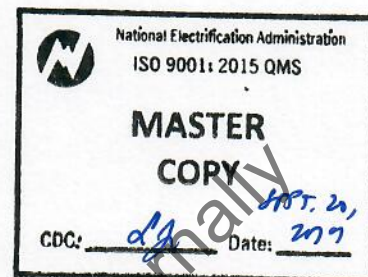

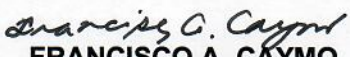


 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS-QM-1.02</b>	Page: <b>1 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

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Prepared by:  <b>LINO S.J. VERMUDO, JR.</b> Central Document Controller	Reviewed by:  <b>FRANCISCO A. CAYMO</b> QMR	Approved by:  <b>EDGARDO R. MASONGSONG</b> Administrator
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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-QM-1.02	AESB
1	Aug. 1, 2016	<p>Revisions are made based on ISO 9001:2015 Standard. This section was previously entitled Introduction and Scope of QMS.</p> <p>Understanding the Context of the Organization and the Needs and Expectations of Interested Parties are included as new requirements of the Standard.</p> <p>QMS Processes, previously a separate section, is included in this section. Two ad hoc offices (ORED and OPASS) are added as part of the processes. Previous revisions made: (a) Outsourced Services and Internal Audit were integrated in the Business Process Flow (Dec. 1, 2014); and (b) Services to ECs were defined; Business Interaction Flow was improved (May 1, 2015)</p> <p>Clauses that are not applicable to NEA are included in this section. Applicability is now the terminology used instead of Exclusions. These were previously discussed under QMS. Previous revisions made: (a) Design and Development was included in the Permissible Exclusions (Dec. 1, 2014); and (b) Justification for exclusion was expounded (May 1, 2015).</p>	AESB

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>2 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

Review / Revision History			
Revision No.	Date	Description	Approved By
2	Aug. 15, 2017	<p>New Strategy/Road Map is presented as approved by the NEA Board of Administrators during its meeting on February 2, 2017.</p> <p>Clauses 7.1.5.2 Measurement Traceability and 8.5.1.f Control of Production and Service Provision are now applicable in view of the recently acquired measuring equipment for NEA's Technical Services.</p> <p>NEA's Overall Business Process Diagram is revised as follows:</p> <ul style="list-style-type: none"> <li>a. Internal Audit and Quality Standards Management Office is excluded in the QMS to maintain its independence; and</li> <li>b. Legal assistance is now considered as a core service to satisfy the requirements of RA 10531.</li> </ul>	AERM
3	Sept. 20, 2019	<p>Details on Understanding the Needs and Expectations of Interested Parties is included.</p> <p>The NEA's Overall Business Process Map is revised to align with the framework of ISO 9001:2015 Standard and adopt the process approach and identification of corresponding sub-processes.</p> <p>Internal Audit and Quality Standards Management Office (IAQSMO) is included in the QMS.</p>	AERM

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>3 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

## 1.0 INTRODUCTION


The National Electrification Administration (NEA) was created on August 4, 1969 through R.A. 6038 and later became a corporation under P.D. 269 on August 6, 1973 to implement the government's Rural Electrification (RE) Program.

For 50 years, NEA has undertaken the task of improving the socio-economic lives of the people in the countryside through total electrification. As such, it has provided legal, institutional, financial, and technical assistance to the 121 Electric Cooperatives (ECs) which in turn undertake power distribution on an area coverage basis. NEA has enabled the ECs to cover the energization of the countryside to 100% of municipalities, 99.98% electrification of the barangays and 91% of the potential households. At present, it is now in the level of sitio energization and household connections.

With the passage of R.A. 9136, otherwise known as the Electric Power Industry Reform Act (EPIRA) of 2001, NEA was granted additional mandates to strengthen the technical capability and financial viability of the ECs as electric utilities and to prepare said ECs to operate and compete in the deregulated electricity market, specifically in an environment of open access and retail wheeling.

