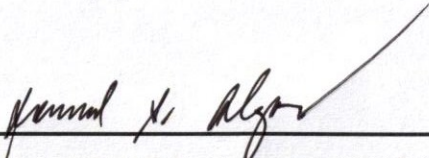


Citizen's Charter

Power Sector Assets and Liabilities Management (PSALM) Corporation

Approved by:



LOURDES S. ALZONA
Officer-in-Charge

Vision

A debt-free PSALM towards a competitive electric power industry through strategic asset privatization and financial management.

Mission

- Ensure the orderly privatization of PSALM's power and other disposable assets;
- Optimally liquidate PSALM's financial obligations; and
- Efficiently administer the Universal Charge.

Integrated Management System (IMS) Policy

We are a quality-oriented and socially-responsible government institution committed to satisfying the requirements of stakeholders through exemplary services.

“Quality is our Policy”

Corporate Core Values

- **Professionalism**

PSALM employees shall always be guided by the highest standards of work ethics and shall always aim to deliver the Corporation's commitments in a timely qualitative manner.

- **Respect**

To foster harmony and order, courtesy and consideration starting from the personal to the corporate levels, a culture of respect shall govern all personal and business transactions of the corporation.

- **Excellence**

We believe in delivering more than what is expected of us and PSALM shall set quality standards in the delivery of services that exceed global models.

- **Teamwork**

Cognizant of the invaluable contribution of synergy and dynamics of cooperation, PSALM management and employees believe in constructively working together to achieve their individual and collective goals.

- **Transparency and Integrity**

As a government Corporation that is accountable to the Filipino people, PSALM believes that every aspect of work shall be above board and shall be free of any doubts or irregularities.

List of Frontline Services

Key Process/Transaction

1. Sale Process of Power Assets
2. Sale Process of Other Disposable Assets

Other Frontline Services

1. Payment of Goods and Services (including payment of Share in National Wealth and Benefits under Energy Regulation No. 1-94)
2. Disbursement of Universal Charge (UC) Funds
3. Processing of Request for Restructuring of Outstanding Power Accounts
4. Processing of Requests for New/Renewal/Amendment of Contract for the Supply of Electric Energy (CSEE)

Privatization

Functional Group/Department Concerned: Asset Management Group

Privatization Procedures:

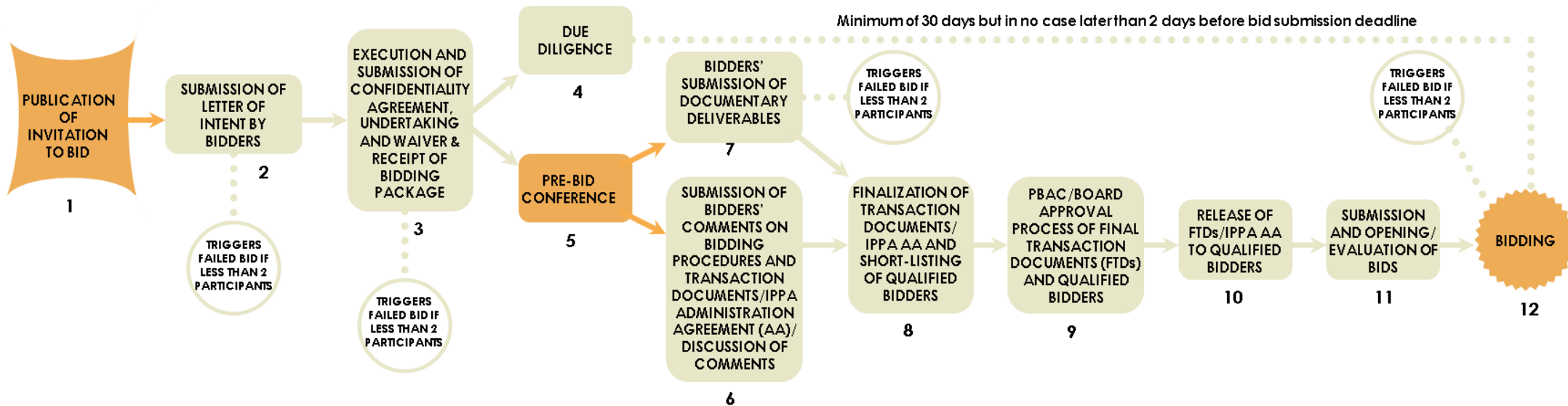
Interested parties who meet the qualifications may participate in the formal bidding process in accordance with the following steps:

