/Supply Officer A
2	Receives requested supplies and signs RIS.	2.1	Issues supplies, updates supplies inventory, and files RIS.	NEA 4/F GSD	None	3 minutes	Property/Supply Officer A
TOTAL					None	30 minutes	
END							

LEGEND:

G2C - Government-to-Citizen/Client
GSD - General Services Division

HRAD - Human Resources and Administration Department
RIS - Requisition and Issue Slip

Service 2: Request for NEA Service Vehicle

To provide for NEA Service Vehicle for the use of different Departments/Offices.

Department/Division:		Human Resources and Administration Department (HRAD) / General Services Division (GSD)					
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 NEA Service Vehicle (RNSV) 1 original copy						NEA Basement 1 TOSU
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits completely filled-out and signed RNSV.	1.1	Receives completely filled-out and signed RNSV.	NEA Basement 1 TOSU	None	1 minute	Property/Supply Officer A
		1.2	Checks availability of driver/s and vehicle/s assigned at the TOSU.	NEA Basement 1 TOSU	None	5 minutes	Transport Operations Services Chief B
		1.3	If the request is for immediate use and no available TOSU Driver/Vehicle, to coordinate with other Office/s and borrow available driver/vehicle.	NEA Basement 1 TOSU	None	15 minutes	Transport Operations Services Chief B
		1.4	Informs the requesting office of the details i.e. motor vehicle, plate number, driver, contact number	NEA Basement 1 TOSU	None	5 minutes	Transport Operations Services Chief B
		1.5	Prepares the vehicle to be used.	NEA Basement 1 TOSU	None	5 minutes	Driver

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.6 Prepare Driver's Trip Ticket (DTT), fuel withdrawal slip, and Travel Order (TO), if necessary.	NEA Basement 1 TOSU	None	15 minutes	Transport Operations Services Chief B
		1.7 Secure signature for the Driver's Trip Ticket (DTT), fuel withdrawal slip, and Travel Order (TO), if necessary.	NEA Building	None	30 minutes	GSD Manager/HRAD Director/Deputy Administrator for
2	Passenger/s ride vehicle.	2.1 To drive for the passenger/s from NEA Building to destination and vice-versa.	NEA Building, Destination	None		Driver
3	Accomplish survey by scanning QR code for the service availed.	3.1 Compile survey result for reference in evaluating performance of driver.	NEA Basement 1 TOSU	None	1 minute	Transport Operations Services Chief B
TOTAL				None	45 minutes	
END						

LEGEND:

- G2C** - Government-to-Citizen/Client
- HRAD** - Human Resources and Administration Department
- GSD** - General Services Division
- TOSU** - Transport Operations Services Unit
- CRFS** - Corporate Resources and Financial Services
- RNSV** - Request for NEA Service Vehicle

Service 3: Building Facilities' Repair and Maintenance

To maintain building and facilities suitable for working environment.

Department/Division:		Human Resources and Administration Department (HRAD) / General Services Division (GSD)					
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 Work Order Request Form 1 original copy						NEA 4/F GSD	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits accomplished request for assistance or repair/rehabilitation of equipment/facility	1.1	Receives accomplished request	NEA 4/F GSD	None	2 minutes	Building and Grounds Maintenance Head
		1.2	Inspects facility/equipment to determine service required.	NEA 4/F GSD	None	10 minutes	Building and Grounds Maintenance Head
		1.3	Checks stock inventory for the availability of parts/s needed to be replaced, if repairable. (part/s not included in the inventory will be procured separately)	NEA 4/F GSD	None	5 minutes	Building and Grounds Maintenance Head
		1.4	Repairs the facility or equipment	Area to be repaired or location of equipment	None		Senior Building Electrician/Maintenance Staff

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Acceptance of the service rendered by signing the Work Order Repair Form.	2.1	Completes data information in the Work Order Repair Form, let the requesting office conforme with the service done, then file the document.	NEA 4/F GSD	None	3 minutes	Building and Grounds Maintenance Head
TOTAL					None	20 minutes	
END							

LEGEND:

G2C - Government-to-Citizen/Client

HRAD - Human Resources and Administration Department

GSD - General Services Division



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

External Services

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Internal Services

SERVICE NAME		PAGE
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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.)	1.1	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
		1.2 Acknowledge ² the complaint. Verify and evaluate the complaint and its appropriate action/s needed.	NEA 4/F HRMD/ HRAD	None	15 minutes	Bills Akson Partner (HRAD Manager)
		1.3 Prepare reply letter to complaint.	NEA 4/F HRMD/ HRAD	None	2 days	Concerned NEA Employee ³ & Concerned HRMD Staff
		1.4 Check the reply letter ⁴ for correction or revision.	NEA 4/F HRMD/ HRAD	None	2 hours	HRMD Manager & HRAD Manager
		1.5 Prepare endorsement letter to CSC.	NEA 4/F HRMD/ HRAD	None	2 hours	
		1.6 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	2.1 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

Service 2: Processing of Request for Service Record (SR)

This service describes the procedure on how NEA Officials and Employees (Incumbent and Separated) can request for a SR for verification of their employment date and standing, job title, and compensation.

Department/Division:	Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)						
Classification:	Complex Transaction						
Type of Transaction:	Government-to-Citizen (G2C), Government-to-Government (G2G)						
Clients (Who May Avail):	Incumbent and separated NEA Officials, employees and personnel						
Checklist of Requirements					Where to Secure		
1	Accomplished Online Request Form					https://tinyurl.com/23zmap8u	
	Previously issued Service Record, if available (for separated NEA Officials, employees and personnel)					Requester's Personal File	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	File Request through this link https://tinyurl.com/23zmap8u	1.1	Receives duly accomplished Request and forwards to Senior IRM Officer/ Supervising IRM Officer	NEA 4/F HRMD	None	30 minutes	IRM Officer A
		1.2	Retrieve Service Record and Review Position and Salary Adjustments. Prepare Final Service Record.	NEA 4/F HRMD	None	5 days	Senior IRM Officer/ Supervising IRM Officer
		1.3	Review and Countersign Service Record.	NEA 4/F HRMD	None	4 hours	Supervising IRM Officer, Division Manager A
		1.4	Review and Sign/Approve Service Record.	NEA 4/F HRMD	None	3 hours	Division Manager A

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receive Service Record and Accomplish Client Satisfaction Survey	2.1	Transmit/Release signed Service Record.	NEA 4/F HRMD	None	30 minutes	Secretary A
TOTAL					None	6 days	
END							

LEGEND:

- G2C - Government-to-Citizen/Client
- G2G - Government-to-Government
- HRAD - Human Resources and Administration Department
- HRMD - Human Resources Management Division
- SR - Service Record

Service 1: Issuance of Certificate of Employment (COE)

This service describes the procedure on how NEA Officials and Employees can request for a COE for verification of their employment date and standing, job title, and compensation.

Department/Division:		Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		NEA Officials and Employees					
Checklist of Requirements					Where to Secure		
1	Request Letter (1 original copy) or HRMD provided electronic request link.					Requester or NEA 4/F HRMD if link	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits Request Letter addressed to HRMD Division Manager or Electronic Request to HRMD	1.1	Receives request. Manpower logs receipt details and information. Secretary A forwards request letter or electronic email to HRMD Division Manager.	NEA 4/F HRMD	None	15 minutes	Manpower and Secretary A
		1.2	Receives request from Secretary A. Indicate instructions and forwards request to Industrial Relations Management Chief or Supervising Industrial Relations Management Officer B.	NEA 4/F HRMD	None	15 minutes	Division Manager
		1.3	Receives request from Division Manager. Indicate instructions and forwards request to Data Encoder Controller	NEA 4/F HRMD	None	1 hour	Industrial Relations Management Chief or Supervising Industrial Relations Management Officer B

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
		1.4	Receives request from Industrial Relations Management Chief or Supervising Industrial Relations Management Officer B. Read instructions and process the request through HRIS report system. Forwards COE to Division Manager.	NEA 4/F HRMD	None	4 hours	Data Encoder Controller
		1.5	Receives request from Data Encoder Controller. Review and signs COE. Forwards COE to Manpower or Secretary A.	NEA 4/F HRMD	None	2 hours	Division Manager
2	Receives COE, acknowledges the receipt and accomplish survey form if applicable.	2.1	Receives COE from Division Manager. Logs outgoing information and forwards COE to the requester.	NEA 4/F HRMD	None	30 minutes	Manpower and Secretary A
TOTAL					None	1 day	
END							

LEGEND:

COE - Certificate of Employment

G2C - Government-to-Citizen/Client

HRAD - Human Resources and Administration Department

HRMD - Human Resources Management Division

Service 2: Processing of Request for Personal Foreign Travel Authority (TA)

Officials and employees may request foreign travel authority for personal reasons provided they file their leave of absence if such travel falls on regular work days and they ensure that no government funds or resources will be used for the purpose of said travel.

