



**09 February 2021**

**MR. ALFONSO G. CUSI**

*Chairman and DOE Secretary*

**MR. EDGARDO R. MASONGSONG**

*NEA Administrator*

**NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)**

NIA Road, Government Center

Diliman, Quezon City

**RE : REVALIDATION OF THE RESULTS OF THE  
2019 CUSTOMER SATISFACTION SURVEY**

Dear Sec. Cusi and Admin. Masongsong,

This refers to NEA’s letter dated 21 January 2021,<sup>1</sup> seeking “reconsideration/re-evaluation on the decision to credit the Agency with a Zero-Point score on Strategic Measure No. 5 [sic], the attainment of 90% rating in the Customer Satisfaction Survey (CSS).” NEA maintained that, “as per clarification from MRC, the prescribed guidelines do not explicitly state that back checking and spot-checking activities shall be 30% for each of the activity. The percentage of interviews totaled to 30% for both activities.”

The Governance Commission resolved to consider, for purposes of validating the 2019 CSS Reports of GOCCs, the conduct of either spot-checking or back-checking on 30% of the interviews, or in any combination thereof, as compliant with the Quality Control requirement under the *Standard Methodology for the Conduct of the Customer Satisfaction Survey*.<sup>2</sup>

Hence, after review and re-evaluation of NEA’s submissions, the remarks on the Strategic Measure on customer satisfaction is revised as follows:

No.	Measure	Weight	GCG Revalidation		
			Actual	Rating	Remarks
SO 4 SM 6	Percentage of Satisfied Customers	5.00%	99.17%	5.00%	<p><i>Reconsidered.</i></p> <p><i>20% of interviews observed and 10% back checked is compliant with the quality control requirements of the standard methodology.</i></p> <p><i>120 out of 121 respondents were satisfied with the services of NEA.</i></p>

<sup>1</sup> Officially received by the Governance Commission 26 January 2021.

<sup>2</sup> Transmitted to NEA through letter dated 11 April 2018. Officially received by NEA on 16 April 2018.

Accordingly, we transmit herewith the revalidated 2019 Performance Scorecard of NEA, with a revalidated rating of 99.79% (See **Annex A**). The same is to be posted on NEA's website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07.

**FOR NEA'S INFORMATION AND GUIDANCE.**

Very truly yours,

NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)  
Revalidated 2019 Performance Scorecard

