

July 21, 2020

ATTY. JEREMIAH B. BELGICA, REB, EnP

Director General Anti-Red Tape Authority GF, HPGV Building, 395 Senator Gil Puyat Avenue, 1200 Makati City

Dear Director General Belgica:

In compliance to Administrative Order (AO) No. 23 entitled "Eliminating Overregulation to Promote Efficiency of Government Processes", may we respectfully submit the National Electrification Administration's Compliance Report (Annex "A").

We anticipate that you find everything in order.

With best regards.

Very truly yours,

EDGARDO R. MASONGSONG

Administrator

NATIONAL ELECTRIFICATION
ADMINISTRATION
Office of the Administrator

NEA- 0A265308

A128 120

cf: Chairman, Samuel G. Dagpin, Jr.

Chairman, GCG 3/F, Citibank Center, 8741 Paseo De Roxas, Makati City

Secretary Karlo A.B. Nograles

Cabinet Secretary
Office of the President
1420 Jose Laurel St, San Miguel,
1005 Metro Manila

Undersecretary Ferdinand B. Cui, Jr.

Acting Head Presidential Management Staff 1420 Jose Laurel St, San Miguel, 1005 Metro Manila

Senator Juan Miguel F. Zubiri

Rm. 505 & 18 (New Wing 5/F) GSIS Bldg., Financial Center, Diokno Blvd., Pasay City





ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)

(2) SUBMITTED UPDATED SERVICE CHARTER TO ARTA ON JULY 25, 2020: [✓] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

		LEGAL BASIS	0	FFICE/AGENCY REC	GULATIONS
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
	1. PD 269 (Creating NEA as a Corporation,	PD 269: Sec. 4-NEA Authorities, Powers and Directives	Loan Policy No. 6 I – Short Term Credit Facility (STCF) for ECs' Settlement of Power Accounts	Approved by the NEA Board on May 27, 2004	Amended on : SCF and STCF: April 14, 2016 – 6% interest rate per annum or 0.5% interest per month
Approval of Application for Short- Term Credit Facility (STCF)	prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry	Sec. 9- Authority to Extend Loans and Release	Loan Policy No. 6 J – Service Charge on STCF	Approved by the NEA Board on January 24, 2006	STCF: October 22, 2008 – Loanable amount of Php50Million and Debt Service Ratio of
	Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 6 K – STCF Graduation Policy	Approved by the NEA Board on June 15, 2007	1.2 was excluded SCF: September 21, 2012 – Service fee: 2% July 15, 2009 – Service fee: 3%

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law





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GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
2. Approval of Application for Stand- by Credit Facility (SCF)	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 6 F – Stand-by Credit Facility (SFC) for ECs' Power Accounts with Generation Companies (GENCOs) and Market Operator (MO)	Approved by the NEA Board on February 15, 2005	None
	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators	Loan Policy No. 6 F – Stand-by Credit Facility (SFC) for ECs' Power Accounts with Generation Companies (GENCOs) and Market Operator (MO)	Approved by the NEA Board on February 15, 2005	Amended on :
3. Release of Availment on Short-Term Credit Facility (STCF) and Stand-by Credit Facility (SCF)	2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II. Sec. 5-	Loan Policy No. 6 I – Short Term Credit Facility (STCF) for ECs' Settlement of Power Accounts	Approved by the NEA Board on May 27, 2004	SCF and STCF: April 14, 2016 – 6% interest rate per annum or 0.5% interest per month





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GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	ce/Policy Title Date of Other Issua Effectivity R			
4. Approval of Application for Loan Restructuring	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 13 - Restructuring	Approved by the NEA Board on May 13, 1991	Amended on: Amendment for the Amendment for the Reduction of NEA's interest rate on term loans Repayment 4/16/2016 Period With previous amendments and below 3 to 15 6% from 12%		
5. Clearance of ECs to Avail Loan Outside NEA - Collateral Sharing	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 14 C – Policy on Collateral Sharing	Approved by the NEA Board on August 21, 2002	Amended on: February 20, 2020 (for the charging of processing/service fee of 0.05% but not to exceed Php100,000.00) September 5, 2003/June 25, 2004/June 14, 2006		