Department/Division:		Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1	Application for Leave Form						NEA 4/F HRMD or HRIS
2	Copy of Itinerary Receipt / Flight Ticket indicating actual date of Departure and Arrival						To be provided by requesting official or employee
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	File Application for Leave through the HRIS and Upload Copy of Itinerary Receipt/Flight Ticket through this link https://tinyurl.com/23zmap8u	1.1	Receives duly accomplished Application for Leave Form and Copy of Itinerary Receipt / Flight Ticket and Checks leave credit balance in the Leave Card.	NEA 4/F HRMD	None	7 minutes	IRM Officer A
		1.2	Reviews and Certifies leave credit balance and signs the application for Leave Form.	NEA 4/F HRMD	None	5 minutes	Supervising IRM Officer
2	Sign Printed Application for Leave Form	2.1	Forwards processed Application for Leave to concerned Office for signature of Applicant.	NEA 4/F HRMD	None	2 minutes	Secretary A

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		2.2 Approves Application for Leave.	NEA 4/F HRMD	None	4 hours	Authorized Approving Official/s
		2.3 Return Leave Form to HRMD.	NEA 4/F HRMD	None	2 minutes	Secretary A
		2.4 Once leave is approved, Prepare Memorandum to the Administrator and Foreign Travel Authority and attach Signed Application for Leave Form and Copy of Itinerary Receipt / Flight Ticket	NEA 4/F HRMD	None	30 minutes	IRM Officer A/ Supervising IRM Officer
		2.5 Reviews and Recommend approval of Memorandum to the Administrator and Foreign Travel Authority.	NEA 4/F HRMD	None	1 day	Division Manager and Department Manager
		2.6 Forwards Memorandum to the Administrator and Foreign Travel Authority to the Office of the Administrator.	NEA 4/F HRMD	None	30 minutes	Executive Secretary C
		2.7 Review Memorandum to the Administrator and Foreign Travel Authority.	NEA 7/F OA	None	30 minutes	Executive Assistant A/ Head Executive Assistant
		2.8 Approve or Disapprove Foreign Travel Authority	NEA 7/F OA	None	1 day	Administrator

3	Receive Foreign Travel Authority or Memo of Disapproval of Request for Foreign Travel Authority	3.1	Transmit signed Approved or Disapproved Foreign Travel Authority to requesting official and employee.	NEA 4/F HRMD	None	2 minutes	IRM Assistant A
TOTAL					None	2 days, 5 hours, 48 min	
END							

LEGEND:

- COE - Certificate of Employment
- G2C - Government-to-Citizen/Client
- HRIS - Human Resources Information System
- HRAD - Human Resources and Administration Department
- HRMD - Human Resources Management Division
- OA - Office of the Administrator
- TA - Travel Authority



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

External Services

SERVICE NAME		PAGE
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Service 1: Request for Amendment of By-laws

This procedure provide guidance in the evaluation of request for Amendment of By-laws

Department/Division:		Department (IDD)/ Consumer Development & Protection Division (CDPD)					
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 adopting the AGMA proposed amendment				Electric Cooperative		
2	AGMA Resolution on the proposed amendment				Electric Cooperative		
3	Signed Minutes of the General Assembly Meeting Approving the proposal				Electric Cooperative		
4	Existing and Proposed By-laws (1 original copy)				Electric Cooperative		
5	Certificate of Quorum (1 original copy)				Electric Cooperative		
6	Certificate of Ratification (1 original copy)				Electric Cooperative		
7	Affidavit of the Board President				Electric Cooperative		
Additional Requirements for Redistricting							
1	Actual vs Potential Number of Connections				Electric Cooperative		
2	Actual vs Potential Revenue				Electric Cooperative		
3	Comparative Table of Actual/Proposed Non-Power Cost Expenses as a result of Redistricting				Electric Cooperative		
4	Spot Map and Existing/Amended Coop-By-laws				Electric Cooperative		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request with complete supporting documents	1.1	Receives request.	NEA 6/F CDPD	None	1/2 day	Sr. Data Encoder Controller
		1.2	Reviews/evaluates/prepares/endorse draft recommendation for Approval of Recommendation to the Department Manager. (Duration of Action taken from the ECMS, LSO Deputy Administrators, and official action of the Administrator is not included in the total processing time)	NEA 6/F CDPD	None	30 days	Information/Community Relations Officer, Sr Information/Community Relations Officer, Information/Community Relations Chief, Division & Department Managers, ECMS & LSO DAs & Administrator

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
2	Receives Approved amendments	2.1	Upon receipt of the Approved EC By-laws Amendments from the Office of the Administrator, endorses to EC BOD the letter & Amended By-laws through RMU	NEA 6/F CDPD	None	1/2 day	Sr. Data Encoder Controller, Records Officer
TOTAL					None	31 days	
END							

LEGEND:

DAECMS - Deputy Administrator for Electric Cooperatives Management Services
DALSO - Deputy Administrator for Legal Services Office
IDD - Institutional Development Department
CDPD - Consumer Development & Protection Division
ECs - Electric Cooperatives

CRO - Community Relations Officer
IO - Information Officer
RMU - Records Management Unit
AGMA - Annual General Membership Assembly
BOD - Board of Director



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

External Services

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Service 3	Request for General Manager's Salary Increase	132-133

Service 1: Year-End Performance 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	Summary of Proposed Recipients with total amount (1 original copy)						Electric Cooperative
3	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	1.1	Receives request.	NEA 6/F OMDD	None	1 day	Records Officer
		1.2	Gathers necessary data and evaluates request: - Result of KPS evaluation (as of October) - Matrix on Comparative Incentives - Status of Subsidy Liquidation	NEA 6/F OMDD, NEA 4/F ECFMS	None	4 days	Researcher Analyst, ECDO, Sr. ECDO Supervising ECDO ECDO Chief IRD Sr. IRD Supervising IRD IRD Chief
		1.3	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	2.1	Upon approval of the Administrator, transmits letter to EC thru e-mail and/or releases the same through RMU.	NEA 6/F OMDD	None	1 day	Data Controller Officer
TOTAL					None	7 days	
END							

LEGEND:

ECs - Electric Cooperatives

ECFMS - EC Financial Management Services

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	Comparative Analysis of Existing and Proposed of Monthly Payroll (1 original copy)					Electric Cooperative			
3	Certificate of Compliance in Security Deposit to Power Suppliers (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	Financial Operation for the past 3 years and 3 years 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	1.1	Receives request.			NEA 6/F OMDD	None	1 day	Records Officer
		1.2	Gathers data and evaluate employees' salary increase. Prepares letter-reply - Status of Subsidy Liquidation - Validation of Documents submitted a) Payment to power suppliers/ transmission and VAT b) Security Deposit to power supplier c) Status of Power Historical (3 years)			NEA 6/F OMDD NEA 5/F AMGD NEA 4/F ECFMS	None	15 days	Researcher Analyst, ECDO, Sr. ECDO Supervising ECDO ECDO Chief IRD Sr. IRD Supervising IRD IRD Chief

