

CONTRACTOR OFFICIAL DEPARTMENTS

NEA CELEBRATES 53RD ANNIVERSARY



The National Electrification Administration (NEA) celebrated its 53rd anniversary and 13th National Electrification Awareness Month (NEAM) on 27 July to 31 August 2022 with the theme "NEA at ECs: Magkatuwang sa Pag-unlad at Pagkakaisa Tungo sa Bagong Pag-Asa".

Unlike the last two years, more face-to-face activities are lined up this year. The celebration started with the Leadership Development Program and the NEA-EC Consultative Conference at the NEA Building on 27-28 July 2022. On 29 July 2022, Electric Cooperatives (ECs) with exemplary performance for the year 2021 were recognized in the 2022 Golden Dagitab Awards.

NEA RECOGNIZES THE HEROISM OF LINEWORKERS ALL OVER THE PHILIPPINES

On 23 August 2022, the National Electrification Administration (NEA) together with the Peninsula Electric Cooperative, Inc. (PENELCO) spearheaded the celebration of the Lineworkers Appreciation Day in Bataan. Several lineworkers from Region III Electric Cooperatives (ECs) attended the event while lineworkers from other parts of the country joined the celebration virtually.

August activities such as the EC Simultaneous Line Clearing, Tree Planting, Lineworkers Appreciation Day, Thanksgiving Mass, Outreach Program, Wellness and Safety Activity are calendared. To highlight NEA's anniversary, a ceremonial switchon for the 15 Millionth consumer connection capped the month's celebration.

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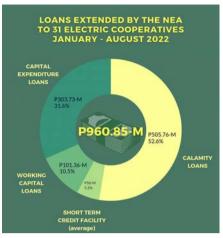
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July - September 2022

NEA LOANS TO ELECTRIC COOPS HIT PHP960.85 MILLION AS OF END-AUGUST



The National Electrification Administration (NEA) has extended a total of PhP960.85 Million worth of loans, including calamity loans, to 31 electric cooperatives (ECs) from 1 January to 31 August 2022.

Based on the latest data from the NEA Accounts Management and Guarantee Department, PhP505.76 Million of the said amount went to 10 ECs as calamity loans used for the repair

and rehabilitation of their damaged power distribution systems due to previous typhoons Kiko and Odette. These were BATANELCO, PALECO, BOHECO I, BOHECO II, CEBECO I, NORECO I, LEYECO IV, SOLECO, MORESCO II and SURNECO.

Meanwhile, the PhP303.73 Million was used for the capital expenditure projects of 19 ECs namely BASELCO, BOHECO I, BOHECO II, BUSECO, CASURECO I, CANORECO, DORECO, FLECO, ILECO III, LUELCO, LEYECO IV, NORSAMELCO, QUEZELCO I, QUEZELCO II, SIARELCO, SURSECO I, TARELCO I, ZAMSURECO II and ZANECO.

The PhP101.36 Million went to ABRECO, BISELCO, CASURECO III and CELCO as working capital loans, and the remaining PhP50 Million went to LANECO as a short-term credit facility.

The NEA has been offering financial assistance to ECs through its Enhanced Lending Program, which consists of regular, calamity and concessional loans, stand-by and short-term credit loans, single digit system loss, renewable energy and modular generator set loans.

DOE SECRETARY LOTILLA COUNTS ON NEA FOR TOTAL ELECTRIFICATION OF THE COUNTRY

The National Electrification Administration (NEA) congratulated Atty. Raphael Perpetuo M. Lotilla on his appointment as the Secretary of the Department of Energy (DOE). NEA is certain that the leadership of Secretary Lotilla will achieve new landmarks in nation building.



Sec. Lotilla is confident that with the synergy of private investors, the government and other stakeholders in the energy industry, he casts no doubt to deliver total electrification of the country.

"As we face the opportunities and challenges in energizing the rest of the underserved areas of the country, I am counting on the NEA to be our committed partner in realizing the Government's vision of total electrification of the country," the Secretary of Energy highlighted in his letter to the National Electrification Administration.

NEA HEARS FICTAP'S CONCERNS ON JOINT POLE RENTAL AGREEMENT

The National Electrification Administration (NEA) organized an inter-agency coordination meeting on the concerns of the Federation of International Cable TV and Telecommunications Association of the Philippines (FICTAP) on the Standard Joint Pole Rental Agreement.