- Submit a Letter of Interest (LOI) as soon as PSALM officially starts the bidding process with the publication of an Invitation to Bid (ITB) in three (3) newspapers of general circulation for three (3) consecutive days and in PSALM's website (<http://www.psalm.gov.ph>)

The LOI should include the following information:

- Full name of interested party
 - Office Address
 - Telephone/Fax Number
 - Name of the principal contact
 - Signature of authorized representative
- Execute and submit a Confidentiality Agreement (CA) and an Undertaking and Waiver. The forms will be furnished by PSALM.
 - With the submission of these initial requirements, interested parties must pay the nonrefundable Participation Fee.

SALE PROCESS OF POWER ASSETS



Sale Process of Power Assets

Step	Responsible Personnel/Unit	Time Needed to Complete Procedure*	Amount of Fees	Required Documents
1. Publication of Invitation to Bid (ITB)	Asset Management Group (AMG) Unit Concerned/ Technical Working Group (TWG) CorpComm Division	Three (3) consecutive calendar days	None	None
2. Submission of Letter of Intent by Bidders	AMG Unit Concerned/ TWG	Within fourteen (14) calendar days beginning on the first day of ITB publication	None	Letter of Intent
3. Execution and Submission of Confidentiality Agreement (CA), Undertaking and Waiver, and Receipt of Bidding Package by Bidders	AMG Unit Concerned/ TWG	Within twenty-eight (28) calendar days beginning on the first day of ITB publication	Participation Fee as announced in the ITB	CA and Undertaking and Waiver
4. Due Diligence by Bidders	AMG Unit Concerned/ Data Room	Minimum of thirty (30) calendar days or up to two (2) working days before Bid Submission Deadline	None	Formal request to PSALM
5. Pre-bid Conference	AMG Unit Concerned/ TWG/Privatization, Bids and Awards Committee (PBAC)	At least fourteen (14) calendar days beginning on the first day of ITB publication	None	Payment of Participation Fee
6. Submission of Bidders' Comments on Bidding Procedures and Transaction	AMG Unit Concerned/ TWG	Within fourteen (14) calendar days after release of the draft of the Bidding	None	Bidders' Comments

Step	Responsible Personnel/Unit	Time Needed to Complete Procedure*	Amount of Fees	Required Documents
Documents/IPPA Administration Agreement (AA)/ Discussion of Comments		Procedures/Transaction Documents/IPPA AA		
7. Bidders' Submission of Documentary Deliverables	AMG Unit Concerned/ TWG	Within 60 calendar days after publication of ITB	None	Documentary Deliverables as described in the Bidding Package
8. Finalization of Transaction Documents/IPPA AA and short-listing of Qualified Bidders	AMG Unit Concerned/ TWG	At least 14 calendar days prior to the Bid Submission Deadline	None	None
9. PBAC/Board Approval Process of Final Transaction Documents (FTDs)/IPPA AA and Qualified Bidders	PBAC/ PSALM Board	Prior to release of FTDs/ IPPA AA	None	None
10. Release of FTDs/IPPA AA to Qualified Bidders	AMG Unit Concerned/ TWG	At least seven (7) calendar days prior to the Bid Submission Deadline	None	None
11. Submission and Opening of Bids	AMG Unit Concerned/ TWG PBAC	At least 90 calendar days after publication of ITB		Bidding/ Final Transaction Documents/ IPPA AA as described in the Bidding Package

* Disclaimer: Periods stated are indicative. Refer to ITB and Supplemental Bid Bulletin/s (SBB) for the actual dates depending on the asset involved.