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		1.3	Review letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	NEA 6/F OMDD NEA 3/F DAECMS	None	3 days	Division Manager & Department Manager
2	Receives letter-approval/deferment	2.1	Transmits letter to EC thru e-mail and/or releases the same through RMU.	NEA 6/F OMDD	None	1 day	Data Controller 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	1.1	Receives request.	NEA 6/F OMDD	None	1 day	Records Officer
		1.2	Gathers and evaluates request in coordination with ADCOM and ECAD for CSW. Prepares Letter-Reply - Result of KPS evaluation (latest) - Status of Subsidy Liquidation, SEP	NEA 6/F OMDD NEA 5/F AMGD NEA 4/F ECFMS	None	15 days	Researcher Analyst, ECDO, Sr. ECDO Supervising ECDO ECDO Chief IRD Sr. IRD Supervising IRD IRD Chief
		1.3	Review letter-reply to be signed by: a) Administrator - for approval b) DAECMS - for deferment	NEA 6/F OMDD NEA 3/F DAECMS	None	2 days	Division Manager & Department Manager

No.	Client Steps	Agency Action		Location	Fees To Be	Processing	Person
2	Receives letter-approval/deferment	2.1	Transmits letter to EC thru e-mail and/or releases the same through RMU.	NEA 6/F OMDD	None	1 day	Data Controller 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 : **Technical Services (TechServ)**
Department/Office : **Disaster Risk Reduction and Management Department (DRRMD)**
Division/Unit : **Disaster Risk Reduction and Management Department (DRRMD)**

External Services

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Service 1: Technical Evaluation of Calamity Grant Request of ECs Affected by Calamity/Disaster (90% or 100% Release)

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

Department/Division:		Disaster Risk Reduction and Management Department (DRRMD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Letter addressed to NEA requesting financial assistance in the form of subsidy from the National Government					Electric Cooperative	
2	Original signed Budget Request (at least 3 copies)					Electric Cooperative	
3	Board Resolution requesting for financial assistance in the form of subsidy					Electric Cooperative	
4	Bill of Materials and Cost estimates per municipality					Electric Cooperative	
5	Power Restoration Report					Electric Cooperative	
6	Work Program of Rehabilitation (in Gantt Chart Form)					Electric Cooperative	
7	Geo-tagged of damaged dx lines and facilities supported by photos					Electric Cooperative	
8	Damage Report including Cost Estimate per Municipality					Electric Cooperative	
9	Annual compliance of EC's Vulnerability and Risk Assessment (VRA), Resiliency Compliance Plan (RCP), Mitigation Plan (MP), and Emergency Response Plan (ERP)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request including all documentary requirements for calamity assistance	1.1	Receives documentary requirements for calamity assistance from the ECs	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.2 Endorses to the Department Manager the received documentary requirements from the ECs .	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A
		1.3 Endorses to assigned personnel.	NEA 6/F DRRMD	None	1 day	Department Manager
		1.4 Checks completeness of submitted documentary requirements	NEA 6/F DRRMD	None	1 day	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.5 Conducts Technical Evaluation based on the submitted Bill of Materials (BOM)	NEA 6/F DRRMD	None	4 days	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.6 Draft Calamity Grant Allocation of evaluated requests from ECs	NEA 6/F DRRMD	None	2 days	Engineer A, Senior Engineer A, Department Manager
		1.7 Endorses the Proposed Calamity Grant Allocation to ODATS	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A
		1.8 Endorses the Proposed Calamity Grant Allocation for the approval of the Administrator	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.9 Conducts Supplemental Evaluation for the initial release of calamity grant	NEA 6/F DRRMD	None	3 days	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.10 Prepares DV/BUR with the documentary requirements	NEA 6/F DRRMD	None	3 days	Secretary A, Administrative Services Assistant A
		1.11 Approves and signs the Supplemental Evaluation and DV/BUR of Initial Release	NEA 6/F DRRMD	None	1 day	Department Manager
		1.12 Endorses the Supplemental Evaluation and DV/BUR to ODATS for the approval of the Deputy Administrator	NEA 6/F DRRMD	None	2 days	Secretary A, Administrative Services Assistant A
		1.13 Endorses the Supplemental Evaluation with recommended amount to be released to Accounts Services Division (ASD) for the preparation of Memorandum of Agreement (MOA)	NEA 6/F DRRMD	None	1 day	Secretary A, Administrative Services Assistant A
TOTAL				None	20 days	
END						

LEGEND:

ASD - Accounts Services Division

BR - Budget Request

DRRMD - Disaster Risk Reduction and Management Department

DX Line - Distribution Line

ECs - Electric Cooperatives

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

Service 2: Supplemental Technical Evaluation of 10% Retention of Calamity Grant Released to ECs

This covers activities in the supplemental evaluation of the ten (10%) percent retention financial assistance to ECs in the form of grant/subsidy upon liquidation of the 90% initial release.

Department/Division:		Disaster Risk Reduction and Management Department (DRRMD)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Original signed Budget Request (at least 3 copies)					Electric Cooperative	
2	EC Accomplishment Report					Electric Cooperative	
3	Project Implementation Report (PIR)					Electric Cooperative	
4	As-built Bill of Materials per Municipality					Electric Cooperative	
5	As-built staking sheets					Electric Cooperative	
6	Certificate of Final Inspection and Acceptance					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits request for 10% retention	1.1	Receives request to claim 10% retention	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A
		1.3	Endorses to assigned personnel.	NEA 6/F DRRMD	None	1/2 day	Department Manager
		1.4	Conducts Supplemental Evaluation for the release of 10% retention	NEA 6/F DRRMD	None	2 days	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.5 Prepares DV/BUR with the documentary requirements	NEA 6/F DRRMD	None	2 days	Secretary A, Administrative Services Assistant A
		1.6 Approves and signs the Supplemental Evaluation (10% Retention) and DV/BUR	NEA 6/F DRRMD	None	1/2 day	Department Manager
		1.7 Endorses the signed Supplemental Evaluation and DV/BUR to ODATS for the approval of Deputy Administrator	NEA 6/F DRRMD	None	2 days	Secretary A, Administrative Services Assistant A
		1.8 Endorses the Supplemental Evaluation with recommended amount to be released to Accounts Services Division (ASD)	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A
TOTAL				None	8 days	
END						

LEGEND:

- AMGD** - Accounts Management and Guarantee Department
- ASD** - Accounts Services Division
- BR** - Budget Request
- DRRMD** - Disaster Risk Reduction and Management Department
- ECs** - Electric Cooperatives
- ODATS** - Office of the Deputy Administrator for Technical Services

Service 3: Technical Evaluation of Calamity Loan Request of ECs Affected by Calamity/Disaster

This procedure provide guidance in the Evaluation/Approval of EC's Budget Request (BR) for disaster/calamity related loans.

Department/Division:	Disaster Risk Reduction and Management Department (DRRMD)						
Classification:	Simple						
Type of Transaction:	Government-to-Business (G2B)						
Clients (Who May Avail):	Electric Cooperatives						
Checklist of Requirements						Where to Secure	
1	Letter addressed to NEA requesting calamity loan from the National Government					Electric Cooperative	
2	Original signed Budget Request (at least 3 copies)					Electric Cooperative	
3	Board Resolution requesting for financial assistance in the form of subsidy					Electric Cooperative	
4	Bill of Materials and Cost estimates per municipality					Electric Cooperative	
5	Power Restoration Report					Electric Cooperative	
6	Work Program of Rehabilitation (in Gantt Chart Form)					Electric Cooperative	
7	Geo-tagged of damaged dx lines and facilities supported by photos					Electric Cooperative	
8	Damage Report including Cost Estimate per Municipality					Electric Cooperative	
9	Annual compliance of EC's Vulnerability and Risk Assessment (VRA), Resiliency Compliance Plan (RCP), Mitigation Plan (MP), and Emergency Response Plan (ERP)					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request including all documentary requirements	1.1	Receives transmitted calamity loan request/s from ECs/AMGD	NEA 6/F DRRMD	None	1 hour	Secretary A, Administrative Services Assistant A
		1.2	Endorses to the Department Manager the received documentary requirements from the ECs	NEA 6/F DRRMD	None	1 hour	Secretary A, Administrative Services Assistant A
		1.3	Endorses to assigned personnel.	NEA 6/F DRRMD	None	1 hour	Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Checks completeness of documentary requirements	NEA 6/F DRRMD	None	1 hour	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.5 Conducts Technical Evaluation based on the submitted Bill of Materials (BOM)	NEA 6/F DRRMD	None	1 day	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.6 Prepares DV/BUR with the documentary requirements	NEA 6/F DRRMD	None	4 hours	Secretary A, Administrative Services Assistant A
		1.7 Approves and signs the Technical Evaluation for Calamity Loan	NEA 6/F DRRMD	None	4 hours	Department Manager
		1.8 Endorses the signed Technical Evaluation and DV/BUR to ODATS for the approval of Deputy Administrator	NEA 6/F DRRMD	None	2 hours	Secretary A, Administrative Services Assistant A