Based on NEA Memorandum No. 2018-055, the maximum pole rental rate is PhP420 per cable position per pole per annum. NEA Deputy Administrator for Technical Services Ernesto O. Silvano, Jr. presented to FICTAP the detailed computation of the pole rental rate which was formulated last 2018. FICTAP National Chair Estrellita Juliano-Tamano appealed to NEA to lower the said rental charge and have them consulted on the formulation of a new rate. In response, NEA Administrator Emmanuel P. Juaneza said that the agency will review immediately the said computation. A Technical Working Group will be formed and proper consultation with the stakeholders will also be conducted. In the meantime, the current rate will still be in place.

"The general direction that I'm looking at now is to have a proper engineering review in terms of depreciation of the poles of the electric without cooperatives compromising the investments of the ECs kasi kung wala naman ang poste ng electric coop, the other stakeholders would also not benefit. I-share ninyo sa amin ano 'yung mga points na nade-derive ninyo from outside that would also help us make a full assessment to come up with a price na good for coop and it's also good for your organization," Administrator Juaneza told FICTAP during the meeting.

Philippine Rural Electric Cooperatives Association (PHILRECA) Executive Director/General Manager Atty. Janeene Depay-Colingan, who represents the 121 ECs nationwide, expressed her support on the decision of the Administrator. FICTAP also welcomed the actions drafted and thanked the NEA Administrator for hearing their concerns.

The inter-agency coordination meeting was held last 29 September 2022 at the NEA office in Quezon City. It was attended as well by the officials of the Department of Energy (DOE), Anti-Red Tape Authority (ARTA) and the Philippine Association of Technical Managers of Electric Cooperatives (PHILATMEC).



A REBEL-RETURNEE IN MINDANAO NAMED AS THE 15 MILLIONTH CONSUMER IN RURAL ELECTRIFICATION HISTORY

The National Electrification Administration (NEA) and the Electric Cooperatives (ECs) celebrated another milestone in the Rural Electrification Program, the 15 millionth consumer connection, on 17 August 2022.



The man of the hour, a 45-year-old rebel-returnee and leader of the Umayamnon tribe, Datu Sumusunod Jimmy Man-anohog Sr., was named as the 15 millionth consumer. After living in the dark for more than four decades of his life, he finally enjoys the benefits of electricity. He is one of the beneficiaries of the Sitio Electrification Program (SEP) implemented by NEA in partnership with Agusan del Sur Electric Cooperative, Inc. (ASELCO) and the Provincial Government of Agusan del Sur. "Nagpapasalamat kami sa NEA at ASELCO. Sila po ang nagbigay-liwanag sa amin na mahihirap. Sana po ipagpatuloy ninyo ang inyong tungkulin," Datu Sumusunod said.

Datu Sumusunod and his tribe have a long history of moving from one place to another due to harsh realities. They became members of the insurgent group New People's Army. In 2007, the Umayamnon tribe surrendered to the 28th Infantry Battalion of the Armed Forces of the Philippines during the term of then President Gloria Macapagal-Arroyo and then Davao City Mayor Rodrigo Roa Duterte. With the help of the Office of the Presidential Adviser on the Peace Process (OPAPP) and the efforts of the government of Agusan del Sur led by the late peacemaker Josefina V. Bajade, the surrenderees were resettled in San Francisco, Agusan del Sur. Out of gratitude, Datu Sumusunod has since helped in the peace negotiation and sparked a new wave of development in the rebelreturnee community.

Notwithstanding the challenges in transporting poles and other electrical materials due to the difficult terrain, ASELCO managed to bring light to the community with the help of the Umayamnon tribe itself.

NEA Administrator Emmanuel P. Juaneza, together with San Francisco Mayor Grace Carmel Paredes-Bravo, New Visayas Barangay Captain Jerry T. Donasco, ASELCO General Manager Emmanuel B. Galarse, ASELCO Board Vice President Hilario R. Turla, Deputy Administrator for EC Management Services Omar M. Mayo, and Datu Sumusunod, led the ceremonial switch-on at Purok 8, Brgy. New Visayas, San Francisco, Agusan del Sur.

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Sangguniang Panlalawigan Member Avalota A. Cejas, some NEA officials and employees, and officers of the Association of Mindanao Rural Electric Cooperatives, Inc. (AMRECO) also attended the event.

