

**NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)**  
**2017 Validated Performance Scorecard**

	Component			Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																																																					
	Objective/Measure	Formula	Weight	2017	Actual	Rating	Score	Rating																																																							
STAKEHOLDER	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%	2,410	1,079	13.43%	1,048	13.05%	<div><ul style="list-style-type: none"><li>Report on 2017 SEP Projects and Certificate of Final Inspection and Acceptance (CFIA)</li><li>CY 2017 Business Intelligence Reports from Electric Cooperatives</li><li>CFIAs</li></ul></div> <div><table><tr><th>Regions</th><th>As reported by NEA</th><th>As validated by GCG</th></tr><tr><td>CAR</td><td>52</td><td>53</td></tr><tr><td>I</td><td>30</td><td>26</td></tr><tr><td>II</td><td>76</td><td>59</td></tr><tr><td>III</td><td>54</td><td>49</td></tr><tr><td>IV-A</td><td>24</td><td>24</td></tr><tr><td>IV-B</td><td>81</td><td>81</td></tr><tr><td>V</td><td>76</td><td>76</td></tr><tr><td>VI</td><td>109</td><td>106</td></tr><tr><td>VII</td><td>244</td><td>243</td></tr><tr><td>VIII</td><td>31</td><td>31</td></tr><tr><td>IX</td><td>25</td><td>25</td></tr><tr><td>X</td><td>63</td><td>61</td></tr><tr><td>XI</td><td>69</td><td>67</td></tr><tr><td>XII</td><td>75</td><td>75</td></tr><tr><td>ARMM</td><td>16</td><td>16</td></tr><tr><td>CARAGA</td><td>54</td><td>56</td></tr><tr><td>TOTAL</td><td>1,079</td><td>1,048</td></tr></table></div> <div><ul style="list-style-type: none"><li>For 2017, NEA reported 1,079 sitios completed in 2017. GCG validation, however, showed that NEA's actual accomplishment for 2017 is 1,048 only. Summary of reported vis-à-vis validated accomplishment is shown in the table below:</li></ul></div>	Regions	As reported by NEA	As validated by GCG	CAR	52	53	I	30	26	II	76	59	III	54	49	IV-A	24	24	IV-B	81	81	V	76	76	VI	109	106	VII	244	243	VIII	31	31	IX	25	25	X	63	61	XI	69	67	XII	75	75	ARMM	16	16	CARAGA	54	56	TOTAL	1,079
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Objective/Measure		Formula	Weight	2017	Actual	Rating	Score	Rating																																																																																						
SO 2		To ensure that the Electric Cooperative provide accessible, adequate, quality, and reliable service to the customers																																																																																												
SM 2	Percentage of ECs adopting Performance Scorecard Model	$\frac{\text{ECs adopting performance scorecard}}{\text{Total number of ECs}}$	5.00%	80% (97/121 ECs)	70% (84/121 ECs)	4.35%	69.42% (84/121 ECs)	4.33%	<ul style="list-style-type: none"><li>Board Resolutions from the 26 ECs confirming adoption of the balanced scorecard system in 2017</li></ul>	<ul style="list-style-type: none"><li>The following are the ECs adopting the Balanced Scorecard system, viz:<table><tr><td>AKELCO</td><td><b>ILECO