The recent challenge for the organization is the passage of R.A. 10531 on May 7, 2013, an act strengthening the NEA, and further amending for the purpose, P.D. 269, as amended. The law aims to: (1) promote sustainable development in rural areas through rural electrification; (2) empower and strengthen NEA to pursue the rural electrification program, through the ECs, to the countryside and other economically unviable areas; (3) empower and enable the ECs to cope with the changes brought about by the restructuring of the electric power industry; and (4) increase NEA's capital stock from Php 15 to Php 25 billion.

NEA got the 9<sup>th</sup> place among the top 10 GOCCs for best practices in good governance conferred by the Institute of Corporate Directors (ICD) in 2006 with the recommendation of the Office of the President, Department of Finance and ICD in consultation with the Commission on Audit (COA). In its efforts to institute good governance, it adopted the Performance Governance System (PGS) in 2007, a local version of the Kaplan-Norton Balanced Scorecard. NEA was recognized by the Institute in Solidarity for Asia (ISA) on September 23, 2010 as the first and only PGS-Institutionalized National Agency and Government-Owned and Controlled Corporation (GOCC). In recognition of the breakthrough results and transformative impact of the Rural Electrification Program, NEA also holds the distinction of being the first GOCC to be part of the pioneer roster of the "Islands of Good Governance" awarded by ISA, ICD and National Competitiveness Council (NCC) in a ceremony held on October 21, 2015.

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS-QM-1.02</b>	Page: <b>4 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

## Strategy/Road Map

### VISION

A dynamic and responsive NEA that is a vanguard of sustainable rural development in partnership with globally-competitive Electric Cooperatives and empowered Electricity Consumers

### MANDATED MISSION

To promote the sustainable development in the rural areas through rural electrification

To empower and strengthen the National Electrification Administration (NEA) to pursue the electrification program and bring electricity, through the Electric Cooperatives as its implementing arm, to the countryside even in missionary or economically unviable areas

To empower and enable Electric Cooperatives to cope with the changes brought about by the restructuring of the electric power industry

### CORE VALUES

Absolute Honesty  
Maximum Efficiency  
Total Solidarity

### OPERATIONAL EFFICIENCY

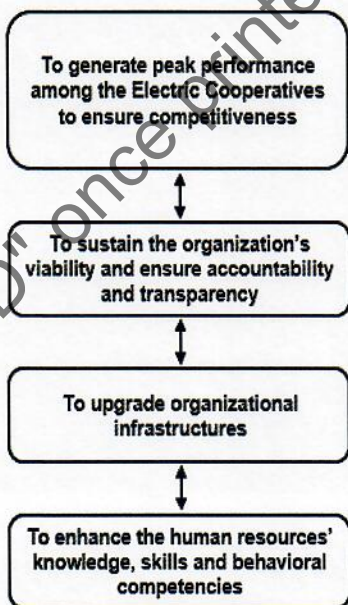
SOCIAL  
IMPACT

STAKEHOLDERS

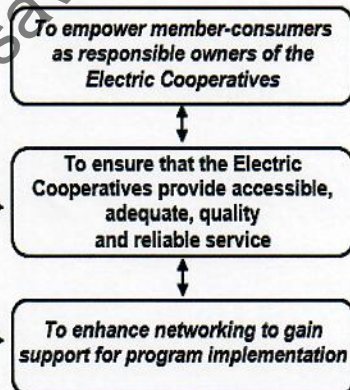
FINANCE


INTERNAL  
PROCESS

LEARNING  
and  
GROWTH



### STRATEGIC ALLIANCE



 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>5 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

## 2.0 UNDERSTANDING THE CONTEXT OF THE ORGANIZATION


NEA determines external and internal issues that are relevant to its mission and strategic direction and that affect its ability to achieve the intended results of its QMS. This is undertaken through the conduct of annual strategic thinking activities as part of its planning cycle.