"Ang pag-abot sa 15 millionth connection ay naglalarawan sa laki at lawak ng serbisyong ipinaaabot natin sa ating mga kababayan sa pamamagitan ng ating matatag na kooperasyon. Kami ay nagtitiwala na ang tagumpay na ito ay patuloy na magbibigay-inspirasyon sa ating lahat upang manatiling matatag sa pagtupad ng ating mandato," Administrator Juaneza said as he vows to strengthen the partnership of NEA, ECs and the LGUs to achieve the total electrification and sustainable rural development in the country.



The symbolic energization was held simultaneously at the NEA Headquarters in Quezon City, led by NEA Deputy Administrator for Corporate Resources and Financial Services Sonia B. San Diego.





NEA RECOGNIZES THE ECS AT THE 2022 GOLDEN DAGITAB AWARD

The Electric Cooperatives (ECs) with exemplary performance were recognized by the National Electrification Administration (NEA) at the 2022 Golden Dagitab Award. EC representatives, mostly General Managers and Board Presidents, attended the occasion held at the NEA Building in Quezon City on 29 July 2022.



Financial, Institutional and Technical Awards were given. These include Lowest System Loss, Single Digit System Loss, Best in Collection Efficiency, Green Energy, Sitio Energization Program and Rural Electrification Program Distinction. Special Citations for the following were also awarded: Sunshine EC, Most Complying in Audit Observation, Sound Financial Position, High AGMA Attendance, TESDA Accredited Assessment Center, Best Practices on Corporate Social Responsibility, Fully Liquidated Subsidy Fund, Advance Payment to NEA, Consistent Green and Compact of Cooperation.

The highlight of the event was the awarding of the Golden Dagitab Award to Cebu III Electric Cooperative, Inc. (CEBECO III) and Bohol I Electric Cooperative, Inc. (BOHECO I) for exceptional performance in all facets of ECs' operations, exemplary service delivery to its member-consumer-owners (MCOs) and for maintaining a 100-percent performance score for the last five years or more despite the pandemic and other natural calamities. CEBECO III and BOHECO I are top performing ECs since 1984 and 1985, respectively.

CEBECO III and BOHECO I were also among the 25 recipients of the Most Outstanding EC Award together with ISECO, LUELCO, CAGELCO II, AURELCO, NEECO II-Area 1, PENELCO, BATELEC II, TIELCO, CASURECO IV, CAPELCO, ILECO III, BANELCO, CEBECO I, PROSIELCO, BOHECO II, SAMELCO I, ZAMSURECO I, BUSECO, COTELCO, ANECO, SIARELCO, DIELCO and SURSECO I.

Region VI, Region VIII and CARAGA Region were named the Best Regions having all the ECs under these regions rated "AAA" for the last two rating periods. Region III bagged the Most Improved Region Award while Quirino Electric Cooperative, Inc. (QUIRELCO) was hailed as the Most Improved EC. From Category "B," QUIRELCO improved to Category "AAA" in the 2021 EC Overall Performance Assessment. The NEA recognized as well the ECs with the Lowest Residential Rates and the ECs with the Least Number of Consumer Complaints.

Energy Secretary Raphael Perpetuo Lotilla extended his warm greetings to the ECs through a video message. "This is but a reminder to all of us that we have a mission to accomplish for our country and our people. Electrification is a major mark of development in the lives of our people and I can assure you that the Department of Energy and the President will fully support our targets to have the electrification of 100 percent households in the Philippines," Secretary Lotilla said.



NEA Administrator Emmanuel Juaneza congratulated all the awardees. "The NEA commends all of you for showing resiliency and vigilance in coping with the challenges on the effects of COVID-19 pandemic, natural calamities and pressing economic and political issues and concerns," the Administrator said.

The 2022 Golden Dagitab Award was held in celebration of NEA's 53rd Founding Anniversary and the 13th National Electrification Awareness Month.

Last 27-28 July 2022, the agency also conducted the Leadership Development Program and the NEA-EC Consultative Conference which aim to improve the service given by the ECs to its MCOs.



July - September 2022



NEA-ECS' SIMULTANEOUS LINE CLEARING AND TREE PLANTING



The National Electrification Administration (NEA), together with the Electric Cooperatives (ECs) nationwide, held line clearing and tree planting activities on 26 August 2022.