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GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
6. Clearance of ECs to Avail Loan Outside NEA - NEA Loan Policy No. 14-A	PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities	Loan Policy No. 14A – Policy Allowing ECs to Secure Short- Term Loans from Sources other than NEA	Approved by the NEA Board on October 28, 1993	None
7. Clearance of ECs to Avail Loan Outside NEA - NEA Loan Policy No. 14-B	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy 14B- Policy Authorizing the Administrator to Grant ECs with Clearance to Avail Loans from Other Sources for Rehabilitation/Upgrading or for Rural Electrification Investment Projects	Approved by the NEA Board on October 7, 2007	Amended on: February 20, 2020 (for the charging of processing/service fee of 0.05% but not to exceed Php50,000.00; loanable amount; repayment period) June 26, 2019





		LEGAL BASIS	0	OFFICE/AGENCY REGULATIONS			
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends		
8. Approval/Release of Single Digit System Loss (SDSL) Loan/ Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 6C - Single Digit System Loss (SDSL) Program	Approved by the NEA Board on September 21, 2004	Amended on: April 18, 2007 Amendment for the Amendment for the Reduction of NEA's interest rate on term loans Repayment 4/16/2016 Period With previous amendments from 9%/8% 3 to 15 6% from 9%/8%		
9. Release of R. E. Loan - Capital Projects and Logistics	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	ECs request are recommended for approval of the NEA Board of Administrators (Funding Requirement-Undrawn Loan Balance)	Upon approval of the Board	Amended on: April 18, 2007 Amendment for the Amendment for the Reduction of NEA's interest rate on term loans Repayment 4/16/2016 Period With previous amendments from 9%/8% 3 to 15 6% from 9%/8%		





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GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
10. Approval of R. E. Loan - Working Capital: 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 6L- Rural Electrification (RE) Loan – Working Capital for ECs	Approved by the NEA Board on July 23, 2009	Amended on: June 10, 2016 Amendment for the Reduction of NEA's interest rate on term loans Repayment 4/16/2016 Period With 2 years 5.5% previous amendments from 8%/7% years
11. Release of R. E. Loan - Working Capital: 1. Power Accounts 2. Security Deposit 3. Tax 4. Retirement	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 6L- Rural Electrification (RE) Loan – Working Capital for ECs	Approved by the NEA Board on July 23, 2009	Amended on: June 10, 2016 Amendment for the Reduction of NEA's interest rate on term loans Repayment 4/16/2016 Period With previous amendments from 8%/7% years





		LEGAL BASIS	OFFICE/AGENCY REGULATIONS			
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends	
12. Amortization Schedule	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07- 0015 (IRR of R.A. 10531)	PD 269: Sec. 4-NEA Authorities, Powers and Directives Sec. 5-NEA Board of Administrators Sec. 7- Loan Standards Sec. 9- Authority to Extend Loans and Release or Subordinate Securities RA 9136 (EPIRA). Sec. 58- Additional Mandate of the NEA IRR of RA 10531 (NEA Reform Act) Rule II, Sec. 5- Powers, Functions and Privileges of the NEA	Loan Policy No. 29 – Central Files	Approved by the NEA Board on May 13, 1991	None	
13. Request for Electrification	1. R.A. 10531 (NEA Reform Act of 2013)/ DOE DC 2013-07-0015 (IRR of R.A. 10531)	The Mandate of NEA is contained under RA 10531, Section 2,"Declaration of National Policy" that it is the policy of the State to: "promote the sustainable development in the rural areas through rural electrification"	NEA Mandate	Referendum No. 3 Series of 2019, Resolution 111 dated August 27, 2019	None	
14. Approval of Electric Cooperatives' Procurement of Equipment and Materials	DOE DC 2013-07-0015 (IRR of R.A. 10531) Rule II. Section 5. Powers, Functions and Privileges of the NEA	L. Develop, set and enforce institutional and governance standards for the efficient operation of ECs such as, but not limited to, the observance of appropriate procurement procedure, including transparent and competitive bidding. Such standards shall be enforced through a mechanism of incentives and disincentives to complying and non-complying ECs, respectively	NEA Memorandum No. 2017- 019: "Revised Procurement Guidelines and Simplified Bidding Procedures for Electric Cooperatives IRR-RA10531 (2017)"	July 8, 2017	None	