Component				Target	Submission		GCG Validation		Supporting Documents	Remarks											
Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating														
SOCIAL IMPACT	SO 1	To Empower Member-Consumers as Responsible Owners of the Electric Cooperatives <sup>7</sup>																			
	SO 2	To Ensure that the Electric Cooperative Provide Accessible, Adequate, Quality, and Reliable Service																			
STAKEHOLDERS	SM 1	Number of Completed and Energized Sitio Projects	Total actual completed and energized sitio projects	20%	962	1,085	20%	1,085	20.00%	<ul style="list-style-type: none"> <li>List of Completed and Energized Sitio Projects as of December 31, 2019.</li> <li>CFIAs and Accomplishment Report from ECs</li> <li>2019 SEP Accomplishment per Fund Source</li> </ul>	Breakdown of the accomplishment is as follows: <table border="1"> <thead> <tr> <th>Area</th> <th>Sitios</th> </tr> </thead> <tbody> <tr> <td>Luzon</td> <td>365</td> </tr> <tr> <td>Visayas</td> <td>281</td> </tr> <tr> <td>Mindanao</td> <td>439</td> </tr> <tr> <td><i>Total</i></td> <td>1,085</td> </tr> </tbody> </table> <p>Out of the 1,085 sitios, only 210, or 19.35%, were funded using the 2019 GAA. The rest were funded using funds from previous years. The 210 sitios is only 27.10% of the 775 sitios funded in the 2019 GAA.</p>	Area	Sitios	Luzon	365	Visayas	281	Mindanao	439	<i>Total</i>	1,085
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SM 2	Number of Consumer Connected	Total actual consumers connected	10%	460,000	586,144	10%	586,144	10.00%	<ul style="list-style-type: none"> <li>Status of Energization as of 31 December 2019</li> <li>Quarterly Reports from the ECs</li> </ul>	Breakdown of the accomplishment is as follows: <table border="1"> <thead> <tr> <th>Area</th> <th>Connections</th> </tr> </thead> <tbody> <tr> <td>Luzon</td> <td>225,663</td> </tr> <tr> <td>Visayas</td> <td>181,605</td> </tr> <tr> <td>Mindanao</td> <td>178,876</td> </tr> <tr> <td><b>Total</b></td> <td><b>586,144</b></td> </tr> </tbody> </table>	Area	Connections	Luzon	225,663	Visayas	181,605	Mindanao	178,876	<b>Total</b>	<b>586,144</b>	
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<b>STAKEHOLDERS</b>	SM 3	Number of EC Officials and Employees Graduated from Certification/Competency Programs	Absolute Number	5.00%	2,200	3,057	5.00%	3,040	5.00%	<ul style="list-style-type: none"> <li>EC Summary of Trainings 2019</li> <li>Attendance Sheets and Certificates</li> </ul>	Based on evaluation of the supporting documents, the total number of EC officials and employees graduated is at 3,040. The difference was due to lack of signatures, and incomplete attendance of the participants to the trainings provided.
	SM 4	Percentage of ECs Adopting the Balanced Scorecard Model	ECs adopting <u>performance scorecard</u> Total number of ECs	0.00%	91% (110 ECs)	95% (115/121 ECs)	0.00%	95% (115/121 ECs)	0.00%	<ul style="list-style-type: none"> <li>Board Resolutions from the 5 ECs confirming adoption of the balanced scorecard system in 2019</li> </ul>	The following are the ECs adopting the Balanced Scorecard system: <ol style="list-style-type: none"> <li>CASURELCO III</li> <li>BASELCO</li> <li>SULECO</li> <li>SIASELCO</li> <li>TAWELCO</li> </ol>
	SM 5	Improved EC Overall Performance Rating from "B" or "C" to at least "A" Rating	<u>Number of improved ECs</u> Total number of ECs under "B" and "C"	0.00%	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	0.00%	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	0.00%	<ul style="list-style-type: none"> <li>NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance dated 31 July 2019</li> </ul>	Based on validation, NEA Board approved the Criteria and Parameters in Assessing EC Overall Performance on 18 July 2019 through Resolution No. 102 dated 31 July 2019.
	<b>SO 4 To Enhance Networking to Gain Support for Program Implementation</b>										
	SM 6	Percentage of Satisfied Customers	No. of Satisfied <u>Respondents</u> Total No. of Respondents	5.00%	90%	99%	5.00%	99.17%	5.00%	<ul style="list-style-type: none"> <li>Report on NEA's Customer Satisfaction Survey 2019 prepared by Market Relevance Corp.</li> <li>Five samples of accomplished questionnaire</li> </ul>	<p><i>Reconsidered.</i></p> <p><i>20% of interviews observed and 10% back checked is compliant with the quality control requirements of the standard methodology.</i></p> <p><i>120 out of 121 respondents were satisfied with the services of NEA.</i></p>
	<b>Sub-total</b>			<b>40.00%</b>			<b>40.00%</b>		<b>40.00%</b>		