NEA monitors and reviews these external and internal issues (positive and negative) at least once a year in accordance with the established system procedures for this purpose. External context is facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments where applicable. Issues related to values, culture, knowledge and performance of NEA can be considered to understand its internal context.

## 3.0 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

NEA determines the interested parties and their requirements that are relevant to the QMS due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. NEA monitors and review information about these interested parties and their relevant requirements at least once a year using the established system procedure.

<b>Relevant Interested Parties</b>	<b>Reason for Inclusion</b>	<b>Requirements</b>
<i>Electric Cooperatives</i>	<ul style="list-style-type: none"> <li>• Direct customer</li> <li>• Partners of NEA in the implementation of rural electrification</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of legal, institutional, financial, and technical services and assistance by NEA</li> <li>• Fair and equitable performance assessment</li> <li>• High quality service</li> <li>• On time delivery, effective communication</li> </ul>
<i>EC Consumers</i>	<i>Beneficiaries of the rural electrification program</i>	<i>Provision of accessible, adequate, quality and reliable electric service by the Electric Cooperatives</i>
<i>Statutory and Regulatory Government Bodies</i>	<i>Support, supervise and control all NEA plans and programs</i>	<ul style="list-style-type: none"> <li>• Compliance to governance standards, policies, guidelines and issuances</li> <li>• Adherence to committed performance targets</li> </ul>

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>6 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

<b>Relevant Interested Parties</b>	<b>Reason for Inclusion</b>	<b>Requirements</b>
<i>External Providers</i>	<i>Provide products and services for NEA's operational requirements</i>	<ul style="list-style-type: none"> <li>• Specification requirements</li> <li>• Beneficial supplier-client relationship <ul style="list-style-type: none"> <li>➢ Prompt payment</li> <li>➢ Health and safety</li> <li>➢ Work relationship</li> <li>➢ Adherence to contractual agreements</li> </ul> </li> </ul>
<i>NEA Board of Administrators</i>	<i>Set and oversee NEA policies, plans and programs</i>	<ul style="list-style-type: none"> <li>• Effective and judicial implementation of NEA mandate</li> <li>• Continued satisfaction of stakeholders</li> <li>• Good operational performance</li> </ul>
<i>Employees</i>	<i>Significant contributors for the attainment of the agency's objectives and targets</i>	<ul style="list-style-type: none"> <li>• Remuneration, rewards and benefits</li> <li>• Work-life balance</li> <li>• Career opportunities</li> <li>• Good and safe work environment</li> <li>• Job security, training, effective communication</li> </ul>


#### 4.0 DETERMINING THE SCOPE OF THE QMS

This QMS covers the Core Services extended by NEA to support the requirements in terms of legal, institutional, financial, and technical assistance to the electric cooperatives (ECs) which in turn undertake power distribution on an area coverage basis. It also includes Support Functions to ensure the effectiveness and efficiency of the entire NEA workforce.

More specifically, NEA provides the ECs with the following services:

- a. Legal assistance in the form of counseling including paralegal and allied services to the ECs
- b. Institutional/Organizational development including policy formulation, core competency and good governance initiatives, and management assistance
- c. Financial assistance to support the ECs' financial requirements through different loan facilities and subsidy releases for barangay/sitios energization program
- d. Technical assistance in system analysis, operation and maintenance of power distribution system to comply with the Grid and Distribution Code.

Clause 8.3 Design and Development of Products and Services is not applicable to NEA's QMS. The Agency does not develop any new products needing design and development particularly on the electric distribution system and training requirements. The ECs prepare the design of the electric distribution system including staking sheets

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>7 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>


and material requirements based on the Specifications and Drawings of 7.62/13.2KV Line Construction Manual subject to evaluation and approval of NEA. Likewise, the training providers (Outsourced) prepare the design of training requirements for NEA and ECs' human resource development.