OOVERNMENT.		LEGAL BASIS	OFFICE/AGENCY REGULATIONS		
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
	DOE DC 2013-07-0015 (IRR of R.A. 10531) Rule II. Section 5. Powers, Functions and Privileges of the NEA	Q. Exercise primary and exclusive jurisdiction in the adjudication of complaints against EC officers, election disputes and all matters relating to the effective implementation of the provisions of the Act	NEA Memorandum No. 2019-044: EC Member- Consumer-Owners Program for Empowerment (MCOPE)	August 29, 2019	None





SERVICE INFORMATION PER GOVERNMENT SERVICE

	OVERNMENT SERVICE: 1. Approval of Application for Short-Term Credit Facility (STCF) SERVICE INFORMATION							
LIST	OF REQUIREMENTS	The second secon	ST OF STEPS AND PROCEDURES					
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to be Paid		
1. Board Resolution Requesting for STCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 12-Month Projected Cash Flow/Income Statement; including assumptions and e-copy 3. Justification for availing loan, Impact/Benefits of the Loan on the EC, and Concrete Steps on How to Address the Cash Shortfall 4. Latest powerbill from power provider	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits the Board Resolution with complete requirements documents Receives copy of Loan Contract for signature	1. Receives and endorses the Board Resolution and requirements/documents 2. Evaluates the Board Resolution and requirements 3. Finalizes the evaluation and prepares the LRAD 4. Endorses and recommends the LRAD 5. Recommends the LRAD 6. Approves the LRAD 7. Provides ASD with copy of approved LRAD for contract preparation 8. Receives copy of approved LRAD for contract preparation 9. Prepares Loan Contract 10. Checks entries on the Loan Contract and prepares transmittal to EC 11. Reviews Loan Contract and initials the transmittal 12. Checks Loan Contract and signs the transmittal to EC 13. Transmits Loan Contract thru RMU	Loan Policy No. 6 I Short Term Credit Facility (STCF) for ECs' Settlement of Power Accounts Loan Policy No. 6 J Service Charge on STCF Loan Policy No. 6 K STCF Graduation Policy	6 days	None		
				TOTAL	7 days	None		