II</b></td><td>PELCO I</td></tr><tr><td>ANECO</td><td>INEC</td><td>PELCO II</td></tr><tr><td>ASELCO</td><td>ISECO</td><td><b>PELCO III</b></td></tr><tr><td>AURELCO</td><td>LANECO</td><td>PENELCO</td></tr><tr><td><b>BANELCO</b></td><td><b>LEYECO II</b></td><td>PRESKO</td></tr><tr><td>BATELEC I</td><td>LEYECO III</td><td><b>PROSIELCO</b></td></tr><tr><td>BATELEC II</td><td>LEYECO IV</td><td>QUEZELCO II</td></tr><tr><td>BILECO</td><td><b>LEYECO V</b></td><td>ROMELCO</td></tr><tr><td>BISELCO</td><td>LUBELCO</td><td><b>SAMELCO I</b></td></tr><tr><td><b>BOHECO I</b></td><td>LUELCO</td><td><b>SAMELCO II</b></td></tr><tr><td><b>BOHECO II</b></td><td><b>MAGELCO</b></td><td>SIARELCO</td></tr><tr><td>BUSECO</td><td>MARELCO</td><td>SOCOTECO I</td></tr><tr><td>CAMELCO</td><td>MOELCI I</td><td>SOCOTECO I</td></tr><tr><td><b>CAPELCO</b></td><td>MOELCI II</td><td>SOLECO</td></tr><tr><td><b>CEBECO I</b></td><td>MORESCO I</td><td>SORECO II</td></tr><tr><td><b>CEBECO II</b></td><td>MORESCO II</td><td><b>SUKELCO</b></td></tr><tr><td><b>CEBECO III</b></td><td>NEECO 1</td><td>SURNECO</td></tr><tr><td><b>CELCO</b></td><td>NEECO 2-A1</td><td>SURSECO I</td></tr><tr><td><b>CENECO</b></td><td>NEECO 2-A2</td><td><b>SURSECO II</b></td></tr><tr><td>COTELCO</td><td><b>NOCECO</b></td><td>TARELCO I</td></tr><tr><td><b>COTELCO-PPAMA</b></td><td><b>NONECO</b></td><td>TARELCO II</td></tr><tr><td>DASURECO</td><td><b>NORECO I</b></td><td>TIELCO</td></tr><tr><td>DIELCO</td><td><b>NORECO II</b></td><td>ZAMCELCO</td></tr><tr><td>DORECO</td><td><b>NORSAME LCO</b></td><td>ZAMECO I</td></tr><tr><td><b>DORELCO</b></td><td>OMECO</td><td>ZAMECO II</td></tr><tr><td>ESAMELCO</td><td>ORMECO</td><td>ZAMSURECO I</td></tr><tr><td>FIBECO</td><td>PALECO</td><td>ZAMSURECO II</td></tr><tr><td>FLECO</td><td>PANELCO III</td><td>ZANECO</td></tr></table></li></ul> <p>ECs in bold indicates those that adopted the balanced scorecard system beginning 2017.</p>	AKELCO	<b>ILECO II</b>	PELCO I	ANECO	INEC	PELCO II	ASELCO	ISECO	<b>PELCO III</b>	AURELCO	LANECO	PENELCO	<b>BANELCO</b>	<b>LEYECO II</b>	PRESKO	BATELEC I	LEYECO III	<b>PROSIELCO</b>	BATELEC II	LEYECO IV	QUEZELCO II	BILECO	<b>LEYECO V</b>	ROMELCO	BISELCO	LUBELCO	<b>SAMELCO I</b>	<b>BOHECO I</b>	LUELCO	<b>SAMELCO II</b>	<b>BOHECO II</b>	<b>MAGELCO</b>	SIARELCO	BUSECO	MARELCO	SOCOTECO I	CAMELCO	MOELCI I	SOCOTECO I	<b>CAPELCO</b>	MOELCI II	SOLECO	<b>CEBECO I</b>	MORESCO I	SORECO II	<b>CEBECO II</b>	MORESCO II	<b>SUKELCO</b>	<b>CEBECO III</b>	NEECO 1	SURNECO	<b>CELCO</b>	NEECO 2-A1	SURSECO I	<b>CENECO</b>	NEECO 2-A2	<b>SURSECO II</b>	COTELCO	<b>NOCECO</b>	TARELCO I	<b>COTELCO-PPAMA</b>	<b>NONECO</b>	TARELCO II	DASURECO	<b>NORECO I</b>	TIELCO	DIELCO	<b>NORECO II</b>	ZAMCELCO	DORECO	<b>NORSAME LCO</b>	ZAMECO I	<b>DORELCO</b>	OMECO	ZAMECO II	ESAMELCO	ORMECO	ZAMSURECO I	FIBECO	PALECO	ZAMSURECO II	FLECO	PANELCO III	ZANECO
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## Validated Performance Scorecard 2017 (Annex A)

