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NEA lauded anew for resolving 100% of citizens' complaints

The National Electrification Administration (NEA) has been commended anew by the 8888 Citizens' Complaint Center (CCC) for resolving 100 percent of citizens' concerns within the prescribed period.

In its letter to NEA Administrator Edgardo Masongsong, the 8888 CCC said that a total of 209 citizens' concerns were referred to the agency from January to May 2021. Of the number, all 209 tickets or 100 percent were acted upon.

The NEA also earned a 100-percent compliance rate, meaning all citizens' concerns and complaints referred to the agency by 8888 CCC were resolved within 72 hours.

"We would like to commend your efforts in ensuring that all tickets are acted upon within the prescribed period," 8888 CCC Director Bernadette Casinabe said in a letter addressed to Administrator Masongsong.

For his part, Masongsong thanked 8888 CCC for the recognition. "This reflects our commitment to ensuring that all concerns and complaints regarding the electric cooperatives and our services are acted upon promptly," the NEA chief said.

Of the total tickets referred to the agency, 132 tickets or 63.16 percent were about consumer concerns, 72 tickets or 34.45 percent pertained to integrity-related concerns, 3 tickets or 1.44 percent were commendation, and 2 tickets or 0.96 percent were about employment concerns.

Established in 2016, the 8888 CCC serves 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. ###

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