Legal Basis Client Steps/Procedures as indicated in the Service Charter		OVERNMENT SERVICE: 2. Approval of Application for Stand-by Credit Facility (SCF) SERVICE INFORMATION							
1. Board Resolution Requesting for SCF and further authorizing documents and assign proceeds of EC's Power Billings 2. 12-Month Projected Cash Flow/Income Statement, including assumptions and e-copy 3. Justifications for Availing Loan 4. Latest Power Bill from GENCOs/IMOs Indicated in the Service Charter 1. Receives and endorses the Board Resolution and requirements/documents 2. Evaluates the Board Resolution and requirements/documents 2. Evaluates the Board Resolution and prepares 3. Finalizes the evaluation and prepares 4. Endorses and recommends the LRAD 5. Recommends the LRAD 6. Approves the LRAD 7. Provides ASD with copy of approved LRAD for contract preparation 8. Receives copy of approved LRAD for contract preparation 9. Prepares Loan Contract 10. Checks entries on the Loan Contract and prepares transmittal to EC 11. Reviews and endorses the Board Resolution and requirements/documents 2. Evaluates the Board Reso	LIST	F REQUIREMENTS	LI	ST OF STEPS AND PROCEDURES					
Requesting for SCF and further authorizing officers to sign documents and assign proceeds of EC's Power Bill from GENCOs/MOS Requesting for SCF and further authorizing and Activities) 2. Ra 9138 (Electric Power Industry Reform Act) 3. R.A. 10531 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DDE DC 2013-07-0015 (IRR of R.A. 10531) NEAR Reform Act of 2013) 4. DDE DC 2013-07-0015 (IRR of R.A. 10531) Resolution and requirements/documents 2. Evaluates the Board Resolution and prepares the LRAD 3. Finalizes the evaluation and prepares the LRAD 4. Endorses and recommends the LRAD 5. Recommends the LRAD 6. Approves the LRAD 7. Provides ASD with copy of approved LRAD for contract preparation 8. Receives copy of approved LRAD for contract preparation 9. Prepares Loan Contract 10. Checks entries on the Loan Contract 11. Reviews Loan Contract and initials the transmittal to EC 11. Reviews Loan Contract and signs the transmittal to EC 13. Transmits Loan Contract thru RMU	Requirement	Legal Basis			Legal Basis	Processing			
	Requesting for SCF and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 12-Month Projected Cash Flow/Income Statement; including assumptions and e-copy 3. Justifications for Availing Loan 4. Latest Power Bill from	Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A.	with complete requirements I documents Receives copy of Loan Contract	Resolution and requirements/documents 2. Evaluates the Board Resolution and requirements 3. Finalizes the evaluation and prepares the LRAD 4. Endorses and recommends the LRAD 5. Recommends the LRAD 6. Approves the LRAD 7. Provides ASD with copy of approved LRAD for contract preparation 8. Receives copy of approved LRAD for contract preparation 9. Prepares Loan Contract 10. Checks entries on the Loan Contract and prepares transmittal to EC 11. Reviews Loan Contract and initials the transmittal 12. Checks Loan Contract and signs the transmittal to EC	- Stand-by Credit Facility (SFC) for ECs' Power Accounts with Generation Companies (GENCOs) and Market Operator	•	None		





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LIST O	F REQUIREMENTS	LIS	T OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
STCF or SCF) Duly signed and Iotarized Loan Contract with NEA Promissory Note	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits the Notice of Availment/Borrowing and other documents to NEA-AMGD Department	1. Receives and endorses the Notice of Availment/ Borrowing and other documents 2. Evaluates the Notice of Availment/ Borrowing and other documents 3. Prepares the Request to Release Loan Fund, DV and BUR 4. Initials and signs DV, BUR and Request to Release Loan Fund and/or clearance for processing 5. BUR Processing 6. DV Processing 7. Cheque Preparation	Loan Policy No. 6 I - Short Term Credit Facility (STCF) for ECs' Settlement of Power Accounts	4 days 1 day 1 day 1 day 1 day	None





GOVERNMENT SERVICE: 4	1. Approval of Application for Loan Restru	cturing				
		SERVIC	E INFORMATION		D	
LIST	OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Board Resolution Requesting for Loan Restructuring 2. Commitment of EC Board, Management and Staff 3. Justification for Loan Restructuring 4. 15-Year Investment Plan (ICPM) 5. Issuance of Post- Dated Checks	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Resolution with complete requirements documents Receives copy of Loan Contract for signature	1. Receives and endorses the Board Resolution and requirements/documents 2. Pre-evaluates the Board Resolution and requirements and eligibility 3. Completes the evaluation and staffwork 4. Finalizes the evaluation 5. Recommends and endorses the loan restructuring to the CRMC 6. Reviews and endorses the loan restructuring 7. Finalizes the CRMC's endorsement of loan restructuring 8. Endorses the loan restructuring to the NEA Board of Administrators 9. Approves the request for loan restructuring 10. Prepares and issues Board Resolution of approval 11. Receives copy of approved Resolution for contract preparation 12. Prepares Loan Contract 13. Checks entries on the Loan Contract and prepares transmittal to EC 14. Reviews Loan Contract and initials the transmittal 15. Checks Loan Contract thru RMU or email	Loan Policy No. 13 - Restructuri ng	2 days (Time is dependent on the official action of BOA) 1 day	None
				TOTAL	20 days	None