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<b>SO 5 To Sustain the Organization's Viability and Ensure Accountability and Transparency</b>																				
FINANCIAL	SM 7	Amount of Loans Facilitated (PHP Billion)	Below Php 225M is 0%. For the amount ≥ Php 225M, 8% is proportionally distributed.  $\left\{ \left( \frac{\text{Actual amount of loans facilitated} \geq \text{Php 225 M}}{\text{Target amount} - \text{Php 224M}} \right) \div 8\% \right\}$	8.00%	0.450	0.705	8.00%	0.705	8.00%	<ul style="list-style-type: none"> <li>Summary of Peso Release for 2019</li> <li>Summary of Loans Facilitated for 2019</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Loan Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Capital Projects</td> <td>658.09</td> </tr> <tr> <td>Stand-By Credit (SCF)</td> <td>25.00</td> </tr> <tr> <td>Modular Generator Set</td> <td>21.93</td> </tr> <tr> <td><b>Total</b></td> <td><b>705.02</b></td> </tr> </tbody> </table> <p><i>*In Million Pesos</i></p>	Loan Type	Amount	Capital Projects	658.09	Stand-By Credit (SCF)	25.00	Modular Generator Set	21.93	<b>Total</b>	<b>705.02</b>
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SM 8	Percentage of ECs under Category B, C, and D Provided with Loans	Category B, C, and D ECs provided with loans over Total number of B, C, and D ECs	0.00%	Report of Actual Accomplishments	Report of Actual Accomplishments	00%	Report of Actual Accomplishments	0.00%	<ul style="list-style-type: none"> <li>Report on Regular Term/Short Term/Calamity/Concessional Loans released to B,C, and D ECs from January to December 2019</li> </ul>	NEA provided loans to thirteen (13) ECs under the B, C, and D categories, amounting to ₱164.79 Million.										
SM 9	High Collection Efficiency Maintained (%)	$\frac{\sum \text{Total collections} - \text{advanced payments (due for succeeding year)}}{\sum \text{Amortization due for the year}}$	7.00%	100%	100%	7.00%	97.02%	6.79%	<ul style="list-style-type: none"> <li>Status of EC Loan Repayments as of December 2019</li> <li>Amortizations Due vs. Actual Collection for the Year 2019</li> </ul>	The formula for this indicator is total amount of collection excluding advance payments (due for succeeding years) divided by total amortization due for the year.  Payments under the category of early payment of outstanding loans with a maturity date falling in 2019 were added to the total amortization for the year. Payments on loans maturing from 2020 onwards and the payment for 2018 loan arrearages were deducted from the total collection.										
<b>Sub-total</b>			<b>15.00%</b>			<b>15.00%</b>		<b>14.79%</b>												

Component				Target	Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating																		
INTERNAL PROCESS	<b>SO 6 To Upgrade Organizational Infrastructures</b>																								
	SM 10	Percentage of Sitio Electrification Projects Funded that are Fully Compliant with NEA Standards and Specifications	$\frac{\text{Total compliant projects}}{\text{Total funded projects}}$	7.00%	80% of projects done as of end of September 2019	86.89%	7.00%	86.89%	7.00%	<ul style="list-style-type: none"> <li>List of Completed and Energized Sitio Projects as of December 31, 2019.</li> <li>Report on the percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications from 4<sup>th</sup> Quarter 2018 and 1<sup>st</sup> to 3<sup>rd</sup> Quarter of 2019.