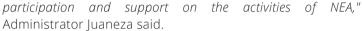
The annual tree planting is in compliance with the National Greening Program which aims to reduce poverty; promote food security, environmental stability, and biodiversity conservation; and enhance climate change mitigation and adaptation. 116 NEA officials and employees participated in the activity held in Calaca, Batangas in cooperation with BATELEC I.

In his message to the participants, the Administrator emphasized the importance of tree planting in mitigating the effects of climate change. Calaca Municipal Environment and Natural Resources Office (MENRO) Officer-In-Charge John Christopher M. Arandia thanked the NEA and BATELEC I for helping save Mother Earth.



BATELEC I also joined the other ECs in their respective coverage areas in commemorating the National Line Clearing Day. This seeks to lessen power interruptions caused by the sticking of tree branches with the distribution lines. Under Republic Act No. 11361 or the Anti-Obstruction of Power Lines Act, power lines should be free of any dangerous obstruction to ensure the continuous and uninterrupted transmission and distribution of electricity, and the protection of the integrity and reliability of power lines.

"Let us remember the importance of this event. It is to deliver efficient and uninterrupted services to our MCOs as well as to ensure the safety of the general public. On behalf of NEA, my deepest appreciation to all the ECs for your continued



On behalf of NEA Administrator Emmanuel P. Juaneza, Acting Deputy Administrator for Technical Services Ernesto O. Silvano, Jr., Department Manager for Engineering Federico P. Villar Jr. and Acting Division Manager for EDU Consumer Development and Protection Arnel P. Galarpe, led the activities with Batangas I Electric Cooperative, Inc. (BATELEC I) General Manager Alvin O. Velasco and Board President Henry M. de Villa.

NEA Recognizes the ECs... from page 4

The lineworkers were recognized for their invaluable contribution to economic development through rural electrification. In his video message, NEA Administrator Emmanuel P. Juaneza lauded the dedication and sacrifice of the lineworkers in keeping the lights on especially during the time of the COVID-19 pandemic. He also honored those who became part of the Task Force Kapatid, an initiative wherein lineworkers from different ECs work hand-in-hand to restore power in ECs affected by calamities.



"Kayo ay maituturing na bayani na nag-aambag ng mga nararapat na aksyon para sumulong ang komunidad. Bukod dito, ang inyong buong pusong pakikibahagi sa Task Force Kapatid (TFK) sa panahon ng pananalasa ng mga bagyo, lindol at iba pang kalamidad ay malinaw na sumasalamin sa likas na katangian ng kapatiran," Administrator Juaneza said.

NEA Acting Deputy Administrator for Technical Services Ernesto O. Silvano, Jr., Engineering Department Manager Federico P. Villar, Jr., Disaster Risk Reduction and Management Department Officer-In-Charge Eric B. Campoto, PENELCO General Manager Loreto A. Marcelino, Board President Antonio G. Jimenez and Engineering Services Department Manager Edwin C. Zaldivar led the awarding ceremony.



July - September 2022



News Around the ECs

SUKELCO MANAGEMENT ACTION SAVES FRANCHISE AREA FROM DARKNESS

An impending curtailment of electricity had the Sultan Kudarat Electric Cooperative, Inc. (SUKELCO) buy 120,000 liters of diesel fuel for Kalamansig Diesel Power Plant (KDPP) of the National Power Corporation-Small Power Utility Group (NPC-SPUG).

The power plant was set to run out of diesel fuel on 25 August 2022, to affect the whole area of the Municipalities of Kalamansig and Lebak, 11 barangays in Palimbang and two barangays in Esperanza, all in the Province of Sultan Kudarat, and Sitio Guila-guila, Brgy. Kuya in the Municipality of Upi, Maguindanao.

To remedy the situation, SUKELCO General Manager Claudia Pondales sent letters to several government officials asking for intervention between NPC-SPUG and Petron Corporation so as not to disrupt the electricity service in the aforementioned areas. She also called the NPC-SPUG Vice President Larry Sabellina and proposed that SUKELCO will purchase diesel fuel directly from Petron for the NPC-SPUG power plants.

Immediately, the SUKELCO Board of Directors had an emergency meeting and allocated PhP20 Million for the purpose. According to SUKELCO Area 3 Manager Francisco Torres, aside from the 120,000 liters of purchased diesel fuel amounting to PhP8.153 Million which will be a reduction in their power bill from NPC-SPUG, they also requested Petron to reserve another 80,000 liters to ensure the fuel may last long enough until the NPC-SPUG and the National Government can find the means to settle the NPC-SPUG's enormous debt with Petron.