Php100,000.00

GOVERNMENT SERVICE: 5. Clearance of ECs to Avail Loan Outside NEA - Collateral Sharing SERVICE INFORMATION LIST OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Legal Basis Requirement Client Steps/Procedures as Agency Steps/Procedures as indicated in the Service Total Fees to be Legal Basis Total indicated in the Service Charter Processing Paid Charter Time Submits the Board Resolution 1. Board Resolution 1. PD 269 (Creating NEA as a 1. Receives and endorses the Board Resolution and Loan Policy Loan Policy 14C 3 days with complete requirements/ Corporation, prescribing its Powers requirements/documents Requesting for Collateral No. 14 C -- 0.05% of the 2. Pre-evaluates the Board Resolution, requirements and docum ents and Activities) Policy on Sharing approved eliaibility 2. RA 9136 2. Project Collateral amount but not 3. Endorses to ED for technical evaluation of the project Sharing to exceed Profile/Description of the (Electric Power Industry Reform Act) 4. Receives documents for technical evaluation 5 days 3. R.A. 10531 Project to be Loaned/and Php100,000.00 5. Conducts technical evaluation and prepares evaluation report or ERC Approval of (NEA Reform Act of 2013) 6. Reviews and signs the evaluation report 4. DOE DC 2013-07-0015 (IRR of R.A. CAPEX Plan 7. Signs and endorses the Evaluation Report to ODATS 3. 15-Year Investment 10531) 8. Receives and approves the Evaluation Report and forwards to Plan (ICPM) 4. Appraisal Report on 9. Receives the approved Evaluation Report and forwards to AMD/AMGD EC's Assets (if 10. Finalizes the evaluation of the request for clearance 5 days applicable) 11. Recommends and endorses the collateral sharing to the 5. Loan Term Sheet from CRMC the Bank 12. Reviews and studies the collateral sharing 6. Price Reference/Bill of 13. Finalizes the CRMC's endorsement of collateral sharing 4 days Materials (if applicable) 14. Approves the collateral sharing 15. Prepares and issues Board Resolution of approval 16. Provides ASD with a copy of Board Resolution for loan 1 day documentation Submits copy of MSI 17. Receives and reviews MSI 2 days 18. Endorses to Legal Department for further review 19. Receives from LSO and endorses MSI for signature 20. Signs MSI Receives copy of signed MSI 21. Sends copy of signed MSI Loan Policy 14C -0.05% of the TOTAL 20 days approved amount but not to exceed





		SERVICE INF	ORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
. Board Resolution Requesting for Clearance 2. Loan Term Sheet including Amortization Schedule) from the Bank, if applicable)	PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities)	Submits the Board Resolution with complete requirements/documents	1. Receives and endorses the Board Resolution and requirements/documents 2. Pre-evaluates the Board Resolution and requirements 3. Finalizes the evaluation of the request for clearance 4. Reviews and recommends the clearance 5. Signs/Approves the clearance 6. Sends the clearance thru Records or e-mail/Fax	Loan Policy No. 14A – Policy Allowing ECs to Secure Short-Term Loans from Sources other than NEA	7 days	None