</li> <li>CFIAs</li> </ul>	Breakdown of the accomplishment is as follows: <table border="1"> <tr> <td>Sitios completed from Oct. 2018 to Dec 2018 (a)</td> <td>836</td> </tr> <tr> <td>Sitios completed from Jan. 2019 to Sept. 2019 (b)</td> <td>705</td> </tr> <tr> <td>Inspected sitios completed from Oct. 2018 to Dec. 2018 (CFIA issued) (c)</td> <td>1,857</td> </tr> <tr> <td>Inspected sitios completed from Jan. 2019 to Sept. 2019 (CFIA issued) (d)</td> <td>618</td> </tr> <tr> <td>Total sitios completed from Oct. 2018 to Jan 2019 (a + b)</td> <td>1,541</td> </tr> <tr> <td>Total inspected sitios completed Oct. 2018 to Jan. 2019 (c + d)</td> <td>1,339</td> </tr> <tr> <td>% of sitio electrification projects funded that are fully compliant with NEA Standard and Specifications</td> <td><math>\frac{1,339}{1,541} = 86.89\%</math></td> </tr> </table>	Sitios completed from Oct. 2018 to Dec 2018 (a)	836	Sitios completed from Jan. 2019 to Sept. 2019 (b)	705	Inspected sitios completed from Oct. 2018 to Dec. 2018 (CFIA issued) (c)	1,857	Inspected sitios completed from Jan. 2019 to Sept. 2019 (CFIA issued) (d)	618	Total sitios completed from Oct. 2018 to Jan 2019 (a + b)	1,541	Total inspected sitios completed Oct. 2018 to Jan. 2019 (c + d)	1,339	% of sitio electrification projects funded that are fully compliant with NEA Standard and Specifications	$\frac{1,339}{1,541} = 86.89\%$
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SM 11	Percentage of Sitios Completed and Energized within 180 Calendar Days from Release of Funds to ECs	$\frac{\text{Actual percentage of sitios completed and energized within 180 days from release of funds to ECs}}{[\text{Target rate}]} \times 100$	7.00%	80%	82.12%	7.00%	82.12%	7.00%	<ul style="list-style-type: none"> <li>List of Completed and Energized Sitio Projects as of December 31, 2019.</li> <li>Report on Percentage of Sitios Completed and Energized within 180 Calendar Days from Release of Funds to ECs</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total sitios completed as of December 31, 2019 (a)</td> <td>1,085</td> </tr> <tr> <td>Projects completed within 180 days from release of funds (b)</td> <td>891</td> </tr> <tr> <td>Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs (a/b)</td> <td><math>\frac{891}{1,085} = 82.12\%</math></td> </tr> </table>	Total sitios completed as of December 31, 2019 (a)	1,085	Projects completed within 180 days from release of funds (b)	891	Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs (a/b)	$\frac{891}{1,085} = 82.12\%$									
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Component				Target	Submission		GCG Validation		Supporting Documents	Remarks							
Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating										
SM 12	Percentage of Regular Loans Released within Prescribed Processing Periods																
INTERNAL PROCESS	SM 12a	Regular-Term Loans	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	100% (released within 24 <sup>8</sup> days)	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Number of Working Days for Loan Facilitated- Short-Term CY 2019</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>84</td> </tr> <tr> <td>Loans released within 24 days</td> <td>84</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	84	Loans released within 24 days	84	Accomplishment	100%
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SM 12b	Short-Term Loans	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	100% (released within 13 <sup>9</sup> days)	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Number of Working Days for Loan Facilitated- Short-Term CY 2019</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>2</td> </tr> <tr> <td>Loans released within 13 days</td> <td>2</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	2	Loans released within 13 days	2	Accomplishment	100%	
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SM 13	Percentage of Calamity Loans Released Within 7 Days	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	85.00%	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Report on Number of Working Days for Loan Facilitated- Calamity (7 days)</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>1</td> </tr> <tr> <td>Loans released within 13 days</td> <td>1</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	1	Loans released within 13 days	1	Accomplishment	100%	
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<b>Sub-total</b>			<b>35.00%</b>			<b>35.00%</b>		<b>35.00%</b>									