## 5.0 QMS AND ITS PROCESSES

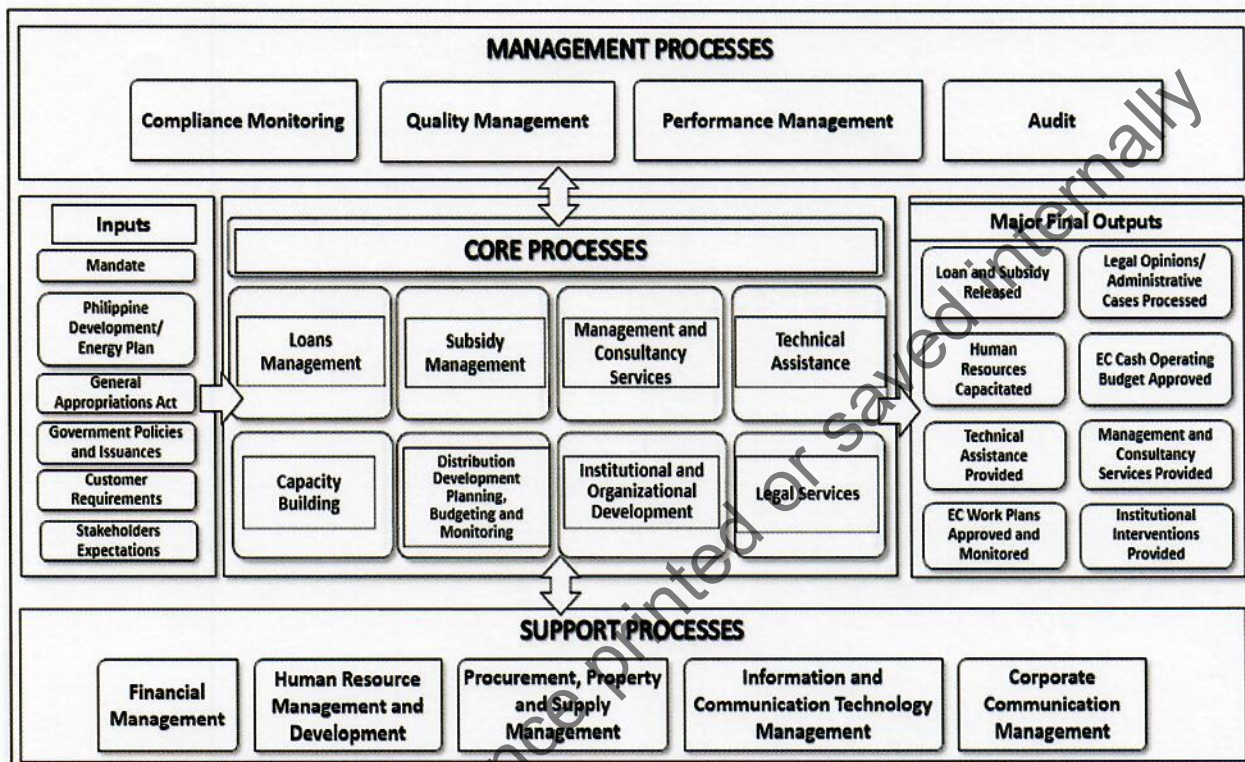
The Quality Management System of NEA is designed to meet the requirements of the ISO 9001:2015 standard. It is established, implemented and maintained following closely the concept "Plan-Do-Check-Act" of Total Quality Management. The QMS processes are controlled and managed using the "process approach."

NEA ensures that the following are satisfactorily addressed by the QMS:


1. Requirements of the customers and interested parties are adequately defined and satisfied to meet and enhance customer satisfaction
2. Processes needed for the QMS are systematically identified and their application in its operations are determined and managed in accordance with the requirements of the standards
3. Criteria and methods needed to ensure that both the operations and controls of the QMS processes are effective, are determined and are in conformance with established procedures
4. Resources and information necessary to support the effective operation and monitoring of the QMS processes are adequate and made available
5. Assignment of responsibilities and authorities for these processes are defined and communicated within the organization
6. QMS processes are periodically monitored, measured and analyzed and the results are used as basis for identifying areas for continually improving the effectiveness of the QMS
7. Strategies and initiatives are developed to achieve its Corporate and Departmental Scorecards, to improve QMS processes and enhance customer satisfaction
8. Risks and opportunities determined by NEA to improve the effectiveness of its QMS.