		SERVIC	E INFORMATION			
LIST OF REQUIREMENTS			LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to b Paid
1. Board Resolution Requesting for Clearance 2. Project Profile/Justification and/or ERC approval of the CAPEX Plan 3. Benefit/Cost Analysis of the Project/s 4. 15-Year Investment Plan (e-ICPM) 5. Price Reference/Bills of Materials (if applicable) 6. Loan Term Sheet (including Amortization Schedule) from the Bank	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits the Board Resolution with complete requirements/ documents Receives copy of letter- approval	1.Receives and endorses the Board Resolution and requirements/documents 2. Pre-evaluates the Board Resolution and requirements 3. Endorses to ED for technical evaluation of the project 4. Receives documents for technical evaluation 5. Conducts technical evaluation 6. Reviews and signs the evaluation report 7. Signs and endorses the Evaluation Report to ODATS 8. Receives and approves the Evaluation Report and forwards to Engineering Department 9. Receives the approved Evaluation Report and forwards to AMD/AMGD 10. Finalizes the evaluation of the request for clearance 11. Recommends and endorses the clearance 12. Approves the clearance 13. Sends the clearance thru Records or e-mail/Fax	Loan Policy 14B- Policy Authorizing the Administrator to Grant ECs with Clearance to Avail Loans from Other Sources for Rehabilitation/ Upgrading or for Rural Electrification Investment Projects	7 days 5 days 7 days 1 day	Loan Policy 148 - 0.05% of the approved amount but not to exceed Php50,000.00
TOTAL					20 days	Loan Policy 14B 0.05% of the approved amour but not to excee Php50.000.00





GOVERNMENT SERVICE: 8. Approval/Release of Single Digit System Loss (SDSL) Loan/ Emergency, Unplanned and Contingency CAPEX, and Disaster Resiliency Program SERVICE INFORMATION LIST OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Requirement Client Steps/Procedures as Agency Steps/Procedures as indicated in the Service Legal Basis Total Fees to be Legal Basis Total indicated in the Service Charter Processing Paid Charter Time 1. Board Resolution 1. PD 269 (Creating NEA as a Submits the Board 1. Receives and endorses the Board Resolution and Loan Policy 5 days None Corporation, prescribing its Powers requirements/documents Requesting for availment Resolution with complete No. 6C -2. Receives Board Resolution and requirements and initially and Activities) requirements/ documents of loan and further Single Digit assess the application 2. RA 9136 authorizing officers to System 3. Endorses and recommends the loan application for technical (Electric Power Industry Reform Act) sign documents and Loss evaluation to ED assign proceeds of EC's 3. R.A. 10531 4. For technical evaluation and processing of Budget Request (SDSL) 5 days **Power Billings** (NEA Reform Act of 2013) (refer to ED) Program 4. DOE DC 2013-07-0015 (IRR of R.A. 2. Project 5. Receives the approved Evaluation Report, DV, BUR and 5 days Profile/Description and/or 10531) forwards to AMDIAMGD for LRAD preparation and approval ERC approval on CAPEX 6. Finalizes the evaluation of the loan application and prepares Projects including the LRAD 7. Endorses and recommends the LRAD detailed costing/bill of 8. Approves the LRAD and returns same to AMGD materials 9. Provides ASD with copy of approved LRAD for contract 1 day 3. 15-year investment preparation Plan (e-ICPM) 10. Receives copy of approved LRAD for contract preparation 1 day 4. Issuance of Post-11. Prepares Loan Contract **Dated Checks** 12. Checks entries on the Loan Contract and prepares transmittal 5. Duly signed and to FC notarized Loan Contract 13. Reviews Loan Contract and initials the transmittal with NEA 14. Checks Loan Contract and signs the transmittal to EC 15. Transmits Loan Contract thru RMU 16. Certifies/Signs availability of loan balance and/or clearance for processing 17. For BUR processing (refer to FSD) 3 days 18. For DV Processing (refer to FSD) 19. For cheque preparation (refer to FSD) TOTAL 20 days None