No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
		1.9	Endorses the Technical Evaluation including other documentary requirements to AMGD for the finalization of loan request	NEA 6/F DRRMD	None	2 hours	Secretary A, Administrative Services Assistant A
TOTAL					None	3 days	
END							

LEGEND:

AMGD - Accounts Management and Guarantee Department

BR - Budget Request

DRRMD - Disaster Risk Reduction and Management Department

DX Line - Distribution Line

ECs - Electric Cooperatives

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

Service 4: Evaluation and Approval of ECs' Submitted VRA, MP, ERP, and RCP (Resiliency Plans)

This covers activities in the evaluation of Electric Cooperatives' Resiliency Plans until provisionally approved.

Department/Division:		DISASTER RISK REDUCTION AND MANAGEMENT DEPARTMENT					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements					Where to Secure		
1	Annual compliance of EC's Vulnerability and Risk Assessment (VRA), Resiliency Compliance Plan (RCP), Mitigation Plan (MP), and Emergency Response Plan (ERP)					Electric Cooperative	
2	Board Resolution adopting the ECs' Resiliency Plans					Electric Cooperative	
3	Inventory of Mitigation Plans of the previous year					Electric Cooperative	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Annual submission of Resiliency Plans	1.1	Receives submitted Resiliency Plans from ECs	NEA 6/F DRRMD	None	1/2 day	Secretary A, Administrative Services Assistant A
		1.2	Endorses to the assigned evaluator	NEA 6/F DRRMD	None	1/2 day	Department Manager
		1.3	Checks correctness, completeness and compliance to minimum requirements of each submitted Resiliency Plans	NEA 6/F DRRMD	None	12 days	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.4	Drafts a letter for revision if the submitted Resiliency Plans are insufficient/lacking*	NEA 6/F DRRMD	None	1 day	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.5 Approves and signs the letter for revision*	NEA 6/F DRRMD	None	1 day	Department Manager
		1.6 Send the letter for revision to the recipient ECs thru e-mail*	NEA 6/F DRRMD	None	1 day	Secretary A, Administrative Services Assistant A
		1.7 Drafts a letter of provisional approval if the submitted Resiliency Plans are complete/compliant.	NEA 6/F DRRMD	None	1 day	Engineer A, Senior Engineer A, Supervising Engineer A, Principal Engineer C
		1.8 Approves and signs the submitted Resiliency Plans	NEA 6/F DRRMD	None	1 day	Department Manager
		1.9 Endorses the provisionally approved Resiliency Plans to ODATS for signature of the Deputy Administrator	NEA 6/F DRRMD	None	1 day	Secretary A, Administrative Services Assistant A
		1.10 Send Provisional Approval letter to recipient ECs	NEA 6/F DRRMD	None	1 day	Secretary A, Administrative Services Assistant A
TOTAL				None	20 days	
END						

* This process may be skipped if the EC already submitted complete/compliant Resiliency Plans

LEGEND:

DRRMD - Disaster Risk Reduction and Management Department

ECs - Electric Cooperatives

ERP - Emergency Restoration Plan

MP - Mitigation Plan

ODATS - Office of the Deputy Administrator for Technical Services

RCP - Resiliency Compliance Plan

VRA - Vulnerability and Risk Assessment



IV.B. Sector : Technical Services (TechServ)
Department/Office : Engineering Department (ED)
Division/Unit : Engineering Department (ED)

Internal Services

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**Service 1: Technical Evaluation of Loan and Subsidized EC Network CAPEX Projects
(for AMGD's Board Endorsement)**

Department/Division:		Engineering Department (ED)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		NEA-Accounts Management and Guarantee Division (AMGD)					
Checklist of Requirements				Where to Secure			
1	Project Profile - includes the general project description detailing forecasting, problems being addressed, performance assessment, project formulations, technical and economic evaluation performed by the requesting EC (1 copy)				NEA 5/F, AMGD		
2	Drawings - single line diagrams of substations, views clearly showing pieces of equipment- isometric, side, front, and/or top (1 copy)				NEA 5/F, AMGD		
3	Bill of Materials (BOM) - material showing technical specifications, labor, freight and handling, and contingency cost using the latest NEA Price Index (1 editable electronic copy)				NEA 5/F, AMGD		
4	Gantt Chart/Timeline (1 copy)				NEA 5/F, AMGD		
5	Approved/Filed ERC CAPEX Application (1 copy)				NEA 5/F, AMGD		
6	Approved E-ICPM Workplan (1 copy)				NEA 5/F, AMGD		
7	As-Built Staking Sheets - showing tabulation of construction assemblies (1 copy if applicable)				NEA 5/F, AMGD		
8	As-Planned Staking Sheets - showing tabulation of construction assemblies (1 copy)				NEA 5/F, AMGD		
9	As-Planned Staking Sheets - showing tabulation of construction assemblies (1 copy)				NEA 5/F, AMGD		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	AMGD transmits complete Checklist of Requirements for Technical Evaluation	1.1	Receives the documentary requirements. * The Executive Secretary A performs a preliminary checking of the Checklist of Requirements. If there are lacking items, the files are returned to AMGD.	NEA 6/F ED	None	1/2 day	Executive Secretary A
		1.2	Endorses to Division Manager A / Principal Engineer A.	NEA 6/F ED	None	1/2 day	Executive Secretary A
		1.3	Endorses to Technical Evaluators * The technical evaluators are composed of Principal Engineers, Senior Engineers, and Engineers of varying Job Grades.	NEA 6/F ED	None	1 day	Division Manager A / Principal Engineer A

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Technical Evaluation * Responsible persons assess the technical correctness of the project i.e. no deteriorating impact on the distribution network and evaluate if the cost is just and reasonable based on the NEA Price Index.	NEA 6/F ED	None	13 days	Principal Engineer A, Supervising Engineer A, Senior Engineer A, Engineer A
		1.5 Check and Review.	NEA 6/F ED	None	2 days	Division Manager A / Principal Engineer A
		1.6 Recommends for Approval.	NEA 6/F ED	None	1 day	Department Manager A
		1.7 Approval	NEA 6/F ODATS	None	1 day	Deputy Administrator for Technical Services
		1.8 Endorses the approved Technical Evaluation to AMGD	NEA 6/F ED	None	1 day	Department Manager A
TOTAL				None	20 days	
END						