GM Pondales said that as of 30 August 2022, Petron's delivery to NPC-SPUG returned to normal as per the order of Department of Finance Secretary Benjamin Diokno. She also mentioned that Sultan Kudarat 2nd District Representative Horacio Suansing, Jr. will conduct an investigation in aid of legislation regarding the matter.

NEA OFFERS AN EMERGENCY LOAN TO OMECO TO AVERT POWER SUPPLY PROBLEM

The National Electrification Administration offered Occidental Mindoro Electric Cooperative, Inc. (OMECO) an emergency loan amounting to PhP50 Million to avert blackouts in the province.

The said commitment of NEA is one of the identified shortterm solutions to the power supply problem during the Occidental Mindoro Power Forum last 23 September 2022.

NEA Administrator Emmanuel P. Juaneza said that the PhP50 Million will be used for fuel procurement of Occidental Mindoro Consolidated Power Corp. (OMCPC), the lone power provider of OMECO.

It can be recalled that OMECO was penalized by the Energy Regulatory Commission (ERC) to shoulder the 50 percent Universal Charge for Missionary Electrification (UCME) subsidy to OMCPC due to the delayed implementation of the Competitive Selection Process (CSP). However, OMECO Counsel Atty. Nelson Evangelista defended that the delay in CSP was not OMECO's fault. He said that the delay was



justified due to supervening events or extraordinary circumstances consisting of the spread of COVID-19.

According to ERC Chairperson Monalisa C. Dimalanta, she will review the UCME subsidy penalty imposed on OMECO and as part of the short-term solution to the power supply problem, the commission allowed NPC to operate the 10MW gen-set in Pulang Lupa without penalty, while the Certificate of Compliance is on-process.

For its part, OMCPC vowed to continue operating until the fuel supply last. Moreover, NEA instructed OMECO to expedite the connection of the OMCPC Sablayan plant to the OMECO grid.



As a medium-term solution, NEA and OMECO will look for potential power suppliers to fill in gaps in power supply deficiency while the commercial operation of the automated economic scheduling and dispatching of power plants is eyed next year as a long-term solution to the problem.





News Around the ECs

NEA INSPECTS TAWELCO UNDER ITS NEW MANAGEMENT

For the first time, after more than five decades, an Administrator of the National Electrification Administration (NEA) visited Tawi-Tawi Electric Cooperative, Inc. (TAWELCO). Administrator Emmanuel P. Juaneza and his team from NEA conducted inspection at the headquarters of the electric cooperative (EC) on 8 August 2022.



TAWELCO has achieved significant improvements in its operation under the management of Project Supervisor/Acting General Manager Peraida Jalani. The increase in its collection efficiency to 102.01% in June from 86.05% in May of this year translates to a collection of more than PhP33 Million from PhP28.36 Million. The EC managed to recover a total of PhP2.63 Million or 221,353.57

kWh from its unbilled member-consumer-owners (MCOs). Furthermore, the systems loss in island areas dropped from 34.26% in May to 19.13% in June, likewise, the systems loss in Bongao has improved from 27.78% to 21.24%.

Complementary programs were initiated to further improve the coop's service. TAWELCO conducted in-house training for their meter readers and linemen. The anti-pilferage campaign apprehended 20 illegal connections and recovered 51,200 kWh. Massive disconnection and reconnection started as well. Notice of Collection and Disconnection were sent to Big Loads, Line Agencies, VIPs and the like. Employee activities such as Alay Linis, beautification of the EC compound, provision for EC signage, physical fitness, and regular departmental and employee meetings, were implemented. Compliance with the reportorial requirements is now in process. Further, the TAWELCO management will immediately conduct the rehabilitation and upgrading of lines, including meter clustering in Bongao where NEA had already approved its concessional loan of PhP24 Million.



Administrator Juaneza also met with Tawi-Tawi Provincial Administrator Morbin Gampal and paid courtesy visit to Bongao Vice Mayor Jasper Que. He also visited Kaltimex, the power provider of TAWELCO.

Two outstanding collectors of TAWELCO were recognized in NEA's 53rd Anniversary Celebration on 25 August 2022 for their excellent and record-breaking collection performance.

