



Republic of the Philippines
National Electrification Administration
Quezon City

09 August 2004

NEA MEMORANDUM No. 2004-012

TO : **ALL ELECTRIC COOPERATIVES**

SUBJECT : **FEEDBACK AND/OR INSIGHTS ON NEA
SERVICE INNOVATIONS**

The NEA is developing several innovations to simplify and fast track its system of operations to better respond and serve the growing needs of the electric cooperatives (ECs). These will save on time and manpower resources of the agency that will, in turn, redound to a more timely and effective delivery of services to the ECs.

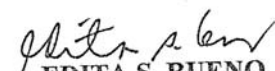
Among the first service innovations that were introduced and made available to the ECs are Bridge Financing, Release of Loans and Subsidies thru Electronic Inter-Bank Transfer, and the Shorter Processing of Budget Requests.

Bridge Financing is a short-term credit facility (STCF) to help ECs, which are temporarily experiencing problems in cash flow, to settle their power accounts with NPC.

The Electronic Inter-Bank Transfer of Loans and Subsidies, on the other hand, makes for a faster and safer way to transfer the ECs' subsidy and/or loans. This will avoid delays in project implementation of ECs. Also, the Quick Processing of Budget Requests shortens the waiting period of the coops for the release of checks.

In view of these, all electric cooperatives are encouraged to give their feedbacks and/or insights on said innovation to help the NEA improve the quality of its services. Feedback and/or insights may come in the form of written comments, suggestions, and proposed modifications to systematize the documentation of EC opinions. The merits of the feedback will be the bases of NEA's future actions concerning the innovations that were already implemented as well as those which are still in the pipeline.

Thank you for your usual cooperation.


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Administrator

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