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks												
Objective/Measure		Formula	Weight	2017	Actual	Rating	Score	Rating														
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%	13 ECs	12 ECs	9.23%	12 ECs	9.23%	<ul style="list-style-type: none"><li>NEA Memorandum No. 2017-008 dated 3 May 2017</li></ul>	<ul style="list-style-type: none"><li>In its Memorandum No. 2017-008 dated 3 May 2017, NEA reported improvement of 12 ECs from "B" and "C" Rating to "A" Rating.</li></ul>												
SM 4	Satisfaction rating based on a survey conducted by a third party	Third Party survey results	5.00%	Satisfied or its equivalent	4 (Moderately Satisfied)	5.00%	4.0 or 80% (Moderately Satisfied)	5.00%	<ul style="list-style-type: none"><li>NEA's Customer Satisfaction Survey 2017 dated 19 October 2017 prepared by Contact-Asia Services, Inc. (CASI)</li></ul>	<ul style="list-style-type: none"><li>CASI reported that NEA received a "Moderately Satisfied" level of satisfaction from the respondents.</li></ul>												
SM 5	Number of EC official and employees graduated from certification/ competency program	Absolute Number	5.00%	2,100	3,211	5.00%	2,755	5.00%	<ul style="list-style-type: none"><li>EC Summary of Trainings CY 2017</li><li>CY 2017 Comprehensive Training Plan</li><li>Training Needs Assessment</li><li>Course Outline of Training</li><li>Copies of Attendance Sheets and Certificates</li></ul>	<ul style="list-style-type: none"><li>NEA exceeded its target by 655 or 31.19%. Based on the attendance sheets submitted, following is the tabulated number of EC Officials and employees who completed the training period and qualified for graduation from competency programs and trainings:<table><tr><th>Period</th><th>No. of Participants</th></tr><tr><td>1<sup>st</sup> Q</td><td>503</td></tr><tr><td>2<sup>nd</sup> Q</td><td>528</td></tr><tr><td>3<sup>rd</sup> Q</td><td>830</td></tr><tr><td>4<sup>th</sup> Q</td><td>894</td></tr><tr><td>TOTAL</td><td>2,755</td></tr></table></li></ul>	Period	No. of Participants	1 <sup>st</sup> Q	503	2 <sup>nd</sup> Q	528	3 <sup>rd</sup> Q	830	4 <sup>th</sup> Q	894	TOTAL	2,755
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2 <sup>nd</sup> Q	528																					
3 <sup>rd</sup> Q	830																					
4 <sup>th</sup> Q	894																					
TOTAL	2,755																					
Sub-total			55.00%			37.01%		36.61%														