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>8 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>


### 5.1 NEA's Overall Business Process Map



I. Management Processes		
Processes	Department/Office	Sub-Processes
Compliance Monitoring	OCS/CPO	Monitoring of Corporate Governance
	ITCSD	Maintenance of Transparency Seal
Quality Management	CPO	Documentation and implementation of NEA QMS
Performance Management	CPO	Strategy and Scorecard Management
	OPASS	EC Overall Performance Assessment
Audit	IAQSMO	<ul style="list-style-type: none"> <li>Internal Quality Audit</li> <li>Operations Audit</li> <li>Financial Audit</li> <li>Management Audit</li> </ul>
	ECAD	<ul style="list-style-type: none"> <li>Conduct of EC Operational Audit</li> <li>Conduct of Evaluation and Improvement/Development of ECs' Operating System</li> </ul>


 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>9 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

<b>II. Core Processes</b>		
<b>Processes</b>	<b>Department/Office</b>	<b>Sub-Processes</b>
Loans Management	AMGD	<ul style="list-style-type: none"> <li>Approval and release of rural electrification loans</li> <li>Approval of loan restructuring and monitoring of loan conditionalities</li> <li>Approval and release of EC availment of SCF and STCF</li> </ul>
Subsidy Management	TEREDD	Implementation of Accelerated Sitio and Barangay Electrification Projects <ul style="list-style-type: none"> <li>➤ Technical evaluation</li> <li>➤ Project Monitoring</li> <li>➤ Project Close-out</li> </ul>
	AMGD	Documentation and liquidation of subsidy funds
Management and Consultancy Services	MCSO	<ul style="list-style-type: none"> <li>Strategic Development Plan (SDP) / Operation Improvement Plan (OIP) evaluation, approval and monitoring for categories B, C and D ECs</li> <li>Monitoring of accomplishments of PS/AGMs assigned to ECs</li> <li>Roundtable assessment of categories B, C and D ECs</li> <li>Monitoring of contracted Management and Consultancy Services</li> </ul>
Technical Assistance	ED	<ul style="list-style-type: none"> <li>Project Evaluation</li> <li>Technical Assistance in operation and maintenance of substation and distribution lines</li> </ul>
	TEREDD	Technical Assistance on Renewable Energy Development
	DRRMD	Disaster Risk Reduction and Management
Capacity Building	NETI	<ul style="list-style-type: none"> <li>Training Needs Analysis</li> <li>Implementation of Training Program</li> <li>Training Impact Analysis</li> <li>Administration of Learning Service Providers</li> </ul>
Distribution Development Planning, Budgeting and Monitoring	MCSO	EC Budget Evaluation and Approval
	CPO	<ul style="list-style-type: none"> <li>Approval of EC Work Plans</li> <li>Monitoring of Implemented Workplans</li> </ul>
Institutional and Organizational Development	IDD	<ul style="list-style-type: none"> <li>Selection Process of Electric Cooperatives' General Manager</li> <li>Provision of Institutional Interventions</li> <li>Handling Consumer Complaint</li> <li>Processing of EC By-Laws Amendments</li> </ul>

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>10 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

<b>II. Core Processes</b>		
<b>Processes</b>	<b>Department/Office</b>	<b>Sub-Processes</b>
Legal Services	LSO	<ul style="list-style-type: none"> <li>• Preparation of Legal Opinion</li> <li>• Processing of Administrative Cases</li> </ul>
	RAO	<ul style="list-style-type: none"> <li>• Regulatory Assistance</li> <li>• Rates Monitoring</li> </ul>