Due Diligence and Site Visit Protocol

Under PSALM's Data Room and Due Diligence (DRDD) Procedures, bidders are allowed to conduct due diligence activities for their own investigation of the assets. These due diligence activities include Data Room and site visits. Through these activities, all bidders are provided with equal access to relevant information for their valuation and for their decision to purchase the asset.

The DRDD of the Bidding Procedures provides all the guidelines for the request and the conduct of Data Room and on-site due diligence. A Confidentiality Agreement is required from each bidder before the conduct of the said activities.

Bidders conducting their on-site due diligence activity should comply with all pertinent requirements and safety rules and regulations being imposed/ implemented at all PSALM/National Power Corporation (NPC) and NPC-Independent Power Producer (IPP) power stations and facilities.

Data Room Access and Utilization

Step	Employee/Unit Responsible	Time Needed to Complete Procedure	Amount of Fees*	Required Documents
1. Submit request for Data Room Visit	Authorized Representative of the Bidder	At least three (3) working days prior to requested date	None	Data Room Form 1: Conformity Form Data Room Form 2: Data Room Visit Request
2. Nominate personnel to be involved in the Data Room visit	Authorized Representative of the Bidder	At least three (3) working days prior to intended date of access to Data Room	None	Data Room Form 3: Data Room Access List
3. Approval of dates for the Data Room Visit	Data Room Manager/Due Diligence Coordinator	At least three (3) working days prior to requested date	None	Data Room Form 2: Data Room Visit Request Data Room Form 3: Data Room Access List

Step	Employee/Unit Responsible	Time Needed to Complete Procedure	Amount of Fees*	Required Documents
4. Conduct of the due diligence activity	Bidder's Nominated Persons (with the assistance of the Data Room Personnel)	With prior arrangement for access. This can be conducted until two (2) working days before Bid Submission Deadline	Photocopying charges	Data Room Form 4: Data Room Documents Checkout Data Room Form 5: Photocopy Request Data Room Form 6: Additional Info/Question

* Photocopying of documents is available at the Data Room upon payment of prevailing PSALM-defined rates.

Site Visit Request

Step	Employee/Unit Responsible	Time Needed to Complete Procedure	Amount of Fees*	Required Documents
1. Submit request for Site Visit	Authorized Representative of the Bidder	At least five (5) working days prior to intended date of Site Visit	None	Data Room Form 1: Conformity Form Data Room Form 7: Site Visit Request
2. Nominate personnel to be involved in the Site Visit	Authorized Representative of the Bidder	At least five (5) working days prior to intended date of Site Visit	None	Data Room Form 7: Site Visit Request
3. Approval of dates for Site Visit	Data Room Manager/Due Diligence Coordinator	At least three (3) working days prior to intended date of access to Site	None	Data Room Form 7: Site Visit Request
4. Conduct of the Site Visit	Bidder (with the assistance of the Task Team/ Plant Personnel/ Data Room Personnel)	With prior arrangement for access. This can be conducted until two (2) business days before Bid Submission Deadline	None, except for 2 nd and succeeding site visits	Data Room Form 6: Additional Information/Question Form Data Room Form 7: Site Visit Request

* Costs of 2nd and succeeding site visits are shouldered by the Bidder. Amount is based on the current accommodation, airfare and incidental fees.