FINANCE

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure	Formula	Weight	2017	Actual	Rating	Score	Rating																		
SO 3	To sustain the organization's viability and ensure accountability and transparency																								
SM 6	Amount of loans facilitated (PHP Billion)	<p>Below Php 1B is 0%. For the amount ≥ Php 1B, 10% is proportionally distributed, i.e.</p> $\frac{\{(Actual\ amount\ of\ loans\ facilitated\ \geq\ PHP\ 1B)\}}{\{(Target\ amount - Php\ 0.999B) \div 10\%\}} \times 100$	8.00%	1.700	1.792	8.00%	2,255.27	8.00%	<ul style="list-style-type: none"><li>Certified True Copies of Checks Released</li><li>Summary of Peso Release for 2017</li><li>Summary of Loan Facilitated for 2017</li></ul>	<ul style="list-style-type: none"><li>Following is the table representing the breakdown of the validated accomplishment:</li></ul> <table><tr><th>Loan Type</th><th>As Reported</th><th>As Validated</th></tr><tr><td>Regular Loan</td><td>1,600.00</td><td>1,599.45</td></tr><tr><td>Short Term Credit Facility (STCF)</td><td>55.00</td><td>386.27</td></tr><tr><td>Stand-By Credit (SCF)</td><td>137.00</td><td>269.55</td></tr><tr><td>TOTAL</td><td>1,792.00</td><td>2,255.27</td></tr></table> <p>The ₱0.47 Billion difference between the reported and validated amount was due to the manner of computing STCF and SCF loans. NEA used the total average STCF and SCF amount while the CGO-B validated is the total amount of STCF and SCF facilitated.</p>	Loan Type	As Reported	As Validated	Regular Loan	1,600.00	1,599.45	Short Term Credit Facility (STCF)	55.00	386.27	Stand-By Credit (SCF)	137.00	269.55	TOTAL	1,792.00	2,255.27
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TOTAL	1,792.00	2,255.27																							
SM 7	High Collection Efficiency (%)	$\frac{\sum amount\ collected}{\sum amortization\ due}$	7.00%	100%	100%	7.00%	100%	7.00%	<ul style="list-style-type: none"><li>Status of EC Loan Repayments</li><li>Sample Amortization Schedule</li><li>Amortizations Due vs. Actual Collection for FY 2017</li></ul>	<p>The formula for this indicator is total amount of collection (including advance payments) divided by total amount of amortizations due. As such, total collections (₱20.69 Billion) covered all the amortizations due (₱20.39) as of 2017.</p>															
Sub-total			15.00%			15.00%		15.00%																	



## Validated Performance Scorecard 2017 (Annex A)

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure	Formula	Weight	2017	Actual	Rating	Score	Rating																		
SO 4 To guarantee efficient and effective assistance to the Electric Cooperatives																									
INTERNAL PROCESS	SM 8	Percentage of sitio electrification projects funded that are fully compliant with NEA Standards and Specifications	$\frac{\text{Total compliant projects}}{\text{Total funded projects}}$	8.00%	80%	88%	8.00%	60.15%	6.02%	<div><ul style="list-style-type: none"><li>Report on 2017 SEP Projects and Certificate of Final Inspection and Acceptance (CFIA)</li><li>CY 2017 Business Intelligence Reports from Electric Cooperative</li><li>CFIAs</li></ul></div>	<div><div><div><div>• Breakdown is as follows:</div><table><tr><td>Total sitios completed from Oct. 2016 to Dec. 2016 (as validated)</td><td>287</td></tr><tr><td>Total sitios completed from Jan. 2017 to Sept. 2017 (as validated)</td><td>122</td></tr><tr><td>Total sitios completed from Oct. 2016 to Sept. 2017 (as validated)</td><td>409</td></tr></table></div><div><table><tr><td>Total inspected sitios completed from Oct. 2016 to Dec. 2016 (with CFIA issued)</td><td>131</td></tr><tr><td>Total inspected sitios completed from Jan. 2017 to Sept. 2017 (with CFIA issued)</td><td>115</td></tr><tr><td>Total inspected sitios completed from Oct. 2016 to Sept. 2017 (with CFIA issued)</td><td>246</td></tr></table></div><div><table><tr><td>Percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications</td><td><math display="block">\frac{246}{409} = 60.15\%</math></td></tr></table></div></div><div><ul style="list-style-type: none"><li>For 2017, NEA reported an accomplishment of 88%. Based on CGO-B's validation, however, NEA's accomplishment for the measure is only 60.15% after excluding sitios completed in prior years.</li></ul></div></div>	Total sitios completed from Oct. 2016 to Dec. 2016 (as validated)	287	Total sitios completed from Jan. 2017 to Sept. 2017 (as validated)	122	Total sitios completed from Oct. 2016 to Sept. 2017 (as validated)	409	Total inspected sitios completed from Oct. 2016 to Dec. 2016 (with CFIA issued)	131	Total inspected sitios completed from Jan. 2017 to Sept. 2017 (with CFIA issued)	115	Total inspected sitios completed from Oct. 2016 to Sept. 2017 (with CFIA issued)	246	Percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications	$\frac{246}{409} = 60.15\%$
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	Percentage of sitio electrification projects funded that are fully compliant with NEA standards and specifications	$\frac{246}{409} = 60.15\%$																							