<b>III. Support Processes</b>		
<b>Processes</b>	<b>Department/Office</b>	<b>Sub-Processes</b>
Financial Management	FSD	<ul style="list-style-type: none"> <li>• Processing of Corporate Operating Budget</li> <li>• Financial Planning and Control</li> <li>• Financial Accounting and Reporting</li> <li>• Funds Management <ul style="list-style-type: none"> <li>➢ Billing and Collection</li> <li>➢ DV Processing and Releasing of Cheques</li> <li>➢ Budget Utilization Request (BUR)</li> <li>➢ Processing for In-house Expenditures and Subsidy/Loan Releases</li> </ul> </li> </ul>
Human Resource Management and Development	HRAD	<ul style="list-style-type: none"> <li>• Recruitment, Selection and Placement/Deployment</li> <li>• Employees' Performance Evaluation</li> <li>• Employee Records Management</li> <li>• Employee Satisfaction</li> <li>• Competency assessment and enhancement</li> <li>• Handling stakeholders' complaints</li> </ul>
	NETI	<ul style="list-style-type: none"> <li>• Local and International Scholarships</li> <li>• NEA Learning and Development Interventions <ul style="list-style-type: none"> <li>➢ Training Needs Analysis</li> <li>➢ Implementation of Training Program</li> </ul> </li> <li>• Training Impact Analysis</li> </ul>
Procurement, Property and Supply Management	HRAD	<ul style="list-style-type: none"> <li>• Procurement Planning and Implementation</li> <li>• Assets Disposal</li> <li>• Property Management <ul style="list-style-type: none"> <li>➢ Maintenance Plan and Checklists (Building, Utilities and Vehicles)</li> <li>➢ Building Security and Safety</li> </ul> </li> <li>• Supply Management</li> <li>• Inventory Management</li> <li>• Control of outsourced products and services <ul style="list-style-type: none"> <li>➢ Suppliers' Evaluation</li> <li>➢ Performance Evaluation of Outsourced Service Providers</li> </ul> </li> </ul>

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS-QM-1.02</b>	Page: <b>11 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

<b>III. Support Processes</b>		
<b>Processes</b>	<b>Department/Office</b>	<b>Sub-Processes</b>
Information and Communication Technology Management	ITCSD	<ul style="list-style-type: none"> <li>• Knowledge/Database Management</li> <li>• Website and LAN Management</li> <li>• Repair of ICT Hardware and Software</li> <li>• Maintenance Plan and Checklist for Computer System</li> <li>• Centralized Receipt and Release of Documents</li> <li>• Mailing and Delivery</li> <li>• Tracking of Documents</li> <li>• Records Inventory and Disposal</li> </ul>
Corporate Communication Management	CCSMO	<ul style="list-style-type: none"> <li>• Conduct of Electric Cooperatives Satisfaction Survey</li> <li>• Social Marketing Development <ul style="list-style-type: none"> <li>➢ Press Releases</li> <li>➢ Social Media Accounts Management</li> <li>➢ Media Conferences</li> </ul> </li> </ul>


## **5.2 Departmental Functions and Linkages of Core Process to Other Processes**

### **1. Total Electrification and Renewable Energy Development Department (TEREDD)**

Assess and evaluate approved project design of ECs as well as conduct site monitoring of on-going sitio electrification, barangay line enhancement and household electrification projects and monitor project compliance to regulatory requirements and conduct final inspection and acceptance of all projects.

Project implementation is prioritized in accordance with the approved list of projects being prepared by the Corporate Planning Office. Upon evaluation of the projects, recommendation shall be endorsed to the Accounts Management and Guarantee Department for the preparation of Memorandum of Agreement (MOA) between NEA and the EC and to the Finance Services Department for cheque preparation and release of funds.

