



**National
Electrification
Administration**

Manual Title:

SYSTEM PROCEDURES MANUAL

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**NEA-QMS-
SP-1.04**

Page:

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Document Title:

QUALITY PLAN

Rev. No.

00

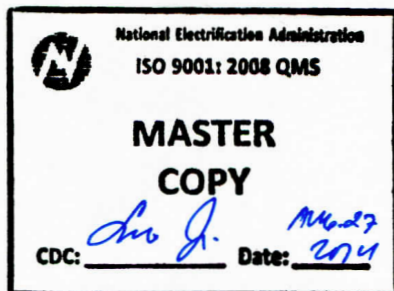
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1.0 OBJECTIVE

To provide guidelines in the implementation and operationalization of the ideals set forth in the NEA Quality Policy

2.0 SCOPE

This covers the core processes of NEA, namely: 1) Implementation of Accelerated Sitio and Barangay Electrification Projects; 2) Technical Assistance to Electric Cooperatives; 3) Approval and Release of Rural Electrification Loan; and 4) Handling of Consumer Complaint.

3.0 TOTAL/MAXIMUM DURATION OF THE PROCESS

None

4.0 DEFINITIONS/ABBREVIATIONS

None


5.0 REFERENCE DOCUMENTS

Departmental Procedures


6.0 PROCEDURE

The following procedures define the quality parameters to be reviewed:


Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
Implementation of Accelerated Sitio and Barangay Electrification Projects					
Receipt, endorsement and assignment of SEP/BLEP documents	Upon receipt of documents		NEA-ATE-DP-1.00	Secretary, Program Director, Project Manager	
Checking if project is included in the approved list	Upon receipt of documents		NEA-ATE-DP-1.00	Project Officer	
Endorse to CPO for possible inclusion in the list	If project is not on the list		NEA-ATE-DP-1.00	Project Officer	

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
Checking the completeness of the documents	Upon receipt of documents		NEA-ATE-DP-1.00	Project Officer	a. Budget Request b. As Plan Staking Sheets c. Bill of Materials
Evaluation of project	If project is on the list	Completeness and accuracy of attachments	NEA-ATE-DP-1.00	Project Officer	
Preparation and signing of necessary attachments for the release of funds and forwarding to Project Manager		Completeness and accuracy of the documents	NEA-ATE-DP-1.00	Project Officer	a. Routing Slip b. Verbal Request/ Instruction form for unprogramme d projects c. Disbursement Voucher d. Budget Utilization Request e. Budget Request f. Memo evaluation/ recommendat ion g. Bill of Materials h. All required project documents
Review, approval, signing and endorsement of the documents to ASD-AMGD	Upon receipt of documents	Completeness and accuracy of the documents	NEA-ATE-DP-1.00	Project Manager, Program Director ODAEDUS	
Processing, preparation and endorsement of	Upon receipt of complete documents	Completeness and accuracy of the documents	NEA-ATE-DP-1.00	ASD-AMGD	Memorandum of Agreement

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
the Memorandum of Agreement to FSD					
Processing, preparation and release of cheque to the EC	After preparation of MOA	Accuracy of amount	NEA-ATE-DP-1.00	FSD	Cheque
Monitoring/ conduct of on-site project inspection	Monthly	Compliance to project/ MOA specifications	NEA-ATE-DP-1.00	Project Officer	Final Accomplishment Report
Final inspection and acceptance	Upon project completion	Completeness of acceptance documents	NEA-ATE-DP-1.00	Project Officer	a. As-built Staking Sheet b. As-built Bill of Materials c. Certificate of Project Completion d. Certificate of Energization e. Accounting of Funds
Technical Assistance to Electric Cooperatives					
Receipt of request for Technical Assistance	Upon receipt of documents	Completeness of documents	NEA-ENG-DP-1.00	Designated Staff	
Assignment of request to respective Engineer/s	Upon log in of request		NEA-ENG-DP-1.00	Department Manager	
Evaluation of the nature of technical assistance	After receipt of assignment	Completeness of request	NEA-ATE-DP-1.00	Engineer	Additional information from the EC, if needed
	Upon receipt of complete documents	Clarity of request			
Conduct technical assistance	After phone call/field visit	Recommendations/assistance provided	NEA-ATE-DP-1.00	Engineer	Submitted After Mission Report

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
Evaluate After Mission Report	Upon receipt of After Mission Report	Completeness and accuracy of TA	NEA-ATE-DP-1.00	Department Manager	Approved After Mission Report
Approval and Release of Rural Electrification Loan					
Receiving and forwarding of loan application	Upon receipt of documents	Completeness of documents	NEA-AMG-DP-3.00	Secretary, Department Secretary	a. EC Board Resolution b. Project Profile/Description and/or ERC approval on the CAPEX Plan c. Latest Audited Financial Statement d. Latest Appraisal Report on EC Assets e. EC 5-10 year Investment Plan (ICPM)
Processing/Evaluation of documents	Upon assignment to Account Officer	Passing requisites of due diligence	NEA-AMG-DP-3.00	Account Officer, Section Chief, Division Manager	
Facilitation of EC presentation of CAPEX projects	Upon validation and clarification	Completeness of request	NEA-AMG-DP-3.00	AMGD, FSD, ED, MAG	Additional information from the EC, if needed
Review and sign the loan Recommendation	Upon completion of requirements	Accuracy of the loan application	NEA-AMG-DP-3.00	Section Chief, Division Manager, Department Manager	Loan Review and Recommendation Documents
Recommendation/endorsement of loan to the NEA Board	Upon finalization of LRRD	Completeness and accuracy of LRRD	NEA-AMG-DP-3.00	Department Manager	Approved After Mission Report