Note: Electronic copies are preferred in addition to hard copies

LEGEND

AMGD - Accounts Management and Guarantee Department

BOM - Bill of Materials

BUR - Budget Utilization Report

DV - Disbursement Voucher

ECs - Electric Cooperatives

ED - Engineering Department

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

Service 2: Technical Evaluation of Loan and Subsidized EC Network CAPEX Projects

Department/Division:		Engineering Department (ED)					
Classification:		Highly Technical					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		NEA-Accounts Management and Guarantee Department (AMGD)					
Checklist of Requirements				Where to Secure			
1	Project Profile - includes the general project description detailing forecasting, problems being addressed, performance assessment, project formulations, technical and economic evaluation performed by the requesting EC (1 copy)				NEA-AMGD		
2	Drawings - single line diagrams of substations, views clearly showing pieces of equipment- isometric, side, front, and/or top (1 copy)				NEA-AMGD		
3	Bill of Materials (BOM) - material showing technical specifications, labor, freight and handling, and contingency cost using the latest NEA Price Index (1 editable electronic copy)				NEA-AMGD		
4	Gantt Chart/Timeline (1 copy)				NEA-AMGD		
5	Approved/Filed ERC CAPEX Application (1 copy)				NEA-AMGD		
6	Approved E-ICPM Workplan (1 copy)				NEA-AMGD		
7	As-Built Staking Sheets - showing tabulation of construction assemblies (1 copy if applicable)				NEA-AMGD		
8	As-Planned Staking Sheets - showing tabulation of construction assemblies (1 copy)				NEA-AMGD		
9	As-Planned Staking Sheets - showing tabulation of construction assemblies (1 copy)				NEA-AMGD		
10	Notice of Award - optional for loans but required for subsidies (1 copy)				NEA-AMGD		
11	Notice to Proceed - optional for loans but required for subsidies (1 copy)				NEA-AMGD		
12	Budget Request - optional for loan and subsidy releasing (1 original copy)				NEA-AMGD		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	AMGD transmits complete Checklist of Requirements for Technical Evaluation	1.1	Receives the documentary requirements. * The Executive Secretary A performs a preliminary checking of the Checklist of Requirements. If there are lacking items, the files are returned to AMGD.	NEA 6/F ED	None	1/2 day	Executive Secretary A
		1.2	Endorses to Division Manager A / Principal Engineer A	NEA 6/F ED	None	1/2 day	Executive Secretary A
		1.3	Endorses to Technical Evaluators * The technical evaluators are composed of Principal Engineers, Senior Engineers, and Engineers of varying Job Grades.	NEA 6/F ED	None	1 day	Division Manager A / Principal Engineer A

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Technical Evaluation * Responsible persons assess the technical correctness of the project <i>i.e.</i> no deteriorating impact on the distribution network and evaluate if the cost is just and reasonable based on the NEA Price Index	NEA 6/F ED	None	12 days	Principal Engineer A, Supervising Engineer A, Senior Engineer A, Engineer A
		1.5 Check and Review	NEA 6/F ED	None	2 days	Division Manager A / Principal Engineer A
		1.6 Preparation of Disbursement Voucher (DV) and Budget Utilization Request (BUR) * For deletion. Financial documents such as DVs and BURs should be accomplished by AMGD	NEA 6/F ED	None	1 day	Executive Secretary A
		1.7 Recommends for the Approval * If OK, signs the technical evaluation on Budget Request, and Budget Utilization Request	NEA 6/F ED	None	1 day	Department Manager A
		1.8 Approval * If OK, signs the technical evaluation on Budget Request	NEA 6/F ODATS	None	1 day	Deputy Administrator for Technical Services
		1.9 Endorses the approved Technical Evaluation, Budget Request, DV, and BUR to AMGD	NEA 6/F ED	None	1 day	Department Manager A
TOTAL				None	20 days	
END						

LEGEND

AMGD - Accounts Management and Guarantee Department

BOM - Bill of Materials

BUR - Budget Utilization Report

DV - Disbursement Voucher

ECs - Electric Cooperatives

ED - Engineering Department

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services



IV.C. Sector : **Technical Services (TechServ)**
Department/Office : **Total Electrification and Renewable Energy Development Department (TEREDD)**
Division/Unit : **Renewable Energy Development Division (REDD)**

External Services

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Internal Services

SERVICE NAME		PAGE
Service 1	Technical Evaluation/Approval of EC's Loans for the Development of Renewable Energy projects	153-155

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

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

Department/Division:	Total Electrification and Renewable Energy Development Department (TEREDD)/ Renewable Energy Development Division (REDD)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Business (G2B)	
Clients (Who May Avail):	Electric Cooperatives	
Checklist of Requirements		Where to Secure
1	*Barangay Certification certifying the number of un-energized household per sitio/barangay (original copies)	Electric Cooperative
2	*Location Map per sitio (original copies)	Electric Cooperative
3	*List of names of proposed consumers (1 original copy)	Electric Cooperative
4	*List of sitios/purok/barangay with number of Households (1 original copy)	Electric Cooperative
5	Budget Request (1 original copy)	Electric Cooperative
6	Project Proposal (1 original copy)	Electric Cooperative
7	*Board Resolution – Endorsement of List of Sitios with No. of Beneficiaries (1 original copy)	Electric Cooperative
8	*Board resolution – Adoption of the Project (1 original copy)	Electric Cooperative
9	*Board resolution – Creation of Solar Business Unit (1 original copy)	Electric Cooperative
10	Letter of Commitment to finish the project based on the timeline (1 original copy)	Electric Cooperative
11	Execution Plan (1 original copy)	Electric Cooperative
12	As-planned Bill of Materials (1 original copy)	Electric Cooperative
<p>Note: All documentary requirements must be submitted for project(s) subject to EC bidding. Only the documentary requirements marked with an asterisk (*) are required for project(s) subject to NEA bidding.</p>		

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submits request together with the required documents	1.1	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
		1.2	Endorses to Department Manager TEREDD.	NEA 6/F ODATS	None	1/2 day	DATS
		1.3	Endorses to Division Manager REDD.	NEA 7/F TEREDD	None	1/2 day	Department Manager
		1.4	Evaluates the Budget Request.	NEA 6/F REDD	None	3 days	Project Officers (Senior Engr. B, Senior Engr. A & Principal Engr. C)
		1.5	Reviews evaluated Budget Request.	NEA 6/F REDD	None	7 days	Team Leader/ (Project Manager) Division Manager
		1.6	Recommends evaluated Budget Request.	NEA 6/F REDD	None	1 day	Department Manager
		1.7	Approves Budget Request.	NEA 6/F ODATS	None	1 day	DATS
		1.8	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

ECs - Electric Cooperatives

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

REDD - Renewable Energy Development Division

RE project - Renewable Energy project

TEREDD - Total Electrification and Renewable Energy Development Department

Service 1: Technical Evaluation/Approval of EC's Loans for the Development of Renewable Energy projects

This procedure provide guidance in the Technical Evaluation of EC's Loans for the Development of Renewable Energy projects.

Department/Division:	Total Electrification and Renewable Energy Development Department (TEREDD)/ Renewable Energy Development Division (REDD)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Business (G2B)	
Clients (Who May Avail):	NEA - Accounts Management & Guarantee Department (NEA-AMGD)	
Checklist of Requirements		Where to Secure
1	AMGD's Memorandum requesting a technical evaluation of EC's loan application for RE Projects	NEA-AMGD
2	Distribution Development Plan/Power Supply Procurement Plan (DDP/PSPP) The proposed Renewable Energy Project shall be in accordance with the EC's latest and accepted DDP/PSPP.	NEA-AMGD
3	Renewable Portfolio Standards (RPS) Compliance Form The proposed Renewable Energy Project shall be in accordance with EC's latest and approved RPS compliance requirements based on latest approved RPS Format.	NEA-AMGD
4	Renewable Energy Development Plan The proposed Renewable Energy Project shall be in accordance with the latest REDP of the EC duly approved by the NEA which contain the RPS.	NEA-AMGD
5	RE Project Area Location Map or Proof of Access to Proposed/Applied Area	NEA-AMGD
6	Pre-feasibility Study or Feasibility Study	NEA-AMGD
7	Load Flow Analysis or Distribution Impact Study (duly reviewed and/or conducted by the EC)	NEA-AMGD
8	Rate Impact Simulation on the Overall Rates of the EC	NEA-AMGD
9	EC Board Resolution approving the renewable energy project	NEA-AMGD