<sup>8</sup> Under NEA's Citizen Charter, the maximum processing days for regular-term loans is 24 days.

<sup>9</sup> Under NEA's Citizen Charter, the maximum processing days for STCF and SCF loan applications is 13 days, 7 days for approval and another 6 days for release.

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LEARNING AND GROWTH	<b>SO 7</b>	<b>To Enhance Human Resources, Knowledge, Skills, and Behavioral Competencies</b>																									
	SM 14	Compliance to Quality Standards	Actual Accomplishment	5.00%	Surveillance Audit Passed	Surveillance Audit Passed	5.00%	Surveillance Audit Passed	5.00%	<ul style="list-style-type: none"> <li>TUV Rheinland Audit Report for National Electrification Administration</li> </ul>	NEA passed the surveillance audit conducted on 26 November 2019.																
	SM 15	Percentage of Employees with Required Competencies Met	Total number of employees with required competencies over Total number of employees	5.00%	Increase from 2018 Competency Level	67.49%	5.00%	67.49%	5.00%	<ul style="list-style-type: none"> <li>2019 Competency Assessment Report</li> <li>Individual Competency Rating Sheets</li> </ul>	Following is the table representing the breakdown of the validated accomplishment: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Year</th> <th>No. of Assessed Employees</th> <th>No. of Employees who Met their Required Competencies</th> <th>Competency Level</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>287</td> <td>190</td> <td>66.20%</td> </tr> <tr> <td>2019</td> <td>283</td> <td>191</td> <td>67.49%</td> </tr> <tr> <td colspan="3"><b>Increase/ Decrease</b></td> <td><b>1.29%</b></td> </tr> </tbody> </table>	Year	No. of Assessed Employees	No. of Employees who Met their Required Competencies	Competency Level	2018	287	190	66.20%	2019	283	191	67.49%	<b>Increase/ Decrease</b>			<b>1.29%</b>
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STAKEHOLDERS	SM 3	Number of EC Officials and Employees Graduated from Certification/Competency Programs	Absolute Number	5.00%	2,200	3,057	5.00%	3,040	5.00%	<ul style="list-style-type: none"> <li>EC Summary of Trainings 2019</li> <li>Attendance Sheets and Certificates</li> </ul>	Based on evaluation of the supporting documents, the total number of EC officials and employees graduated is at 3,040. The difference was due to lack of signatures, and incomplete attendance of the participants to the trainings provided.
	SM 4	Percentage of ECs Adopting the Balanced Scorecard Model	ECs adopting <u>performance scorecard</u> Total number of ECs	0.00%	91% (110 ECs)	95% (115/121 ECs)	0.00%	95% (115/121 ECs)	0.00%	<ul style="list-style-type: none"> <li>Board Resolutions from the 5 ECs confirming adoption of the balanced scorecard system in 2019</li> </ul>	The following are the ECs adopting the Balanced Scorecard system: <ol style="list-style-type: none"> <li>CASURELCO III</li> <li>BASELCO</li> <li>SULECO</li> <li>SIASELCO</li> <li>TAWELCO</li> </ol>
	SM 5	Improved EC Overall Performance Rating from "B" or "C" to at least "A" Rating	<u>Number of improved ECs</u> Total number of ECs under "B" and "C"	0.00%	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	0.00%	NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance	0.00%	<ul style="list-style-type: none"> <li>NEA Board-approved Criteria and Parameters in Assessing EC Overall Performance dated 31 July 2019</li> </ul>	Based on validation, NEA Board approved the Criteria and Parameters in Assessing EC Overall Performance on 18 July 2019 through Resolution No. 102 dated 31 July 2019.
	<b>SO 4 To Enhance Networking to Gain Support for Program Implementation</b>										
	SM 6	Percentage of Satisfied Customers	No. of Satisfied Respondents Total No. of Respondents	5.00%	90%	99%	5.00%	-	0.00%	<ul style="list-style-type: none"> <li>Report on NEA's Customer Satisfaction Survey 2019 prepared by Market Relevance Corp.</li> <li>Five samples of accomplished questionnaire</li> </ul>	NEA is credited with zero rating for failing to comply with all the requirements provided in the standard methodology, particularly on quality control. The reported quality control measures (20% observed and 10% back checked) fall short of the required 30% spot-checking and 30% back-checking. Part IV, Item 9[h] of the Standard Methodology, provides that "back-checking and spot-checking of at least 30% of the interviews" must be conducted.
	<b>Sub-total</b>			<b>40.00%</b>			<b>40.00%</b>		<b>35.00%</b>		

Component				Target	Submission		GCG Validation		Supporting Documents	Remarks										
Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating													
<b>SO 5 To Sustain the Organization's Viability and Ensure Accountability and Transparency</b>																				
FINANCIAL	SM 7	Amount of Loans Facilitated (PHP Billion)	Below Php 225M is 0%. For the amount ≥ Php 225M, 8% is proportionally distributed.  {(Actual amount of loans facilitated ≥ Php 225 M) over [(Target amount – Php 224M) ÷ 8%]}	8.00%	0.450	0.705	8.00%	0.705	8.00%	<ul style="list-style-type: none"> <li>Summary of Peso Release for 2019</li> <li>Summary of Loans Facilitated for 2019</li> </ul> <table border="1"> <thead> <tr> <th>Loan Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Capital Projects</td> <td>658.09</td> </tr> <tr> <td>Stand-By Credit (SCF)</td> <td>25.00</td> </tr> <tr> <td>Modular Generator Set</td> <td>21.93</td> </tr> <tr> <td><b>Total</b></td> <td><b>705.02</b></td> </tr> </tbody> </table> <p><i>*In Million Pesos</i></p>	Loan Type	Amount	Capital Projects	658.09	Stand-By Credit (SCF)	25.00	Modular Generator Set	21.93	<b>Total</b>	<b>705.02</b>
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SM 8	Percentage of ECs under Category B, C, and D Provided with Loans	Category B, C, and D ECs provided with loans over Total number of B,C, and D ECs	0.00%	Report of Actual Accomplishments	Report of Actual Accomplishments	00%	Report of Actual Accomplishments	0.00%	<ul style="list-style-type: none"> <li>Report on Regular Term/Short Term/Calamity/Concessional Loans released to B,C, and D ECs from January to December 2019</li> </ul>	NEA provided loans to thirteen (13) ECs under the B, C, and D categories, amounting to ₱164.79 Million.										
SM 9	High Collection Efficiency Maintained (%)	$\frac{\sum \text{Total collections} - \text{advanced payments (due for succeeding year)}}{\sum \text{Amortization due for the year}}$	7.00%	100%	100%	7.00%	97.02%	6.79%	<ul style="list-style-type: none"> <li>Status of EC Loan Repayments as of December 2019</li> <li>Amortizations Due vs. Actual Collection for the Year 2019</li> </ul>	<p>The formula for this indicator is total amount of collection excluding advance payments (due for succeeding years) divided by total amortization due for the year.</p> <p>Payments under the category of early payment of outstanding loans with a maturity date falling in 2019 were added to the total amortization for the year. Payments on loans maturing from 2020 onwards and the payment for 2018 loan arrearages were deducted from the total collection.</p>										
<b>Sub-total</b>			<b>15.00%</b>			<b>15.00%</b>		<b>14.79%</b>												

