



26 March 2014

MEMORANDUM No. 2014-009

T O : ELECTRIC COOPERATIVES
SUBJECT : Revised Edition of the NEA Citizen's Charter

We are releasing the 2013 Revised NEA Citizen's Charter (NCC) as your guide in transacting business with this Office. The NCC contains frontline services in the form of simplified information using step-by-step procedures on how to avail of Financial, Institutional, Technical and Support Services (FITS) assistance from the NEA.

The revision of NCC was necessary to ensure efficiency and effectiveness in service delivery and to promote transparency in public transactions. There are 58 frontline services covering FITS that are being provided by 14 Departments/Offices of this agency to the ECs. Also, for every activity, a responsible officer is identified and the duration of each transaction is specified, depending on the submission of complete documents from the electric cooperatives (ECs).

NEA recognizes the necessity to continuously improve its quality of service and remain responsive to the needs of the ECs. With the NCC, we expect that ECs will have a better appreciation and understanding of the process in the availment of requested services.

We hope that our mutual adherence to the NCC will enable us to address your operational requirements for improved service delivery to your member-consumers.


EDITA S. BUENO
Administrator



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3/26/14