## Validated Performance Scorecard 2017 (Annex A)

INTERNAL PROCESS

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure		Formula	Weight	2017	Actual	Rating	Score	Rating																	
SM 9	Percentage of sitios completed and energized within 180 calendar days from release of funds to ECs	$\frac{\text{Actual percentage of sitios completed and energized within 180 days from release of funds to ECs}}{[\text{Target rate}]} \times 100$	6.00%	80%	88%	6.00%	89.28%	6.00%	<ul style="list-style-type: none"><li>Report on 2017 SEP Projects and Certificate of Final Inspection and Acceptance (CFIA)</li><li>CY 2017 Business Intelligence Reports from Electric Cooperative</li><li>CFIAs</li></ul>	<ul style="list-style-type: none"><li>Validation of internal documents show that NEA accomplished 89.28% of the target, as shown:<table><tr><td>Total sitios completed in 2017</td><td>1,048</td></tr><tr><td>Less: Projects with delayed release of funds<sup>2</sup></td><td>162</td></tr><tr><td>Total universe</td><td>886</td></tr><tr><td>Projects completed within 150 days from release of fund</td><td>791</td></tr><tr><td>Total universe</td><td>886</td></tr><tr><td>Percentage of sitios completed and energized within 150 calendar days from release of funds to ECs</td><td><math>\frac{791}{886} = 89.28\%</math></td></tr></table></li></ul> <p><sup>2</sup> It was observed that there were cases where funds were released during/after completion of project. For validation purposes, GCG excluded these 162 cases from the total universe.</p>	Total sitios completed in 2017	1,048	Less: Projects with delayed release of funds <sup>2</sup>	162	Total universe	886	Projects completed within 150 days from release of fund	791	Total universe	886	Percentage of sitios completed and energized within 150 calendar days from release of funds to ECs	$\frac{791}{886} = 89.28\%$			
Total sitios completed in 2017	1,048																								
Less: Projects with delayed release of funds <sup>2</sup>	162																								
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Percentage of sitios completed and energized within 150 calendar days from release of funds to ECs	$\frac{791}{886} = 89.28\%$																								
SM 10	Percentage of regular loans released within prescribed processing periods																								
SM 10a	Regular-Term Loans within 24 days	$\frac{\text{Loans released within period}}{\text{Total loans applications}}$	2.00%	100%	100%	2.00%	100%	2.00%	<ul style="list-style-type: none"><li>Computation of working days per loan application</li><li>Date of Request</li><li>Date of Check</li></ul>	<table><tr><td colspan="3">Breakdown is as follows:</td></tr><tr><td></td><td>NEA</td><td>As validated</td></tr><tr><td>Total Loan Applications (w/ complete docs.)</td><td>127</td><td>126</td></tr><tr><td>Loans released within 24 days</td><td>127</td><td>126</td></tr><tr><td>Accomplish-ment</td><td>100%</td><td>100%</td></tr></table>	Breakdown is as follows:				NEA	As validated	Total Loan Applications (w/ complete docs.)	127	126	Loans released within 24 days	127	126	Accomplish-ment	100%	100%
Breakdown is as follows:																									
	NEA	As validated																							
Total Loan Applications (w/ complete docs.)	127	126																							
Loans released within 24 days	127	126																							
Accomplish-ment	100%	100%																							
SM 10b	Short-Term Loans within 13 days	$\frac{\text{Loans released within period}}{\text{Total loans applications}}$	2.00%	100%	100%	2.00%	100%	2.00%	<ul style="list-style-type: none"><li>Computation of working days per loan application</li><li>Date of Request</li><li>Date of Check</li></ul>	<table><tr><td colspan="3">Breakdown is as follows:</td></tr><tr><td></td><td>NEA</td><td>As validated</td></tr><tr><td>Total Loan Applications (w/ complete docs.)</td><td>23</td><td>23</td></tr><tr><td>Loans released within 13 days</td><td>23</td><td>23</td></tr><tr><td>Accomplish-ment</td><td>100%</td><td>100%</td></tr></table>	Breakdown is as follows:				NEA	As validated	Total Loan Applications (w/ complete docs.)	23	23	Loans released within 13 days	23	23	Accomplish-ment	100%	100%
Breakdown is as follows:																									
	NEA	As validated																							
Total Loan Applications (w/ complete docs.)	23	23																							
Loans released within 13 days	23	23																							
Accomplish-ment	100%	100%																							