Sale Process of Other Disposable Assets*

Step	Responsible Personnel/Unit	Time Needed to Complete Procedure**	Amount of Fees	Required Documents
1. Publication of Invitation to Bid	AMG Concerned Unit Technical Working Group (TWG) BAC-Disposal CorpComm Division	Three (3) consecutive calendar days	None	Invitation to Bid
2. Payment of Participation Fee and receipt of Bidding Package by Bidders	AMG Concerned Unit Technical Working Group (TWG) BAC-Disposal	Within fourteen (14) calendar days beginning on the first day of ITB publication	Participation Fee as stated in the ITB	None
3. Due Diligence by Bidders	AMG Concerned Unit TWG BAC-Disposal Data Room	As stated in the ITB	None	Formal request to BAC-Disposal
4. Pre-bid Conference	BAC Disposal/AVDD3	One (1) day (commences fourteen (14) days after ITB)	None	Payment of Participation Fee
5. Submission of Bidders' Comments on Bidding Procedures	BAC Disposal/TWG	Within seven (7) calendar days from Pre-bid conference	None	Bidders' Comments
6. Bidders' submission of Documentary Deliverables	AMG Concerned Unit TWG-BAC Disposal	Thirty (30) calendar days after publication of ITB	None	Documentary Deliverables as stated in the Bidding Package
7. Finalization of Bidding Documents/Pre-qualification of Bidders	TWG-BAC Disposal	Within fourteen (14) calendar days after Bidders' submission of Documentary Deliverables	None	None
8. BAC-Disposal/Board approval of Final Bidding Documents and issuance to Qualified Bidders	BAC Disposal/PSALM Board	Prior to release of Final Bidding Documents	None	None

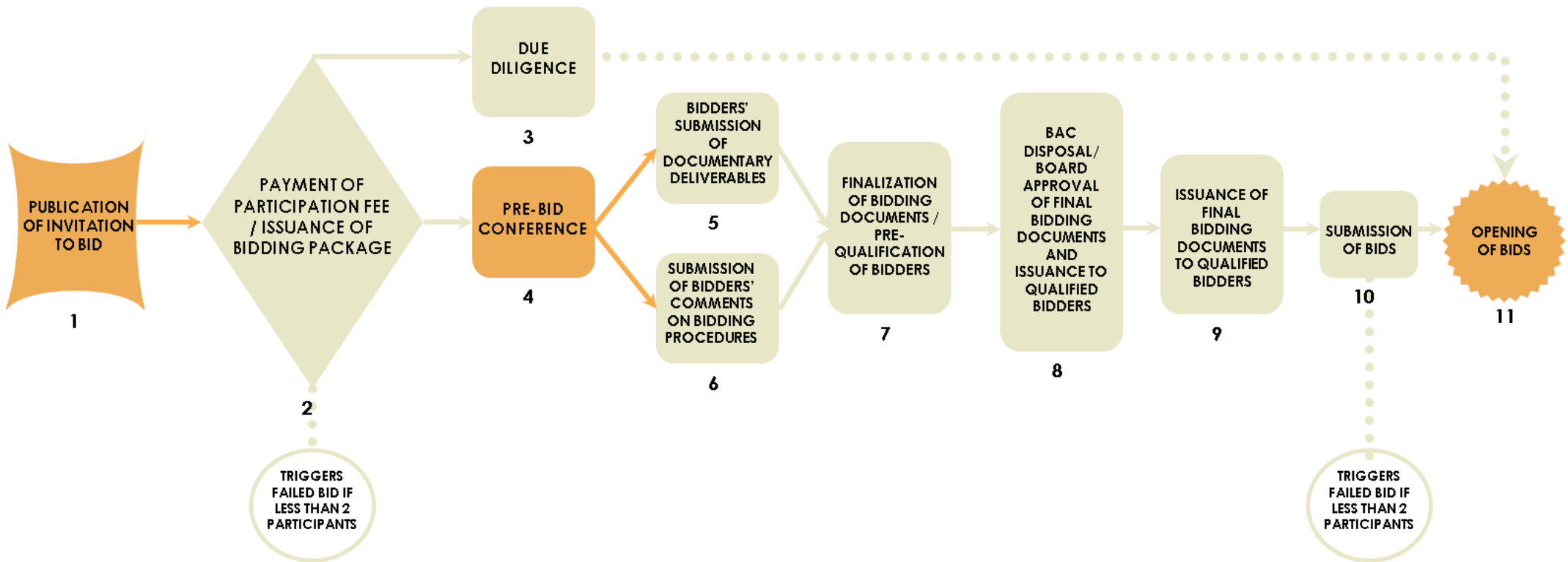
Step	Responsible Personnel/Unit	Time Needed to Complete Procedure**	Amount of Fees	Required Documents
9. Release of Final Bidding Documents to Qualified Bidders	AMG Concerned Unit TWG-BAC Disposal	At least seven (7) calendar days prior to the Bid Submission Deadline	None	None
10. Submission and Opening of Bids	BAC-Disposal	One (1) calendar day	None	<ol style="list-style-type: none"> 1. Bid Envelope No. 1 - Omnibus Sworn Statement and Bid Security 2. Bid Envelope No. 2 - Bid Form

