

NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)

Objective/Measure	Formula	Wt.	Rating System	Baseline			Target	
				2014	2015	2016	2017	
SO 1 To contribute to the country's aim of sustainable rural development through total electrification in rural areas								
SM 1	Number of completed and energized sitio projects	Total actual completed and energized sitio projects	30.00%	Actual / Target	7,073	10,361	3,335	2,410
		Subtotal	30.00%					
SO 2 To ensure that the Electric Cooperatives provide accessible, adequate, quality, and reliable service to the consumers								
SM 2	Percentage of ECs adopting the Performance Scorecard Model	$\frac{\text{ECs adopting performance scorecard}}{\text{Total number of ECs}}$	5.00%	Actual / Target	-	10%	48.33%	80% ¹
SM 3	Improved EC Overall Performance Rating from "B" or "C" to at least "A" Rating	Number of improved ECs over Total number of ECs under "B" and "C"	10.00%	Actual / Target	-	-	-	13 ECs
SM 4	Satisfaction rating based on a survey conducted by a third party	Third Party survey results	5.00%	All or Nothing	-	85%	N/A	86%
SM 5	Number of EC officials and employees graduated from certification/competency programs	Absolute Number	5.00%	All or Nothing		4,572	3,559	2,100
		Subtotal	25.00%					

¹ 97 ECs out of a universe of 121 ECs, pursuant to NEA Memorandum Circular No. 2017-008 dated 28 March 2017.

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INTERNAL PROCESS	SM 10	Percentage of regular loans released within prescribed processing periods ⁵							
	SM 10a	Regular-Term Loans	$\frac{\text{Loans released within period}}{\text{Total loan applications}}$	2.00%	Actual over Target	-	-	97.86%	100%
	SM 10b	Short-Term Loans	$\frac{\text{Loans released within period}}{\text{Total loan applications}}$	2.00%	Actual over Target	-	-	100%	100%
	SM 11	Percentage of calamity loans released within 6 days	$\frac{\text{Loans released within period}}{\text{Total loan applications}}$	2.00%	Actual over Target	-	-	62.50%	65%
			Subtotal	20.00%					
LEARNING AND GROWTH	SO 5	To enhance human resources, knowledge, skills and behavioral competencies							
	SM 12	QMS ISO Certification	Maintained ISO Certification	5.00%	All or Nothing	-	ISO Certified	Surveillance Audit Passed	Surveillance Audit Passed
	SM 13	Average percentage of competencies met	Actual Accomplishment	5.00%	All or Nothing	-	N/A	Board-approved Competency Framework	Established baseline
			Subtotal	10.00%					
		TOTAL	100.00%						

⁵ Based on Citizens' Charter

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FINANCIAL	SO 3 To sustain the organization's viability and ensure accountability and transparency								
	SM 6	Amount of loans facilitated (PHP Billion)	Below Php 1B is 0%. For the amount ≥ Php 1B, 10% is proportionally distributed, i.e.: $\frac{\{(Actual\ amount\ of\ loans\ facilitated\ \ge\ Php\ 1B) + [(Target\ amount - Php\ 0.999B) + 10\%]\}}{100\%}$	8.00%	Actual/Target	2.534	1.711	2.543	1.700
	SM 7	High collection efficiency maintained (%)	$\frac{\sum\ amount\ collected}{\sum\ amortization\ due}$	7.00%	Actual/Target	99%	100.20%	101%	100%
	Subtotal			15.00%					
INTERNAL PROCESS	SO 4 To guarantee efficient and effective assistance to the Electric Cooperatives								
	SM 8	Percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications	$\frac{Total\ compliant\ projects}{Total\ funded\ projects}$	8.00%	Actual/Target	75%	78.30%	84.18%	80%
	SM 9	Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs	$\frac{\{(Actual\ percentage\ of\ sitios\ completed\ and\ energized\ within\ 180\ days\ from\ release\ of\ funds\ to\ ECs)\}}{[Target\ rate]} \times 100$	6.00%	Actual/Target	80% ⁱⁱ	80.08% ⁱⁱⁱ	58% ^{iv}	80%

ⁱⁱ Percentage of sitios completed and energized within 120 calendar days from release of funds to ECs.

ⁱⁱⁱ Percentage of sitios completed and energized within 150 calendar days from release of funds to ECs.

^{iv} Percentage of sitios completed and energized within 150 calendar days from release of funds to ECs.

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