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible	
1	AMGD transmits complete checklist of requirements for Technical Evaluation	1.1	Receives and endorses to ODATS the requested technical evaluation of EC's loan application for the development of RE project/s and other documents submitted by the ECs.	NEA 5/F AMGD	None	1/2 day	AMGD Staff
		1.2	Endorses to Department Manager TEREDD.	NEA 6/F ODATS	None	1/2 day	DATS
		1.3	Endorses to Division Manager REDD.	NEA 7/F TEREDD	None	1/2 day	Department Manager
		1.4	Evaluates the technical feasibility of the proposed RE project.	NEA 6/F REDD	None	9 days	Project Officers (Senior Engr. B, Senior Engr. A & Principal Engr. C)
		1.5	Reviews evaluated technical feasibility of the proposed RE project.	NEA 6/F REDD	None	7 days	Team Leader/ (Project Manager) Division Manager
		1.6	Recommends evaluated technical feasibility of the proposed RE project.	NEA 7/F TEREDD	None	1 day	Department Manager
		1.7	Approves evaluated technical feasibility of the proposed RE project.	NEA 6/F ODATS	None	1 day	DATS
		1.8	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	20 days		
END							

LEGEND:

ASD - Accounts Services Division

BR - Budget Request

DATS - Deputy Administrator for Technical Services

ECs - Electric Cooperatives

MOA - Memorandum of Agreement

ODATS - Office of the Deputy Administrator for Technical Services

REDD - Renewable Energy Development Division

RE project - Renewable Energy project

TEREDD - Total Electrification and Renewable Energy Development Department



IV.C. Sector : **Technical Services (TechServ)**
Department/Office : **Total Electrification and Renewable Energy Development Department (TEREDD)**
Division/Unit : **Total Electrification Division (TED)**

External Services

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Internal Services

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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	1.1	Receives and endorses to ODATS the BRs and other documents submitted by the ECs.	NEA G/F Records Unit	None	1/2 day	RMU Acting Chief
		1.2	Endorses to Department Manager TEREDD.	NEA 6/F ODATS	None	1/2 day	DATS
		1.3	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
		1.4 Evaluates the Budget Request.	NEA 7/F TED	None	3 days	Data Encoder- Controller, Records Officer B, Engineer A, Senior Engineer A, Senior Materials Planning Officer, Supervising Materials Planning Officer, Senior Electric Cooperative Development Officer A, Principal Engineer C
		1.5 Reviews evaluated Budget Request.	NEA 7/F TED	None	7 days	Team Leader/ (Principal Engineer C, Supervising Materials Planning Officer) Division Manager
		1.6 Recommends evaluated Budget Request.	NEA 7/F TEREDD	None	1 day	Department Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.7 Approves Budget Request.	NEA 6/F ODATS	None	1 day	DATS
		1.8 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

Service 1: Technical Evaluation of Rural Electrification (RE) Loan - Capital Expenditure Projects

This procedure provide guidance in the Evaluation of Rural Electrification (RE) Loan - Capital Expenditure Projects and Logistics

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):		Accounts Management Division/Accounts Management and Guarantee Department (AMD/AMGD)							
Checklist of Requirements					Where to Secure				
1	Board Resolution requesting for loan					AMD/AMGD			
2	Project Profile					AMD/AMGD			
3	Bill of Materials/Detailed Costing					AMD/AMGD			
4	Layout (architectural, drainage, sanitary, plumbing, electrical plans and location map)					AMD/AMGD			
5	Annual Procurement Plan					AMD/AMGD			
6	Approved Workplan, including the project					AMD/AMGD			
7	Approved COB, including the project					AMD/AMGD			
8	CAPEX - Project Profile/Description and/or ERC approval and/or docketed application on the CAPEX Plan including Price Reference/Bill of Materials (1 original document)					AMD/AMGD			
9	Terms of Reference, if applicable					AMD/AMGD			
10	Abstract of Bids and Approved Budget for Contract, if applicable					AMD/AMGD			
No.	Client Steps	Agency Action			Location	Fees To Be Paid	Processing Time	Person Responsible	
1	Submit request together with the required documents for technical evaluation	1.1	Receives and endorses to Department Manager TEREDD			NEA 5/F AMD/AMGD	None	1/2 day	Secretary A
		1.2	Endorses to Division Manager TED			NEA 7/F TEREDD	None	1/2 day	Department Manager
		1.3	Endorses to Team Leader (Luzon, Visayas & Mindanao)			NEA 7/F TEREDD	None	1/2 day	Division Manager

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.4 Evaluates the technical documents. Prepares Memo Evaluation/ Recommendation (MER) * If the submitted technical 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 7/F TED	None	9 days	Senior Engineer A, Senior Electric Cooperative Development Officer A, Supervising Materials Planning Officer, Principal Engineer C
		1.5 Reviews Memo Evaluation/Recommendation	NEA 7/F TED	None	7 days	Team Leader/ (Principal Engineer C, Supervising Materials Planning Officer) Division Manager
		1.6 Recommends Memo Evaluation/Recommendation	NEA 7/F TEREDD	None	1 day	Department Manager
		1.7 Approves Memo Evaluation/Recommendation	NEA 8/F ODATS	None	1 day	DATS
		1.8 Endorses the approved Memo Evaluation/Recommendation to AMD for approval	NEA 7/F TEREDD	None	1/2 day	Secretary A
TOTAL				None	20 days	
END						

LEGEND:

AMD - Accounts Management Division

AMGD - Accounts Management and Guarantee Department

CAPEX - Capital Expenditure

COB - Cash Operating Budget

DATS - Deputy Administrator for Technical Services

EC - Electric Cooperative

ERC - Energy Regulatory Commission

MER - Memo Evaluation/Recommendation

ODATS - Office of the Deputy Administrator for Technical Services

RE - Rural Electrification

TED - Total Electrification Division

TEREDD - Total Electrification and Renewable Energy Development Department



V.A. Sector : Legal Services (LS)
Department/Office : Electric Cooperative Audit Department (ECAD)
Division/Unit : Electric Cooperative Audit Department (ECAD)

Internal Services

SERVICE NAME		PAGE
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Service 1: Issuance of Certification

This procedure provide guidance in the issuance of certification for ECs General Manager's Salary Increase, Retirement and BOD Token Incentives.

Department/Division:		Electric Cooperative Audit Department (ECAD)					
Classification:		Simple					
Type of Transaction:		Government-to-Citized/Client (G2C)					
Client (Who May Avail):		Institutional Development Department (IDD)					
Checklist of Requirements					Where to Secure		
1	Letter-Request (1 original copy)					Institutional Development Department	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Sends request for certification	1.1	Receives request for certification.	NEA 6/F ECAD	None	1/2 day	ECAD, Secretary A
		1.2	Endorses to Department Manager.	NEA 6/F ECAD	None	1/2 day	ECAD, Secretary A
		1.3	Endorses to concerned auditors.	NEA 6/F ECAD	None	1/2 day	Department Manager
		1.4	Concerned auditors provides feedback.	NEA 6/F ECAD	None	1/2 day	Auditor In-Charge Sr. or Supv. ECDO
		1.5	Prepare and endorse a draft certification to Department Manager.	NEA 6/F ECAD	None	1/2 day	ECAD, Secretary A
		1.6	Approval and release of certification.	NEA 6/F ECAD	None	3 hours	Department Manager
2	Receives certification.	2.1	Releases of certification.	NEA 6/F ECAD	None	1 hour	ECAD, Secretary A
TOTAL					None	3 days	
END							

LEGEND:

ECAD - Electric Cooperative Audit Department
ECs - Electric Cooperatives
IDD - Institutional Development Department



V.B. Sector : Legal Services Sector (LSS)
Department/Office : Legal Services Office (LSO)
Division/Unit : Legal Services Office (LSO)