* Other Disposable Assets cover the following:

- a. Excluded assets from sold plants (serviceable or unserviceable) such as spare parts, equipment and scrap materials, waste oil from decommissioned plants, items in warehouses, and other items from abandoned and completed projects;
- b. Scrap materials and other disposable items (e.g. toxic wastes) from PSALM-owned generating plants;
- c. Non-power assets such as buildings, guesthouses and other structures;
- d. Artworks/Paintings; and
- e. Real estate assets except for those to be disposed in accordance with the Land Lease Agreement (LLA) or Option Existence Notice (OEN).

** Disclaimer: Periods stated are indicative. Refer to ITB and Supplemental Bid Bulletin/s (SBB) for the actual dates depending on the asset involved.

SALE PROCESS OF OTHER DISPOSABLE ASSETS



Other Frontline Services

Frontline Service : Payment of Goods and Services (including payment of Share in National Wealth and Benefits under Energy Regulation (ER) 1-94)

Schedule of Availability of Service: Monday-Friday (8:00 AM - 5:00 PM, except for release of checks which is until 4:00 PM only)

Who may avail of the services:

1. Contractors
2. Suppliers
3. Government Agencies/Other Claimants

What are the requirements?

1. Billing/Statement of Accounts
2. Documents indicated/required under the contract/applicable government issuances

What are the applicable fees?

None

How to avail of the service:

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
1	Receives billing/statement of account and supporting documents	15 minutes	Concerned Cost Center Personnel
2	Evaluates and verifies billing/statement of account and supporting documents	1-3 working days	Concerned Cost Center Personnel
3	Prepares and signs Budget Utilization Request (BUR) Box A and Disbursement Voucher (DV) Box B in accordance with Manual of Approvals	1-2 working days	Concerned Cost Center Personnel/Authorized Signatories
4	Evaluates, reviews completeness of supporting documents and approves/signs BUR Box B	1-2 working days	Budget and Property Monitoring Department (BPMD) Personnel
5	Examines validity and completeness of	1-5*** working days	Controllership Department (CD)

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
	supporting documents and signs DV Box A		Personnel
6	Prepares check/payment instruction (for Philippine Peso denominated obligations)	1 hour	Treasury Department (TD) Personnel
	Prepares payment instruction (for Foreign Currency** denominated obligations)	1 working day	
7	Approves/signs check	1-2 working days	Authorized Signatories
	Approves/signs payment instruction		
8	Issues checks/implement payment instruction	15 minutes	TD Personnel
	Total	5 working days & 1.5 hours - 14 working days & 1.5 hours	

* Periods stated are exclusive of counter-party or customer's time or days to respond or comply with the requirements

** Includes US Dollar, which requires 1-2 days processing, and third currency (e.g., Japanese Yen, Euro, etc.), which requires 1-3 days processing

*** Provided that the claims have no legal and technical issues and documentary requirements are complete

Frontline Service : Disbursement of Universal Charge (UC) Funds

Schedule of Availability of Service: Monday-Friday (8:00 AM - 5:00 PM)

Who may avail of the services:

1. NPC for UC for Missionary Electrification and UC for Environmental Charge (UC-ME, UC-EC)
2. Renewable Energy Developers for UC for Renewable Energy Developers Cash Incentive (UCME-REDCI)
3. PSALM for UC for NPC Stranded Contract Costs (UC-SCC)

Note: Effectivity of UC rates and the amounts to be disbursed are based on the Energy Regulatory Commission (ERC) approvals/decisions

What are the requirements?