Facilitate the development of renewable energy-based power generation with the ECs by extending assistance on Technical Engineering, Environmental and Social Project Development, as well as commercial advice during the entire process of project development.

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>12 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

## 2. Engineering Department (ED)

Provide technical services/consultation to ECs in the design, installation, operation and maintenance of their electric power distribution system and projects, as well as provide technical assistance in the implementation of foreign assisted projects.

Provide technical evaluation for EC capital expenditures and logistics loans being processed by the Accounts Management and Guarantee Department.

## 3. Disaster Risk Reduction Management Department (DRRMD)

*Provide technical assistance to ECs in the preparation and implementation of disaster risk reduction and management plans; coordinate and supervise the rehabilitation and restoration activities in the event of a major disaster requiring mutual assistance from various sectors.*

## 4. Accounts Management and Guarantee Department (AMGD)


Manage the servicing of local and foreign loans and loan portfolio and guarantee programs; develop, recommend and implement policies and guidelines for an effective and efficient administration; recording, monitoring and accounting of loans, subsidy releases and guarantee programs.

Prepare MOA in support to Accelerated Total Electrification Office for subsidy-funded projects and EC Loan Amortization Schedule in support to Finance Services Department.

## 5. Institutional Development Department (IDD)

Provide assistance in the EC personnel management and development including evaluation of organizational structure; analyze, conduct and evaluate organizational interventions; facilitate selection process of applicants for EC General Manager; recommend new policies and/or amendments of existing memo, bulletins and issuances; assist in the conduct of district election and referendum; provide ECs with services to develop responsible consumership; promote BAPA and Power Use Development Program; assist in setting up information and community-based projects; and promote livelihood program for member-consumer-owners (MCOs).

Conduct pre-screening of applicants for the position of EC General Manager with the assistance of the Electric Cooperative Audit Department, Accounts Management and Guarantee Department, Management and Consultancy Services Office, Finance Services Department and Engineering Department.

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>13 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

## 6. Management and Consultancy Services Office (MCSO)

Provide Management Financial, Institutional and Technical (FIT) assistance to ECs to make them viable in servicing its coverage area; provide Project Supervisors/ Acting GMs to ECs when necessary, monitor and assess the operational performance of the ECs based on KPIs/KPS; review and evaluate ECs' COB and oversee implementation.

Provide performance assessment and recommendations with reference to problem ECs' loan application as well as institutional and technical concerns.

## 7. Legal Services Office (LSO)

Conduct researches on law and jurisprudence affecting the Agency and the ECs, review and render legal opinion on corporate and EC matters; responsible for the enforcement of all orders/actions approved by the management; provide all forms of legal counselling including paralegal and allied services to the ECs and conduct various legal investigations concerning EC operation as may be necessary.

## 8. Regulatory Affairs Office (RAO)

*Supervise, monitor, and evaluate ECs' participation in the Wholesale Electricity Spot Market (WESM), Retail Electricity Services (RES), and Retail Competition and Open Access (RCOA); and power rates concerns.*

## 9. Office of the Administrator (OA)


Execute and administer policies, plans and programs, laws, rules and regulations; direct/supervise operations and internal administration of the Agency as well as represent the BOA in negotiation for fund sourcing with Congress and other offices for the Agency's executive programs and legislative agenda.

## 10. Corporate Planning Office (CPO)

Formulate and assess the RE and MEDP as well as develop project proposals/packages for fund sourcing, provide technical support and justify project proposal and capital requirements, maintain related data bank and of potential and existing programs and provide innovative financial and market delivery mechanism; formulate the Agency's strategic plan, conduct systems thinking and analysis, environmental scanning and scenario analysis, coordinate preparation of scorecards.

## 11. Corporate Communication and Social Marketing Office (CCSMO)

Formulate and implement corporate and public affairs policies, strategies, plans and programs as well as establish and maintain linkages with government and private agencies. Conduct information dissemination campaign; appraise, analyze and provide comments on critical issues with PR concerns; and, conduct

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>14 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

researches on community, customers and media opinions and perceptions towards the Agency and recommend appropriate actions.