External Services

SERVICE NAME		PAGE
Service 1	Legal Opinion/Contract Review	165-166

Service 1: Legal Opinion/Contract Review

Legal Opinion:	Render legal opinion on all important legal questions referred by NEA, electric cooperatives (ECs), government offices or other stakeholders.						
Contract Review:	Review, revise, modify, as the case may be, all contracts referred by NEA, ECs, government offices or other stakeholders, as required by law, to ensure that they confirm with existing laws and applicable government rules and regulations, and/or to prepare such contracts when so requested in appropriate cases.						
Department/Division:	Legal Services Office (LSO)						
Classification:	Highly Technical						
Type of Transaction:	G2B (Government-to-Business); G2C (Government-to-Citizen); G2G (Government-to-Government)						
Clients (Who May Avail):	All						
Checklist of Requirements					Where to Secure		
1	Letter-Request for Contract Review (1 copy - original)					From Client	
2	Annexes and supporting documents, if any, and the client's legal position on the matter (1 copy)					From Client	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submits the letter-request for Legal Opinion / Contract Review with complete documentary requirements to the LSO or NEA Record's Unit (RU) through personal delivery, registered mail, private courier or e-mail	1.1	Stamps received and makes appropriate entries/encoding; attaches LSO's Monitoring Slip. Refers the request to the Deputy Administrator for Legal Services (DALs)/ Attorney V for assigning to lawyer who will act on it.	NEA 2/F LSO	None	4 hours	Records Officer
		1.2	Assigns the request to a handling lawyer.	NEA 2/F LSO	None	2 hours	DALS/Attorney V
		1.3	Reviews the request and prepares initial draft and recommends approval of the DALs.	NEA 2/F LSO	None	15 days	Assigned LSO Lawyer/s
		1.4	Reviews and approves the initial draft.	NEA 2/F LSO	None	2 days	Attorney V
		1.5	Reviews and approves the draft for finalization.	NEA 2/F LSO	None	1 day	DALS

No.	Client Steps	Agency Action	Location	Fees To Be Paid	Processing Time	Person Responsible
		1.6 Finalizes the draft.	NEA 2/F LSO	None	5 hours	Assigned LSO Lawyer/s
		1.7 Proofreads and signs the final and official Legal Opinion and/or Contract Review.	NEA 2/F LSO	None	3 hours	DALS
2	Receives Legal Opinion and Contract Review	2.1 Releases the final and official Legal Opinion and Contract Review	NEA 2/F LSO	None	2 hours	Records Officer
TOTAL				None	20 days	
END						

LEGEND:

- DALS - Deputy Administrator for Legal Services
- ECs - Electric Cooperatives
- G2B - Government-to-Business
- G2C - Government-to-Citizen
- G2G - Government-to-Government
- NEA - National Electrification Administration
- RU - Records Unit



V.C. 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
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Service 1: 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):		Electric Cooperatives and Public					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy or soft copy)					Requester	
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the request from the given information.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Draft the Certification of Board Resolution.				
		1.5	Reviews and signs the Certification of Board Resolution.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed Certification of Board Resolution.	2.1	Releases the signed Certification of Board Resolution to client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

G2C - Government-to-Citizen

Service 2: 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-Government (G2G), Government-to-Business (G2B), Government-to-Citizen (G2C)					
Clients (Who May Avail):		Government, Electric Cooperatives and Public					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy or soft copy)					Requester	
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the Board Resolution from the given information.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested Board Resolution.				
		1.5	Stamp the photocopies with certified true copy.				
		1.6	Reviews and signs the certified true copy of Board Resolution.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed certified true copy of the Board Resolution.	2.1	Releases the certified true copy of the Board Resolution to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

- OCS - Office of the Corporate Secretary
- G2G - Government-to-Government
- G2B - Government-to-Business
- G2C - Government-to-Citizen

Service 3: Issuance of Certified True Copy of Franchise Certificate

This procedure provide guidance in the issuance of Certified True Copy of Franchise Certificate

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B), Government-to-Government (G2G)					
Clients (Who May Avail):		Electric Cooperatives and Government					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy or soft copy)					Requester	
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1/2 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested Franchise Certificate from the given information.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested Board Resolution.				
		1.5	Stamp the photocopies with certified true copy.				
		1.6	Reviews and signs the certified true copy of Franchise Certificate.				
2	Receives the signed certified true copy of the Franchise Certificate.	2.1	Releases the certified true copy of the Franchise Certificate to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	1.5 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

G2G - Government-to-Government

Service 4: Issuance of Certified True Copy of Administrative Case Decision

This procedure provide guidance in the issuance of Certified True Copy of Administrative Case Decision.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B), Government-to-Government (G2G)					
Clients (Who May Avail):		Electric Cooperatives and Government					
Checklist of Requirements				Where to Secure			
1	Written Request (1 original copy or soft copy)				Requester		
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)				Requester		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P25.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested Administrative Case Decision from the given information				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested Administrative Case Decision.				
		1.5	Stamp the photocopies with certified true copy				
		1.6	Reviews and signs the certified true copy of Administrative Case Decision.				
2	Receives the signed certified true copy of the Administrative Case Decision.	2.1	Releases the certified true copy of the Administrative Case Decision to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P25.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

G2G- Government-to-Government

Service 5: Issuance of Secretary's Certificate

This procedure provide guidance in the issuance of Secretary's Certificate.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Government (G2G), Government-to-Business (G2B), Government-to-Citizen (G2C)					
Clients (Who May Avail):		Government, Electric Cooperatives and Public					
Checklist of Requirements						Where to Secure	
1	Written Request (1 original copy or soft copy)						Requester
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)						Requester
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the document from the given information.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Draft the Secretary's Certificate.				
		1.5	Reviews and signs the Secretary's Certificate.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed Secretary's Certificate.	2.1	Releases the signed Secretary's Certificate to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

- OCS** - Office of the Corporate Secretary
- G2G** - Government-to-Government
- G2B** - Government-to-Business
- G2C** - Government-to-Citizen

Service 6: Issuance of Certified True Copy of Certificate of Compliance

This procedure provide guidance in the issuance of Certified True Copy of Certificate of Compliance.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements						Where to Secure	
1	Written Request (1 original copy or soft copy)					Requester	
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested Certificate of Compliance from the list coming from OPASS.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested Certificate of Compliance.				
		1.5	Stamp the photocopies with certified true copy.				
		1.6	Reviews and signs the certified true copy of Certificate of Compliance.				
2	Receives the signed certified true copy of the Certificate of Compliance.	2.1	Releases the certified true copy of the Certificate of Compliance to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

Service 7: Issuance of Certified True Copy of Certificate of Good Standing

This procedure provide guidance in the issuance of Certified True Copy of Certificate of Good Standing.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Business (G2B)					
Clients (Who May Avail):		Electric Cooperatives					
Checklist of Requirements				Where to Secure			
1	Written Request (1 original copy or soft copy)				Requester		
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)				Requester		
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested Certificate of Good Standing from the list coming from OPASS.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested Certificate of Good Standing.				
		1.5	Stamp the photocopies with certified true copy.				
		1.6	Reviews and signs the certified true copy of Certificate of Good Standing.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed certified true copy of the Certificate of Good Standing.	2.1	Releases the certified true copy of the Certificate of Good Standing to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2B - Government-to-Business

Service 8: Issuance of Certified True Copy of Other Documents (Referendum, NEC Decision, Published Policy/Guide OCS related documents)

This procedure provide guidance in the issuance of Certified True Copy of Other Documents.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Government (G2G), Government-to-Business (G2B), Government-to-Citizen (G2C)					
Clients (Who May Avail):		Government, Electric Cooperatives and Public					
Checklist of Requirements						Where to Secure	
1	Written Request (1 original copy or soft copy)						Requester
2	For Representative: Present a government issued ID of the person being represented (1 Original and 1 Photocopy)						Requester
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	P20.00/page	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested document.				
		1.3	Acknowledge the request inform and assist on processing of payment.				
		1.4	Reproduces/photocopies the requested document.				
		1.5	Stamp the photocopies of the requested document with certified true copy.				
		1.6	Reviews and signs the certified true copy of the requested document.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed certified true copy of the requested document.	2.1	Releases the certified true copy of the requested document to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					P20.00/page	2 days	
END							