A. For UC-ME, EC and SCC:

1. Duly-accomplished UC Disbursement Request Form (UCDRF)
2. Official Receipt issued for previous month's disbursement
3. UC Fund Utilization Report of Previous Availment
4. UC Fund Balance as of disbursement period

B. For UCME-REDCI:

1. Duly-accomplished Cash Incentive Claim Form (CICF)
2. Complete documents identified in the Checklist/Supporting Documents (Annex A to CICF)
3. Cash Incentive Claim Calculation and Monitoring (PSALM Version)
4. Monthly Operational Plant Monitoring
5. Official Receipt issued for previous month's disbursement
6. UC Fund Balance as of disbursement period

What are the applicable fees?

None

How to avail of the service:

A. For UC-ME NPC SPUG, EC and SCC

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
1	Receives UCDRF and supporting documents	15 minutes	Universal Charge Administration Department (UCAD) Administrative Personnel
2	Evaluates and verifies UCDRF and checks completeness of supporting documents	4 hours	UCAD Finance Specialist
3	Advises Treasury Department (TD) to transfer funds from Main Trust Account (MTA) to each Special Trust Fund Account (STFA)	4 hours	UCAD Department Manager
4	Prepares Disbursement Voucher (DV)/approves and signs DV ^{/a}	4 hours	UCAD Finance Specialist/ Authorized Signatories
	Prepares Memorandum/Advice to TD for transfer ^{/b}		
5	Evaluates and signs audit box of DV	1 working day	Controllership Department (CD) Personnel/ Authorized Signatories
6	Prepares Payment Instruction (PI)	1 hour	TD Personnel
7	Examines validity and completeness of supporting documents and approves/signs PI ^{/a}	1 working day	Authorized Signatories
	Examines validity and completeness of supporting documents and approves/signs PI ^{/b}		CD Personnel/Authorized Signatories
8	Advises transfer of funds from STFA to each beneficiary/ Special Fund Account	15 minutes	TD Personnel
	Total	3 working days & 5.5 hours	

^{/a} For disbursements of UC for Missionary Electrification, UC for Environmental Charge and UC for Renewable Energy Developers Cash Incentive

^{/b} For disbursements of UC for NPC Stranded Contract Costs

B. For UCME-Renewable Energy Developers' Cash Incentive

Step	Activity	Duration of Activity	Responsible Personnel/Unit
1	Receives Cash Incentive Claim Form (CICF) and documents identified in the checklist/supporting documents (Annex A to CICF)	15 minutes	Universal Charge Administration Department (UCAD) Sr. Finance Analyst
2	Checks completeness of supporting documents, may inform RED representative to submit lacking documents, if any, or deny receipt of CI claim. Notes: <i>Pursuant to ERC-approved REDCI Guidelines:</i> <ul style="list-style-type: none"> • PSALM may deny receipt of cash incentive claim of RED with incomplete documents • Claims will be processed/disbursed within thirty (30) calendar days from receipt of complete documents, subject to fund availability • In case there is no available fund, the deficiency shall be settled in the succeeding months' UC remittances and a letter shall be issued to the claimant informing the same 	15 minutes	UCAD Sr. Finance Analyst
3	Based on completed documents submitted, evaluates and verifies data, calculates CI due to the RED and updates Cash Incentive Claim monitoring form.	2 working days	UCAD Sr. Finance Analyst
4	Update UC Fund Balance to ensure availability of funds, prepares Disbursement Voucher (DV), signs CICF and initials DV	1 working day	UCAD Sr. Finance Analyst
5	Checks and verifies calculations based on submitted supporting documents, checks fund balance and signs	1 working day	UCAD Sr. Finance Specialist/ UCAD Division Manager