Component				Target	Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure		Formula	Weight	2019	Actual	Rating	Score	Rating																	
INTERNAL PROCESS	SO 6	To Upgrade Organizational Infrastructures																							
	SM 10	Percentage of Sitio Electrification Projects Funded that are Fully Compliant with NEA Standards and Specifications	$\frac{\text{Total compliant projects}}{\text{Total funded projects}}$	7.00%	80% of projects done as of end of September 2019	86.89%	7.00%	86.89%	7.00%	<ul style="list-style-type: none"> <li>List of Completed and Energized Sitio Projects as of December 31, 2019.</li> <li>Report on the percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications from 4<sup>th</sup> Quarter 2018 and 1<sup>st</sup> to 3<sup>rd</sup> Quarter of 2019.</li> <li>CFIAs</li> </ul>	Breakdown of the accomplishment is as follows: <table border="1"> <tr> <td>Sitios completed from Oct. 2018 to Dec 2018 (a)</td> <td>836</td> </tr> <tr> <td>Sitios completed from Jan. 2019 to Sept. 2019 (b)</td> <td>705</td> </tr> <tr> <td>Inspected sitios completed from Oct. 2018 to Dec. 2018 (CFIA issued) (c)</td> <td>1,857</td> </tr> <tr> <td>Inspected sitios completed from Jan. 2019 to Sept. 2019 (CFIA issued) (d)</td> <td>618</td> </tr> <tr> <td>Total sitios completed from Oct. 2018 to Jan 2019 (a + b)</td> <td>1,541</td> </tr> <tr> <td>Total inspected sitios completed Oct. 2018 to Jan. 2019 (c + d)</td> <td>1,339</td> </tr> <tr> <td>% of sitio electrification projects funded that are fully compliant with NEA Standard and Specifications</td> <td><math>\frac{1,339}{1,541} = 86.89\%</math></td> </tr> </table>	Sitios completed from Oct. 2018 to Dec 2018 (a)	836	Sitios completed from Jan. 2019 to Sept. 2019 (b)	705	Inspected sitios completed from Oct. 2018 to Dec. 2018 (CFIA issued) (c)	1,857	Inspected sitios completed from Jan. 2019 to Sept. 2019 (CFIA issued) (d)	618	Total sitios completed from Oct. 2018 to Jan 2019 (a + b)	1,541	Total inspected sitios completed Oct. 2018 to Jan. 2019 (c + d)	1,339	% of sitio electrification projects funded that are fully compliant with NEA Standard and Specifications	$\frac{1,339}{1,541} = 86.89\%$
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SM 11	Percentage of Sitios Completed and Energized within 180 Calendar Days from Release of Funds to ECs	$\frac{\text{Actual percentage of sitios completed and energized within 180 days from release of funds to ECs}}{[\text{Target rate}]} \times 100$	7.00%	80%	82.12%	7.00%	82.12%	7.00%	<ul style="list-style-type: none"> <li>List of Completed and Energized Sitio Projects as of December 31, 2019.</li> <li>Report on Percentage of Sitios Completed and Energized within 180 Calendar Days from Release of Funds to ECs</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total sitios completed as of December 31, 2019 (a)</td> <td>1,085</td> </tr> <tr> <td>Projects completed within 180 days from release of funds (b)</td> <td>891</td> </tr> <tr> <td>Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs (a/b)</td> <td><math>\frac{891}{1,085} = 82.12\%</math></td> </tr> </table>	Total sitios completed as of December 31, 2019 (a)	1,085	Projects completed within 180 days from release of funds (b)	891	Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs (a/b)	$\frac{891}{1,085} = 82.12\%$									
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Component				Target	Submission		GCG Validation		Supporting Documents	Remarks							
Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating										
SM 12	Percentage of Regular Loans Released within Prescribed Processing Periods																
INTERNAL PROCESS	SM 12a	Regular-Term Loans	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	100% (released within 24 <sup>2</sup> days)	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Number of Working Days for Loan Facilitated- Short-Term CY 2019</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>84</td> </tr> <tr> <td>Loans released within 24 days</td> <td>84</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	84	Loans released within 24 days	84	Accomplishment	100%
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SM 12b	Short-Term Loans	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	100% (released within 13 <sup>3</sup> days)	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Number of Working Days for Loan Facilitated- Short-Term CY 2019</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Copies of checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>2</td> </tr> <tr> <td>Loans released within 13 days</td> <td>2</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	2	Loans released within 13 days	2	Accomplishment	100%	
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SM 13	Percentage of Calamity Loans Released Within 7 Days	Loans released <u>within period</u> Total loans applications with complete documentations	7.00%	85.00%	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"> <li>Report on Number of Working Days for Loan Facilitated-Calamity (7 days)</li> <li>Computation of working days per loan application</li> <li>Applications for loan stamped received by NEA</li> <li>Copies of checks released</li> </ul>	Breakdown: <table border="1"> <tr> <td>Total Loan Applications (w/ complete docs.)</td> <td>1</td> </tr> <tr> <td>Loans released within 13 days</td> <td>1</td> </tr> <tr> <td>Accomplishment</td> <td>100%</td> </tr> </table>	Total Loan Applications (w/ complete docs.)	1	Loans released within 13 days	1	Accomplishment	100%	
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<b>Sub-total</b>			<b>35.00%</b>			<b>35.00%</b>		<b>35.00%</b>									

