

Management and Consultancy Services Office

Frontline Service	: Management Assistance/Supervisory Visit to Client ECs
Clients	: ECs under MCSO Supervision
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	: MCSO-Initiated

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Supervise and Manage the EC operation	MCSO Teams/FITS	ECMS 4/F	It depends on the requirement of a particular EC
		Monitor and validate implementation of EC OIP to ensure operational improvement			
		Monitor/Evaluate activities in the reduction of non-power cost and recommend necessary measures			
		Monitor/Evaluate activities in the improvement of Collection Efficiency and recommend improvement/s			
		Monitor utilization of SLRP loans and/evaluate effectiveness and recommend improvement/s			
		Facilitate EC Long-Term Planning (e-ICPM)			
		Provide assistance in the conduct of Competitive selection Process (CSP) for new power provider (NPP) for Island ECs			
		Monitor sustainability of restructuring through Private sector Participation (PSP)			
		Act on Gos/NGOs initiated request for FIT assistance			

END

LEGEND:

MCSO - Management and Consultancy Services Office
ECs - Electric Cooperatives
SLRP - System Loss Reduction Program
CSP - Competitive Selection Process
NPP - New Power Provider
PSP - Private Sector Participation

eICPM - enhanced Integrated Computerized Planning Module
OIP - Operation Improvement Plan
GO - Government Office
NGO - Non-government organization
FIT - Financial, Institutional & Technical

Management and Consultancy Services Office

Frontline Service : MRBCD and Non-Technical Loss Reduction Program Assistance
 Organizational Restructuring/Work Order Procedure/Enhance Linemens Training

Clients : ECs under MCSO Supervision

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 : MCSO-Initiated

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity	
		Prepares necessary materials/data, travel documents and inform concerned EC	MCSO Teams	ECMS, 4/F	2 days	
		Conducts meeting with Management Staff		EC		1/2 day
		Conducts Training Orientation and Workshop				It depends on the seminar requested
		Prepares assessment report to EC Management				1 day
		Conducts roundtable discussion with EC Management & Staff				1 day
		Prepares and submits accomplishment report to Deputy Administrator, ECMS				10 days
		Sends appropriate action/comments and return to MAG Teams	Deputy Administrator	ECMS, 4/F	within 1 week	
END						

LEGEND:

ECMS - Electric Cooperative Management Services
MCSO -Management and Consultancy Services Office
EC - Electric Cooperative

Management and Consultancy Services Office

Frontline Service	: Management Assistance (FITs)
Clients	: Electric Cooperatives (ECs)
Requirements	: EC's Letter-Request/Board Resolution
Schedule of Availability of Service	: Whole Year Round
Fees	: None
Total/Maximum Duration of Process	: Forteen (14) days
How to Avail of the Service	: EC's Request

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Submit/Send letter-request	Receive and forward to the ECMS	RMU	ECMS, 4/F	2 days
		Receive and endorse to concerned MCSO Team	DA, ECMS		
2	Receive and acknowledge/ confirm Team schedule	Inform EC of Team's schedule of field visit	MCSO Team	EC	Time is dependent on the nature of assistance
		Conduct/Undertakes activities/services			
		Prepare and submits accomplishment/field report to Deputy Administrator, ECMS		7 days	
		Review and recommend approval	Department Manager	ECMS, 4/F	2 days
		Approve field report	DA, ECMS		2 days
3	Receive report and implement recommendations	Send copy of field report to EC thru RMU	MCSO Team	EC	1 day
END					

LEGEND:

ECMS - Electric Cooperative Management Services

MCSO -Management and Consultancy Services Office

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Management and Consultancy Services Office

Frontline Service	: EC Operation Improvement Plan (OIP)
Clients	: Ecs under MCSO Supervision
Requirements	: Final OIP, Board Resolution/Performance Commitment Contract
Schedule of Availability of Service	: Whole Year Round
Fees	: None
Total/Maximum Duration of Process	: Thirty Five (35) days
How to Avail of the Service	: EC's Request

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
		Prepare Monthly/Quarterly EC Operation Performance Reports (EC Classification)	MCSO Teams	ECMS, 4/F	1 day per EC
		Send letter to EC for non-compliant to six (6) standard parameters			1 day
		Conduct orientaion on the preparation of OIP		EC	5 days
1	Submit final OIP with Board Resolution and Performance Commitment Contract	Receive and forward to the ECMS	ECMS Secretary	ECMS, 4/F	1 day
		Receive and endorse to concerned MAG Teams	MCSO Teams		
		Receive/Evaluate OIP	MCSO Teams	ECMS, 4/F	5 days
		Endorse evaluated OIP to Office of the Administrator for Approval	OA	OA, 7/F	1 day
		Send letter to inform EC on the approved OIP	MCSO	ECMS, 4/F	
2	EC implement OIP	Receive OIP accomplishment report			
		Inform concerned ECs of Team's schedule field visit	MCSO Teams	EC	5 days
		Conduct/Undertake activities/evaluation of OIP accomplishment			
		Prepare and submit accomplishment/field report to Deputy Administrator for ECMS		ECMS, 4/F	
		Return to MAG Teams for appropriate actions/comments	ECMS		1 day
		Send copy of field report to EC	MCSO Teams	EC	
END					

LEGEND:

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OIP - Operation Improvement Plan