



Republic of the Philippines
National Electrification Administration
Quezon City

02 May 2008

MEMORANDUM No. 2008-006

TO : ALL ELECTRIC COOPERATIVES

SUBJECT : FAST LANE SERVICE



In line with our commitment for service excellence, and to further promote operational efficiency in service delivery, this Office is introducing **FAST LANE SERVICE (FLAS)** for Electric Cooperatives (ECs). This aims to provide incentive to good performing ECs by recognizing their good track record of judgment and capability to sustain full responsibility for their acts. This shall likewise strengthen NEA's own working relationship with ECs.

FLAS is instituted to ensure all incoming requests are acted upon within 24 to 72 hours by NEA and its various departments/offices. These documents, together with the necessary attachments/requirements submitted for action, are those policies or board resolutions enumerated in NEA Memorandum on Expressed Approval issued on 21 March 2005 and 27 July 2006 numbered 2005-011 and No. 2006-023, respectively.

FLAS as well will keep NEA posted on its own response ability level, thus fostering a complementing symbiotic output of performance between NEA and ECs.

To effect the FLAS, upon receipt of documents from primarily A+ ECs, the NEA Records Management Unit will stamp a green star symbol at the upper right side corner of the documents/requirements, as shown above as part of SUBJECT. This signals its fast trail of action in the various NEA departments/offices.

Any action taken on these documents shall be faxed or mailed to the respective ECs. Any feedback on FLAS implementation from the entitled ECs is very much appreciated. This program shall be subject to periodic review to make sure it is working according to its intention.

This takes effect immediately.


EDITA S. BUENO
Administrator

NATIONAL ELECTRIFICATION
ADMINISTRATION

IN REPLYING, PLEASE REFER TO: #00012304



NER-00012304

92
5/13/08