## Validated Performance Scorecard 2017 (Annex A)

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks								
Objective/Measure		Formula	Weight	2017	Actual	Rating	Score	Rating										
SM 11	Percentage of calamity loans released within 6 days	<u>Loans released within period</u> Total loans applications	(2.00%)	65%	89.47	2.00%	45%	Excluded	<ul style="list-style-type: none"><li>• Computation of working days per loan application</li><li>• Date of Request</li><li>• Date of Check</li></ul>	Breakdown is as follows: <table><tr><th></th><th>As validated</th></tr><tr><td>Total Loan Applications (w/ complete docs.)</td><td>20</td></tr><tr><td>Loans released within 6 days</td><td>9</td></tr><tr><td>Accomplishment</td><td>45%</td></tr></table> <p>Submitted accomplishment indicated a revised target period of 7 days. NEA argued that it could no longer maintain the 6-day period because it can no longer continue its practice of approving vouchers and signing checks simultaneously due to the following:</p> <ol style="list-style-type: none"><li>1. strict compliance of NEA's Departmental Procedures Manual- procedure details shows that checks are only prepared after approval and signature of the disbursement voucher;</li><li>2. compliance to Commission on Audit- Audit Observation Memorandum (COA-AOM) No. 2016-16 dated 28 March 2016- it was observed by COA that "[NEA's] process flow on the processing and release of subsidy fund revealed that checks are prepared first and signed by the authorized signatories/officials of NEA, before routing the clearance from [Acceleration Total Electrification Office] and [Account Servicing Division] for completion of documentary requirements..."</li></ol> <p>Measure is excluded due to change in circumstances beyond the control of NEA.</p>		As validated	Total Loan Applications (w/ complete docs.)	20	Loans released within 6 days	9	Accomplishment	45%
											As validated							
Total Loan Applications (w/ complete docs.)	20																	
Loans released within 6 days	9																	
Accomplishment	45%																	
Sub-total		18.00%			20.00%	16.01%												

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	2017	Actual	Rating	Score	Rating			
LEARNING AND GROWTH	SO 5	Enhanced Human Resources, Knowledge, Skills and Behavioral Competencies									
	SM 12	QMS ISO Certification	Maintained ISO Certification	5.00%	Surveillance Audit Passed	Surveillance Audit Passed	5.00%	Surveillance Audit Passed	5.00%	<ul style="list-style-type: none"><li>ISO 9001:2015 Certification issued by TUV Rheinland dated 18 December 2017</li></ul> Validated with internal document.	
	SM 13	Percentage of employees with required competencies met	All or Nothing	5.00%	Established Baseline	Established Baseline 40 out of 40 (100%)	5.00%	Established Baseline 40 out of 40 (100%)	5.00%	<ul style="list-style-type: none"><li>Baseline Assessment Report covering the 40 out of 40 profiled employees.</li><li>Tally table</li></ul> Based on the Board-approved Competency Framework, there are four required competencies identified, Core, Organizational, Leadership, and Technical.  Based on the submission, 40 out of 40 profiled employees met the four required competencies. The respondents were composed of executive/ middle management.	
	Sub-total			10.00%			10.00%		10.00%		
	TOTAL			98.00%			82.01%		77.63%		

NEA Validated Score:  $\frac{77.63}{98.00} = 79.21\%$