Step	Activity	Duration of Activity	Responsible Personnel/Unit
	CICF and initials DV		
6	Reviews and validates calculations, fund balance and ensures DV amounts match with attached documents, signs CICF and approves and signs DV	1 working day	UCAD Department Manager
7	Approves and signs CICF	4 hours	VP-Finance
8	<p>Advises Treasury Department (TD) regarding the REDCI claim processed by UCAD, including the approved amount, to enable them to allocate REDCI fund for the purpose.</p> <p><i>Note: REDCI claim is filed by RED anytime, hence, REDCI fund is invested meantime that no claims are approved/processed.</i></p>	15 minutes	Sr. Finance Analyst
9	Evaluates and signs audit box of DV	1 working day	Controllership Department (CD) Personnel/Authorized Signatories
10	Prepares Payment Instruction (PI)	1 hour	TD Personnel
11	Examines validity and completeness of supporting documents and approves/signs PI	1 working day	CD Personnel/Authorized Signatories
12	Advises transfer of funds from STF to each beneficiary Special Fund Account	15 minutes	TD Personnel
	Total * in working days	7 working days and 6 hours	

Frontline Service: Request for Restructuring of Outstanding Power Accounts

Schedule of Availability of Service: Monday-Friday (8:00 AM - 5:00 PM)

Who may avail of the services:

1. Power Customers

What are the requirements?

1. Letter-request
2. If qualified for Restructuring:
 - a. Monthly Financial and Statistical Report (MFSR)
 - b. Financial Statements (last 3 years)
 - c. Collection Efficiency and System Loss
 - d. Financial Rehabilitation Plans and Programs
 - e. Projected Financial Statements
 - f. Other necessary documents as may be requested by PSALM

What are the applicable fees?

None

How to avail of the service:

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
1	Receives request	15 minutes	Office of the President and CEO (OPCEO)/Finance Group Personnel
2	Evaluates requests if amount involved and customer profile qualifies for restructuring. <i>If request qualifies for restructuring, proceed to Step 3. If amount involved does not qualify for restructuring, proceed with the collection of the total outstanding obligation.</i>	1 working day	Treasury Department (TD) Personnel
3	Notifies customer to submit documentary requirements <i>Customer has 10 days to submit the documentary requirements from receipt of letter from PSALM.</i>	3 working days	TD Personnel
4	Receives documentary requirements from power customers <i>If documents are complete, proceed to Step 5.</i>	15 minutes	TD Personnel

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
	<i>If documents are incomplete, go back to Step 3.</i>		
5	Evaluates documentary requirements	7 working days	TD Personnel
6	Sends conforme letter containing results of evaluation and indicative restructuring terms <i>If acceptable to customer, it has 10 days to submit the signed conforme letter upon receipt; proceed to Step 9. If not acceptable, proceed to Step 8.</i>	1 working day	TD Personnel
7	Negotiates with customer on the indicative restructuring terms	30 - 180 working days	TD/OGC Personnel
8	Prepares restructuring terms for endorsement to Management/Board	7 working days	TD Personnel
9	Endorses restructuring terms to Management/Board	1 working day	TD Manager
		2 working days	Vice President-Finance
		3-5 working days	President and CEO
10	Approves restructuring terms	3-5 working days	Vice President-Finance
		5-7 working days	President and CEO
		30-60 working days	Board
11	Sends approved restructuring agreement for signing by customer <i>Customer has 10 days to submit to PSALM the signed and notarized Restructuring Agreement upon receipt.</i>	1 working day**	TD Personnel
12	Receives signed and notarized Restructuring Agreement for execution of PSALM	15 minutes	TD Personnel
13	Checks authenticity and completeness of Restructuring Agreement	1 working day	TD Personnel
14	Signs Restructuring Agreement and notarizes PSALM's Acknowledgement portion	10-15 working days	OPCEO and OGC Personnel
15	Sends one (1) original copy to customer	1 working day	TD Personnel
16	Implement the agreement	Upon contract effectivity	TD Personnel
	Total	106 working days	

Step	Activity	Duration of Activity*	Responsible Personnel/Unit
		and 45 minutes - 297 working days and 45 minutes	

* Periods stated are exclusive of counter-party or customer's time or days to respond or comply with the requirements.