## **12. Office of the Corporate Secretary (OCS)**

Plan, schedule, organize and facilitate conduct of the Board Committee and Board of Administrators meetings, prepare/finalize instructions, minutes and resolutions of the Board and Committees as well as provide guidance and advice to them during decision and policy making and maintain records and filing systems of the office.

## **13. Human Resources and Administration Department (HRAD)**

Formulate, recommend and implement policies/guidelines, systems and procedures related to HRM activities, as well as undertake preparation of HRM manuals and maintains updated databank of information on employees; responsible for building management and administration, proper maintenance of the motor-pool and care of all vehicles, provide services relative to procurement and allocation of office equipment, materials and supplies; maintain records of all office equipment, materials, and supplies and handle reproduction of documents.

## **14. Finance Services Department (FSD)**


Develop, implement and review corporate financial policies in consonance with accounting system of corporate funds and oversee fair presentation of corporate financial conditions and results of operations; formulate policies and guidelines in the preparation and implementation of corporate fiscal plans and programs; responsible for the formulation and implementation of policies and guidelines on the billing and collections of all matured loans of ECs, loans assumed by PSALM and other borrowers and for the management of corporate, rural electrification and guarantee funds.

## **15. Information Technology and Communication Services Department (ITCSD)**

Analyze, administer, develop and maintain the Agency's Information and Communication Technology (ICT) infrastructure; evaluate software packages and systems proposals and develop/ document systems configuration plan; provide ICT related trainings; manage, develop and maintain centralized databank of NEA as well as processes and produces information requirement of NEA management and other offices; conduct fieldwork and researches on IT related matters, conceptualize and prepare modules for computerized presentations and is responsible for the receipt, distribution and release of all documents and other communications.

## **16. Electric Cooperative Audit Department (ECAD)**

Conduct comprehensive critical review of EC operations and independent appraisal activity/ surveillance audit of EC compliance to the Agency's/ECs' guidelines, policies and procedures; conduct review and evaluation of EC operating units, organizational structure, policies and systems of management to

 <b>National Electrification Administration</b>	Manual Title: <b>QUALITY MANUAL</b>	Doc Code: <b>NEA-QMS- QM-1.02</b>	Page: <b>15 of 15</b>
	Document Title: <b>CONTEXT OF THE ORGANIZATION</b>	Rev. No. <b>03</b>	Effective: <b>September 20, 2019</b>

achieve effectiveness, efficiency and reliability of service as well as review, evaluate and develop financial, technical and institutional systems and procedures.

#### **17. NEA-EC Training Institute (NETI)**

Formulate and implement training programs and courses to upgrade Financial, Institutional and Technical competence and value enhancement of officers and staff of NEA and ECs; conduct periodic researches, training needs assessments and analyses as well as skills inventory to identify and recommend innovative and progressive learning initiatives to enable ECs and NEA employees to realize their full potential.

#### **18. Office for Performance Assessment and Special Studies (OPASS)**

Review and consolidate performance assessment reports of EC operations prepared by concerned departments and recommend awards and sanctions; prepare integrated quarterly EC assessment reports and semi-annual report on initiatives and activities on rural electrification; and coordinate, facilitate and prepare technical studies and research on various issues and concerns affecting the ECs.

#### **19. Internal Audit and Quality Standards Management Office (IAQSMO)**

Ascertain degree of accuracy and reliability of accounts and data in the financial reports, ensure all agency fund disbursements and procurement procedures are in accordance with policies, plans, procedures, laws and regulations; conduct special comprehensive audit and formulate financial and internal control procedures that will safeguard NEA's assets as well as review, analyze and evaluate agency's existing systems and procedures, ascertain extent of compliance with established policies, plans, procedures, monitor operational processing/maintains standard quality in systems/operations and formulate internal control measures to promote operational efficiency.