GOVERNMENT SERVICE: 9). Release of R. E. Loan - Capital Projects	and Logistics				
		SERVIC	E INFORMATION			
LIST (OF REQUIREMENTS Legal Basis	Client Steps/Procedures as	LIST OF STEPS AND PROCEDURES Agency Steps/Procedures as indicated in the	Legal Basis	Total	Total Fees to be
Requirement	Logal Duois	indicated in the Service Charter	Service Charter	Legal Dasis	Processing Time	Paid
1. Budget Request (BR) (at least three (3) original copies) 2. Project Profile/Justification and/or ERC approval of the CAPEX Plan including detailed costing/bill of materials (if applicable) 3. Duly signed and notarized Loan Contract with NEA 4. Post-dated Check/s	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits the BR with complete requirements/documents	1. Receives and endorses the Budget Request and requirements/documents 2. Receives BR and requirements and pre-evaluates the application 3. Endorses and recommends the loan application for technical evaluation to ED and/or ITCSD 4. For technical evaluation and processing of Budget Request, refer to ED 5. Receives the approved Evaluation Report, DV, BUR and forwards to AMD/AMGD for final evaluation of request 6 Finalizes the evaluation of the loan application and prepares LRAD 7. Endorses and recommends the LRAD 8. Approves the LRAD and returns the same to AMGD 9. Provides ASD with copy of approved LRAD for contract preparation 10. Receives copy of approved LRAD for contract preparation 11. Prepares Loan Contract 12. Checks entries on the Loan Contract and prepares transmittal to EC 13. Reviews Loan Contract and initials the transmittal 14. Checks Loan Contract and signs the transmittal to EC 15. Transmits Loan Contract thru RMU 16. Certifies/Signs availability of loan balances and/or clearance for processing 17. For BUR processing (refer to FSD) 18. For DV Processing (refer to FSD) 19. For cheque preparation (refer to FSD)	ECs request are recommende d for approval of the NEA Board of Administrato rs (Funding Requirement -Undrawn Loan Balance)	4 days 5 days 4 days 1 day 2 days 3 days	None
				TOTAL	20 days	None





W K						
GOVERNMENT SERVICE: 1	10. Approval of R. E. Loan - Working Cap	ital: 1. Power Accounts 2. S	ecurity Deposit 3. Tax 4. Retirement			
		SERVIC	E INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to b Paid
1. Board Resolution Requesting for availment of loan and further authorizing officers to sign documents and assign proceeds of EC's Power Billings 2. 5-Year Investment Plan (e-ICPM) (if applicable) 3. Power Supply Contractls (for Power Supply Contract Obligations, if applicable) 4. Approved Special Retirement Program (for Special Retirement Package for Employees) 5. List of employees availing retirement including computation (for Special Retirement Package for Employees) 6. Benefit/cost analysis (for Special Retirement Package for Employees) 7. Tax Assessment (for tax obligations)	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits the Board Resolution with complete requirements/ documents	1. Receives and endorses the Board Resolution and requirements/documents 2. Receives Board Resolution and requirements and initially assess the application 3. Endorses the Ioan application to IDD (for retirement package only) 4. Receives, reviews and evaluates the retirement package and forwards Memorandum to AMGD 5. Finalizes the evaluation of the Ioan application and prepares the LRAD 6. Endorses and recommends the LRAD 7. Approves the LRAD and returns same to AMGD 8. Provides ASD with copy of approved LRAD for contract preparation 9. Receives copy of approved LRAD for contract preparation 10. Prepares Loan Contract 11. Checks entries on the Loan Contract and prepares transmittal to EC 12. Reviews Loan Contract and initials the transmittal 13. Checks Loan Contract thru RMU	Loan Policy No. 6L- Rural Electrificati on (RE) Loan – Working Capital for ECs	19 days	None
TOTAL					20 days	None





SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			*		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Service Charter	Agency Steps/Procedures as indicated in the Service Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
Notice of Availment Duly signed and Notarized Loan Contract with NEA Post-dated Check/s	1. PD 269 (Creating NEA as a Corporation, prescribing its Powers and Activities) 2. RA 9136 (Electric Power Industry Reform Act) 3. R.A. 10531 (NEA Reform Act of 2013) 4. DOE DC 2013-07-0015 (IRR of R.A. 10531)	Submits complete requirements/documents	1. Receives the requirements/documents and Prepares the DV and BUR 2. Endorses and initials the DV and BUR and/or clearance for processing 3. For BUR processing (refer to FSD) 4. For DV Processing (refer to FSD) 5. For cheque preparation (refer to FSD)	Loan Policy No. 6L- Rural Electrificati on (RE) Loan – Working Capital for ECs	4 days 3 days	None	
				TOTAL	7 days	None	