**Subject to availability of the signatory

Frontline Service: Processing of Requests for Renewal/Amendment of Contract for the Supply of Electric Energy (CSEE)

Schedule of Availability of Service: Monday-Friday (8:00 AM - 5:00 PM)

Who may avail of the services:

1. Electric Cooperatives (ECs)
2. Private Distribution Utilities
3. Industrial Customers which is not Contestable unless allowed by ERC
4. National Grid Corporation of the Philippines (NGCP)
5. Self-Generating Plants

What are the requirements?

1. Letter-Request including proposed equivalent demand & contracted energy, and contract duration, copy furnished the Electricity Trading Department (ETD)
2. Board Resolutions or Secretary's Certificate on the following:
 - a. Authorized Signatories
 - b. Authority to enter to CSEE New/Renewal/Amendment
3. List of Customer's Delivery Points

What are the applicable fees?

None

Note: Application for renewal/amendment should be submitted at least 90 days prior to contract expiration.

How to avail of the service:

Step	Activity	Duration of Activity	Responsible Personnel/Unit
1	Receives request	15 minutes	Office of the President and CEO (OPCEO) Personnel

Step	Activity	Duration of Activity	Responsible Personnel/Unit
2	<p>Endorses and evaluates request</p> <ul style="list-style-type: none"> • Compare the Demand Requirements of the Customers against the Generation Forecast • Verify if available capacity and PSALM allocation satisfy Customer's requirement • Determine if qualified for renewal/amendment 	6 working days	OPCEO/Office of the Vice-President (OVP) Asset Management Group (AMG)/ETD Personnel
3	<p>Provides initial results of evaluation to customer</p> <p><i>If results of initial evaluation are not acceptable with customer, proceed to Step 4.</i></p> <p><i>If the latest ERC approved CSEE Template is acceptable, proceed to Step 5.</i></p> <p><i>If customer has outstanding obligations exceeding allowable terms provided under the existing contract, settle outstanding obligations or enter into a Restructuring Agreement. Processing of request will continue upon receipt by ETD from PSALM-Treasury Department (TD) of Certification on No Outstanding Obligations.</i></p>	1 working day	ETD Personnel/Treasury Department
4	Negotiates on acceptable CSEE terms and conditions	15 working days	ETD Personnel/OVP-AMG/Office of the General Counsel (OGC)
5	<p>Prepares new/renewed/amended CSEE</p> <p><i>Note:</i></p>	3 working days	ETD Personnel/OVP-AMG/OGC/OPCEO

Step	Activity	Duration of Activity	Responsible Personnel/Unit
	<p><i>If renewal, the signatory is up to the President and CEO level; proceed to Step 7.</i></p> <p><i>If new CSEE or amendment to contract requires Board approval (e.g. increase contract duration, change in financial terms, reduction in contract level, etc.), proceed to Step 6; if no, proceed to Step 7.</i></p>		
6	Approves renewed/amended CSEE	60 working days	OPCEO/Board
7	Transmits renewed/amended CSEE to customer <i>Customer has 15 days to submit to PSALM the signed and notarized renewed/amended CSEE.</i>	3-5 working days	ETD Personnel
8	Receives the signed and notarized CSEE from customer	15 minutes	ETD Personnel
9	Review CSEE for alterations, if any If yes, return to customer the corrected CSEE for signing <i>Customer has five (5) days to resubmit to PSALM the corrected CSEE</i>	1 working day	
10	Endorses to OP for approval/signing	3 working days	ETD/OVP AMG Personnel
11	Upon receipt of signed CSEE from Customer, notarizes PSALM's Acknowledgement portion	7 working days	OPCEO and OGC Personnel
12	Sends one (1) original copy to customer	3-5 working days	ETD Personnel
13	Files CSEE to ERC for approval	15 working days	ETD/OGC Personnel
14	Implements the agreement	Upon contract effectivity	ETD Personnel
	Total	117 days and 30 minutes - 121 days and 30 minutes	

Feedback

For comments, suggestions or complaints, kindly accomplish the Customer's Feedback Form available at the lobby and drop it in the suggestion box provided. You may also access the feedback tab in our website or email us at infos@psalm.gov.ph.