

Management Assistance Group

- Frontline Service : Management Assistance/Supervisory Visit to Client ECs
- Clients : ECs
- Requirements : Sector/Department/Office Action Plan
- Schedule of Availability of Service : Per Management Assistance Group Workplan
- Fees : None
- Total/Maximum Duration of Process : It depends on the requirement of a particular EC
- How to Avail of the Service : MAG-Initiated

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Evaluates status of compliance with PDC/PGC/WESM and other regulatory requirements	MAG Teams/FITS	MAG, 4/F	It depends on the requirement of a particular EC
		Monitors and validates Barangay/Sitio Energization			
		Reviews/Evaluates availability of power supply on isolated areas and recommend improvement/s			
		Conducts EC In-House forum to increase preparedness on EPIRA, WESM, Open Access and Retail Competition			
		Monitors utilization of SLRP loans and/or evaluate effectiveness of ECs' Non-Technical Loss Reduction Program/s and recommend improvement/s			
		Assists/Monitors ECs in the control of non-power cost			
		Assists in the Collection Efficiency improvement of ECs			
		Monitors and ensures repayment of ECs' restructured loans			
		Assists ECs in the timely compliance of reportorial requirements			
		Assists in the preparation of ECs' departmental action plans (PIP/REP) under ICPM			
		Monitors/Evaluates and coach in implementation of the ECs' detailed sectoral plans under the approved ICPM			
		Monitors and evaluates ECs' categorization and compliance with 12 Key Performance Indicators			

END

LEGEND:

- MAG - Management Assistance Group**
- ECs - Electric Cooperatives**
- SLRP - System Loss Reduction Program**
- PGC - Philippine Grid Code**

- EPIRA - Electric Power Industry Reform Act**
- WESM - Wholesale Electricity Spot Market**
- PIP - Performance Improvement Plan**
- REP - Rehabilitation Efficiency Plan**
- ICPM - Integrated Computerized Planning Model**
- PDC - Philippine Distribution Code**

Management Assistance Group

Frontline Service	:	MRBCD and Non-Technical Loss Reduction Program Assistance
Clients	:	ECs
Requirements	:	Sector/Department/Office Action Plan
Schedule of Availability of Service	:	Per MAG Workplan
Fees	:	None
Total/Maximum Duration of Process	:	Fourteen (14) days
How to Avail of the Service	:	MAG-Initiated

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Prepares necessary materials/data, travel documents and inform concerned EC	MAG Teams	MAG, 4/F	2 days
		Conducts meeting with Management Staff			5 days
		Conducts MRBCD Orientation and Workshop			1 day
1	Receives assessment and enhancement reports	Conducts exit conference and submits assessment/ enhancement report			1 day
		Prepares and submits accomplishment report to Administrator thru DAFO			5 days
		Sends appropriate action/comments and return to MAG Teams			Administrator

END

LEGEND:

MAG - Management Assistance Group

OA - Office of the Administrator

ODAFO - Office of the Deputy Administrator for Field Operations

ECs - Electric Cooperatives

MRBCD - Meter Reading, Billing, Collection and Disconnection

Management Assistance Group

Frontline Service : EC Operation assessment and Enhancement Assistance
 Clients : ECs
 Requirements : EC's Letter-Request/Board Resolution/MAG Initiated
 Schedule of Availability of Service : Whole Year Round
 Fees : None
 Total/Maximum Duration of Process : Fourteen (14) days
 How to Avail of the Service : EC's Request

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submits/Sends letter-request	Receives and forwards to the DAFO	DAFO Secretary	MAG, 4/F	1 day
		Receives and endorses to concerned MAG Teams	DAFO	ODAFO, 4/F	
		Receives/Evaluates request and prepares materials necessary for travel	MAG Teams		EC
2	Receives and acknowledges/ confirm Team schedule	Informs concerned ECs of Team's schedule			
		Conducts/Undertakes activities/services		MAG, 4/F	Time is dependent on the duration of Travel Order
		Prepares and submits accomplishment report to Administrator thru DAFO			7 days
		Appropriates action/comments and returns to MAG Teams	Administrator	OA, 7/F	Time is dependent on the official action of the Administrator. Duration of Activity within this office is not included in the total duration of the process.
3	Receives report and implement recommendations				
END					

* Depending on the nature of assistance requested

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