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
CRMC					
Endorsement of loan application to the NEA Board	Upon presentation of recommendation	Compliance to requirements	NEA-AMG-DP-3.00	Board CRMC	Resolution
Approval of Loan	Upon presentation of endorsement	Compliance to requirements	NEA-AMG-DP-3.00	Chair, Board CRMC	Minutes of the Meeting
Preparation and issuance of copy of Board Resolution	Upon preparation of Minutes of the Meeting	Completeness and accuracy of Minutes	NEA-AMG-DP-3.00	Corporate Secretary	Board Resolution
Preparation of Loan Contract	Upon receipt of the copy of Board Resolution	Accuracy of the loan application	NEA-AMG-DP-3.00	Account Officer, Section Chief, Division Manager	Loan Contract
Preparation, review and checking of Loan Contract	Upon checking of entries on the Loan Contract	Completeness and accuracy of Loan Contract	NEA-AMG-DP-3.00	Loans Analyst Loans Management Chief Division Manager	Loan Contract
Transmittal of Loan Contract to EC for signature and notarization	Upon affixing initials	Completeness of documents	NEA-AMG-DP-3.00	Records Management Unit	Loan Contract
Receipt of signed and notarized Loan Contract from EC and endorsement of Budget Request	Upon receipt of documents	Completeness and accuracy of documents	NEA-AMG-DP-3.00	Secretary, Department Manager	a. Signed and notarized contract b. Budget Request c. Project Profile/Description and/or ERC approval on the

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
					CAPEX Project d. Price reference e. Notice of availment/ Release for Working (Capital Loan)
Receipt and review of requirements	Upon receipt of documents	Completeness and acceptability of documents	NEA-AMG-DP-3.00	Account Officer, Section Chief, Division Manager	Request EC to submit additional documents, if needed
Endorse CAPEX loan application to ED/ITCSD	Upon receipt of documents	Completeness and acceptability of documents	NEA-AMG-DP-3.00	Section Chief, Division Manager, Department Manager	
Preparation and signing of evaluation/ recommendation and preparation of DV/BUR	Upon review of documents	Completeness and acceptability of documents	NEA-AMG-DP-3.00	ED/ITCSD	a. Evaluation Report b. DV/BUR
Approval of Evaluation Report and BUR	Upon endorsement for approval	Completeness and acceptability of documents	NEA-AMG-DP-3.00	ODAEDUS	
Check BUR, DV and BR	Upon approval by ODAEDUS	Completeness of documents	NEA-AMG-DP-3.00	Division Managers	
Processing of BUR/DV, preparation, signing and release of cheque	Upon affixing initials	Completeness of documents	NEA-AMG-DP-3.00	FSD, DAs, TSD	Signed cheques
	Upon release of cheque and gathering of data	Completeness of documents		Accounts Management Analyst	

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
Review, finalization and signing of the loan conditionalities monitoring report and Summary of Compliance		Completeness and accuracy of the report	NEA-AMG-DP-3.00	Account Officer, Accounts Management Analyst, Section Chief, Division Manager	
Preparation, review and signing, and sending of letter to concerned EC about the Status of Compliance to Loan Conditionalities		Completeness and accuracy of the report	NEA-AMG-DP-3.00	Accounts Management Analyst, Section Chief, Division Manager, Department Manager	
Handling of Consumer Complaint					
Receipt and endorsement of complaint letter to the assigned person	Upon receipt of documents		NEA-IDD-DP-2.00	Division Manager, Department Manager	
Preparation, review and approval of letters to the concerned EC and endorsing agency	Upon receipt of complaint	Acceptability of contents	NEA-IDD-DP-2.00	Assigned Staff, Section Chief, Division Manager, Department Manager, ODAEDUS	
Sending of letter to the complainant/ concerned EC/ endorsing agency	Upon approval by ODAEDUS		NEA-IDD-DP-2.00	Records Officer	Letter
Receipt and acknowledgement of EC reply regarding complaint	Upon receipt of documents	Acceptability of reply	NEA-IDD-DP-2.00	Assigned Staff	EC reply

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Activity	Frequency of Checking	Quality Requirements	Relevant Procedures	Responsible Unit/s	Records
Furnishing of copy of EC reply to complainant and agency endorser	Upon endorsement for approval	Completeness and acceptability of documents	NEA-IDD-DP-2.00	ODAEDUS	

7.0 ATTACHMENTS

None

8.0 RECORDS

None

"UNCONTROLLED" once printed or saved internally