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NEA achieves full resolution of 8888 complaints in first two months of 2021

The National Electrification Administration (NEA) has achieved a 100-percent resolution rate on citizens' complaints and concerns coursed through the government's 8888 Citizens' Complaint Center (CCC) in the first two months of the year.

In a letter to NEA Administrator Edgardo Masongsong, 8888 CCC Director Bernadette Casinabe recognized the efforts of the agency in ensuring that all complaints are acted upon in a timely manner.

The 8888 CCC said of the 62 citizens' concerns referred to the electrification agency as of February 28, 2021, all of the tickets or 100 percent were acted upon. The NEA also attained 100-percent compliance rate, which means all tickets were closed within 72 hours.

"We would like to commend your efforts in ensuring that all tickets are acted upon within the prescribed period," Casinabe said in a letter.

Administrator Masongsong thanked the 8888 CCC for the commendation.

"Rest assured that the NEA, together with our partner electric cooperatives (ECs), will continue to work hard to ensure that all concerns and complaints logged via 8888 are properly and promptly attended to," Masongsong said.

In 2020, a total of 500 citizens' complaints were referred by 8888 to the NEA. Of the number, 498 tickets or 99.6 percent were acted upon, while 2 tickets or 0.4 percent were under processing and awaiting feedback.

With regard to the compliance rate, the NEA attained 93 percent last year.

The 8888 CCC was established in 2016 to serve as a mechanism where citizens may report their complaints and grievances on acts of red tape as defined under Republic Act No. 9485, as amended by RA No. 11032, and/or corruption activities of any national government agency and other government corporation, financial institution, or instrumentalities.

Pursuant to the minimum operating standards of the 8888 CCC, the citizen's concern shall immediately be referred to the concerned government agency for appropriate action, which shall have a concrete and specific action within 72 hours from receipt of the concern. Failure of the government agency to respond in a timely manner will be considered grounds for administrative sanctions.

In a related development, the NEA has again received a certificate from the Presidential Communications Operations Office for being fully compliant with the enhanced Freedom of Information (FOI) requirements for the year 2020. ###

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