LEGEND:

- OCS** - Office of the Corporate Secretary
- G2G** - Government-to-Government
- G2B** - Government-to-Business
- G2C** - Government-to-Citizen



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

Internal Services

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Service 1: 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-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Officials and Employees					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy or soft copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the request from the given information.				
		1.3	Acknowledge the request.				
		1.4	Draft the Certification of Board Resolution.				
		1.5	Reviews and signs the Certification of Board Resolution.	NEA 7/F OCS			
2	Receives the signed Certification of the Board Resolution.	2.1	Releases the signed Certification of Board Resolution to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					None	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2C - Government-to-Citizen

Service 2: Issuance of Certified True Copy or Photocopy of Board Resolution

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

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1 Written Request (1 original copy or soft copy)						Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the Board Resolution from the given information.				
		1.3	Acknowledge the request.				
		1.4	Reproduces/photocopies the requested Board Resolution.				
		1.5	Stamp the photocopies with certified true copy (if required).				
		1.6	Reviews and signs the certified true copy of Board Resolution (if required).				
2	Receives the signed certified true copy or photocopy of the Board Resolution.	2.1	Releases the certified true copy or photocopy of the Board Resolution to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					None	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2C - Government-to-Citizen

Service 3: Issuance of Certified True Copy or Photocopy of Administrative Case Decision

This procedure provide guidance in the issuance of Certified True Copy / Photocopy of Administrative Case Decision.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Officials and Employees					
Checklist of Requirements					Where to Secure		
1	Written Request (1 original copy or soft copy)					Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested Administrative Case Decision from the given information.				
		1.3	Acknowledge the request.				
		1.4	Reproduces/photocopies the requested Administrative Case Decision.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
		1.5	Stamp the photocopies with certified true copy (if required).				
		1.6	Reviews and signs the certified true copy of Administrative Case Decision (if required).				
2	Receives the signed certified true copy or photocopy of the Administrative Case Decision.	2.1	Releases the certified true copy or photocopy of the Administrative Case Decision to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					None	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2C - Government-to-Citizen

Service 4: Issuance of Secretary's Certificate

This procedure provide guidance in the issuance of Secretary's Certificate.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1 Written Request (1 original copy or soft copy)						Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the document from the given information.				
		1.3	Acknowledge the request.				
		1.4	Draft the Secretary's Certificate.				
		1.5	Reviews and signs the Secretary's Certificate.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed certified true copy of the Secretary's Certificate.	2.1	Releases the signed Secretary's Certificate to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					None	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2C - Government-to-Citizen

Service 5: Issuance of Certified True Copy or Photocopy of Other Documents (Referendum, NEC Decision, Published Policy/Guidelines, Excerpt of Minutes, BAC Resolution and other OCS related documents)

This procedure provide guidance in the issuance of Certified True Copy of Other Documents.

Department/Division:		Office of the Corporate Secretary (OCS)					
Classification:		Simple Transaction					
Type of Transaction:		Government-to-Citizen (G2C)					
Clients (Who May Avail):		Concerned NEA Officials and Employees					
Checklist of Requirements						Where to Secure	
1 Written Request (1 original copy or soft copy)						Requester	
No.	Client Steps	Agency Action		Location	Fees To Be Paid	Processing Time	Person Responsible
1	Submit request to OCS. (hard copy, e-mail or thru QR code found at NEA website - Quick References)	1.1	Receives the request.	NEA 7/F OCS	None	1 day	Minutes/Agenda Officer/ Records Officer
		1.2	Verifies the existence of the requested document.				
		1.3	Acknowledge the request. Inform and assist on processing of payment.				
		1.4	Reproduces/photocopies or draft the requested document.				
		1.5	Stamp the photocopies of the requested document with certified true copy (if required).				
		1.6	Reviews and signs the certified true copy (if required) or the requested document.	NEA 7/F OCS	None	1/2 day	Corporate Board Secretary
2	Receives the signed certified true copy, photocopy or the requested document.	2.1	Releases the certified true copy, photocopy or the requested document to the client.	NEA 7/F OCS	None	1/2 day	Minutes/Agenda Officer/ Records Officer
TOTAL					None	2 days	
END							

LEGEND:

OCS - Office of the Corporate Secretary

G2C - Government-to-Citizen



FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback?	<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: 8981-4993 or hcmd@nea.gov.ph</p>
How feedback is processed?	<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>
How to file complaints?	<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: 8981-4993</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:
8981-4993

Contact Information of ARTA, PCC, CCB,
GCG

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

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

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

GCG: whistleblowing@gcg.gov.ph

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

I. OFFICE OF THE ADMINISTRATOR SECTOR

Department/Office/Division/Unit	Location/Address	Contact Information
Corporate Communication and Social Marketing Office (CCSMO)	NEA 3/F CCSMO	8981-4989
Corporate Planning Office (CPO)/ Rural Electrification Project Planning and Development Division (REPPDD)	NEA 7/F CPO-REPPDD	8981-4986
Information Technology and Communication Services Department (ITCSD)/ Database Management and Program Control Division (DMPCD)	NEA 2/F ITCSD-DMPCD	8981-4988
Information Technology and Communication Services Department (ITCSD)/ Information Technology and System Development Division (ITSDD)	NEA 2/F ITCSD-ITSDD	8981-4988
NEA-EC Training Institute (NETI)	NEA 2/F NETI-PDD	8981-4987
Office for Performance Assessment and Special Studies (OPASS)	NEA 7/F OPASS	8981-4990

II. CORPORATE RESOURCES AND FINANCIAL SERVICES (CRFS) SECTOR

Department/Office/Division/Unit	Location/Address	Contact Information
Accounts Management and Guarantee Department (AMGD)/ Accounts Management Division (AMD)	NEA 5/F AMGD-AMD	8981-4992
Accounts Management and Guarantee Department (AMGD)/ Accounts Servicing Division (ASD)	NEA 5/F AMGD-ASD	8981-4992
Finance Services Department (FSD)/ Financial Planning and Control Division (FPCD)	NEA 5/F FSD-FPCD	8981-4991
Finance Services Department (FSD)/ Financial Services & Accounting Division (FSAD)	NEA 5/F FSD-FSAD	8981-4991
Finance Services Department (FSD)/ Treasury Division (TD)	NEA 5/F FSD-TD	8981-4991
Human Resources and Administration Department (HRAD)/ General Services Division (GSD)	NEA 4/F HRAD-GSD	8981-4993
Human Resources and Administration Department (HRAD)/ Human Resources Management Division (HRMD)	NEA 4/F HRAD-HRMD	8981-4993

III. ELECTRIC COOPERATIVE MANAGEMENT SERVICES (ECMS) SECTOR

Department/Office/Division/Unit	Location/Address	Contact Information
Institutional Development Department (IDD)/ Consumer Development & Protection Division (CDPD)	NEA 6/F IDD-CDPD	8981-4994
Institutional Development Department (IDD)/ Organizational and Management Development Division (OMDD)	NEA 6/F IDD-OMDD	8926-1337

IV. TECHNICAL SERVICES (TECHSERV) SECTOR

Department/Office/Division/Unit	Location/Address	Contact Information
Disaster Risk Reduction and Management Department (DRRMD)	NEA 6/F DRRMD	8981-4997
Engineering Department (ED)	NEA 6/F ED	8981-4996
Total Electrification and Renewable Energy Development Department (TEREDD)/Renewable Energy Development Division (REDD)	NEA 6/F TEREDD-REDD	8981-4983
Total Electrification and Renewable Energy Development Department (TEREDD)/Total Electrification Division (TED)	NEA 7/F TEREDD-TED	8981-4983

V. LEGAL SERVICES SECTOR

Department/Office/Division/Unit	Location/Address	Contact Information
Electric Cooperative Audit Department (ECAD)	NEA 6/F ECAD	8981-4999
Legal Services Office (LSO)	NEA 2/F LSO	8981-4984
Office of the Corporate Secretary (OCS)	NEA 7/F OCS	8981-4985