NEA TO ECS: FOLLOW UP YOUR TARIFF GLIDE PATH APPLICATIONS LODGED BEFORE THE ERC

The National Electrification Administration (NEA) reminded the electric cooperatives (ECs) nationwide to follow up on the status of their Tariff Glide Path (TGP) applications lodged before the Energy Regulatory Commission (ERC).

In its Regulatory Advisory No. 2022-07, NEA likewise directed the ECs to update the agency on the status of their respective rate adjustments, the provisional authority issued, nonapplication or pending application, or intention to file one, whichever is applicable. NEA Regulatory Affairs Office also requested the ECs a copy of the follow-up request to ERC.

Tariff Glide Path was formulated to allow all ECs to adjust their respective tariff rates in accordance with established principles, procedures and within the reglementary period set forth by the ERC, based on the Rules for Setting the Electric Cooperatives' Wheeling Rates (RSEC-WR).

RSEC-WR and the TGP serve as guides in the adoption of EC's respective tariffs.

NEA ENJOINS THE ECS TO OBSERVE AUSTERITY MEASURES ON FUEL

With the continuing increase in fuel prices, the National Electrification Administration (NEA) issued an advisory to all the Electric Cooperatives (ECs) nationwide to observe cost reduction in fuel consumption. The rising fuel costs can put a major strain on the financial operations of the ECs prompting the NEA to advise the ECs to re-evaluate their practices on cutting operating expenses, particularly on the use of fuel. Should the ECs' actual disbursement on fuel exceed the budget allocation, there is a need for supplemental and/or budget realignment as stated in the NEA Memorandum No. 2021-46.



NEA Administrator Emmanuel P. Juaneza also encouraged the Board of Directors, Management and Staff of the ECs to continue practicing the cost-cutting measures in their operations since prudent use of EC funds ensures their financial stability even during critical times.

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Employees Corner

NETI CONDUCTED FACE-TO-FACE SEMINARS

The NEA-EC Training Institute (NETI) successfully delivered Learning and Development Programs through its continuous conduct of online capacity-building activities.



With the pandemic restrictions being lifted and the longawaited transition to new normal has commenced, the NETI seized the opportunity to organize face-to-face seminars with adherence to safety protocols for the NEA Officials and Employees.



Among these activities were, ISO 19011:2018 Internal Audit Guidelines Course held at the NEA Honesty, Efficiency and Solidarity Auditorium (HESA), Quezon City on 30-31 August 2022, and the Leading and Managing Change (Batch 1 and 2), held on 6-9 and 27-30 September 2022 respectively, via Zoom App. A total of 65 employees graduated from these courses.

NEA Celebrates... from page 1

NEA Administrator Emmanuel Juaneza enjoined everyone in celebrating the achievements of the Rural Electrification Program. For the past 53 years, the NEA and the ECs worked hand in hand in achieving sustainable rural development in the country.

By virtue of Republic Act No. 6038, NEA was created on 04 August 1969 to carry out the total electrification of the Philippines on an area coverage basis, in partnership with the 121 ECs nationwide. Its anniversary coincides with the NEAM which is celebrated annually under Proclamation No. 1743 in recognition of the significant contributions of the electrification program in nation building.

PROMOTION / HIRING

Congratulations to the following employees who were promoted and hired in the third guarter of 2022:



RUTH S. RAMIREZ

Department Manager A Office of the Deputy Administrator for Field Operations (Management Assistance Group) Effective 26 August 2022



ERNESTO O. SILVANO, IR.

Deputy Administrator Office of the Deputy Administrator for Electric Distribution Utilities Services Effective 1 September 2022



ALEX M. DAMGO

Electronics Communications Systems Operator C Management and Consultancy Services Office Effective 23 September 2022

NEA GIVES BACK TO THE COMMUNITY

As part of giving back to the community, the National Electrification Administration (NEA) conducted an outreach program on 26 August 2022.



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Grocery items were distributed to 100 Persons with Disabilities (PWD) of Brgy. Pinyahan, Quezon City. The agency also distributed grocery packages to its 91 service partners from D'Triumph, Alexis Security, Temps and Staffers, Inc. and NEA Employees Multi-Purpose Cooperative (EMPC).

A bingo game event among NEA employees was conducted to generate more funds for the agency's corporate social responsibility program.