<sup>2</sup> Under NEA's Citizen Charter, the maximum processing days for regular-term loans is 24 days.

<sup>3</sup> Under NEA's Citizen Charter, the maximum processing days for STCF and SCF loan applications is 13 days, 7 days for approval and another 6 days for release.

Component				Target	Submission		GCG Validation		Supporting Documents	Remarks																	
	Objective/Measure	Formula	Weight	2019	Actual	Rating	Score	Rating																			
<b>LEARNING AND GROWTH</b>	<b>SO 7</b>	<b>To Enhance Human Resources, Knowledge, Skills, and Behavioral Competencies</b>																									
	SM 14	Compliance to Quality Standards	Actual Accomplishment	5.00%	Surveillance Audit Passed	Surveillance Audit Passed	5.00%	Surveillance Audit Passed	5.00%	<ul style="list-style-type: none"> <li>TUV Rheinland Audit Report for National Electrification Administration</li> </ul>	NEA passed the surveillance audit conducted on 26 November 2019.																
	SM 15	Percentage of Employees with Required Competencies Met	Total number of employees with required competencies over Total number of employees	5.00%	Increase from 2018 Competency Level	67.49%	5.00%	67.49%	5.00%	<ul style="list-style-type: none"> <li>2019 Competency Assessment Report</li> <li>Individual Competency Rating Sheets</li> </ul>	<p>Following is the table representing the breakdown of the validated accomplishment:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Year</th> <th>No. of Assessed Employees</th> <th>No. of Employees who Met their Required Competencies</th> <th>Competency Level</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>287</td> <td>190</td> <td>66.20%</td> </tr> <tr> <td>2019</td> <td>283</td> <td>191</td> <td>67.49%</td> </tr> <tr> <td colspan="3"><b>Increase/ Decrease</b></td> <td><b>1.29%</b></td> </tr> </tbody> </table>	Year	No. of Assessed Employees	No. of Employees who Met their Required Competencies	Competency Level	2018	287	190	66.20%	2019	283	191	67.49%	<b>Increase/ Decrease</b>			<b>1.29%</b>
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