

ON APPROVING THE ACTION PLAN OF THE NNLE “ELIZBAR ERISTAVI ENERGY TRAINING CENTER”

According to the paragraph 41 of Article 29 of the Law of Georgia on Energy and Water Supply, the Georgian National Energy and Water Supply Regulatory Commission (the Commission) is authorized to conduct research to identify and solve problems in the electricity, natural gas and water supply sectors, to raise public awareness of the acute issues related to them, to carry out special programs for the professional development and improving qualification of persons employed in these sectors and other interested persons. In order to conduct training courses/programs, the Commission approves the action plan and establishes a training-research center in the organizational-legal form of a non-entrepreneurial (non-commercial) legal entity.

The NNLE “Elizbar Eristavi Energy Training Center” (Identification Number 405505760; Hereinafter “the Training Center”) and the Charter of the Training Center has been approved.


According to the Charter of the Training Center, the goals of the Training Center are to:

- a) take care of improving the qualifications of persons employed in the electricity, natural gas and water supply sectors (hereinafter - regulated sectors);
- b) promote the current issues related to regulated sectors in various target groups, awareness raising;
- c) promote education of pupils and students of general education and higher education institutions on regulated sectors;
- d) conduct the scientific research activities for the development of regulated sectors, its promotion and preparation of relevant periodicals and thematic publications;
- e) create an electronic library on regulated sectors;
- f) support the implementation of planned projects in the regulated sectors for the strengthening of energy institutions;
- g) educational and research cooperation with local and international organizations and experts working on the issues related to regulated sectors.

In order to facilitate the implementation of the Training Center’s goals and to ensure compliance with the requirements of the provisions of the Law of Georgia on “Energy and Water Supply”, the Commission believes that the action plan of the Training Center should be approved as presented.

Based on all of the above, in accordance with Articles 23 and 29 of the Law of Georgia “On Energy and Water Supply”, Articles 53, 54 and 56 and Chapter VII of the General Administrative Code of Georgia, as well as Commission Resolution No. 79 of December 28, 2020 based on the “Statute of the Georgian National Energy and Water Supply Regulatory Commission

Has decided :

1. To approve the Action Plan of the NNLE “Elizbar Eristavi Energy Training Center” (Annex).
 2. To instruct the NNLE “Elizbar Eristavi Energy Training Center” to submit periodic reports to the Georgian National Energy and Water Supply Regulatory Commission regarding the progress and implementation of the action plan, in accordance with the Charter;
 3. The decision is valid from the day it is announced at the public session of the Commission.
 4. The decision can be appealed in the Tbilisi City Court (address: Tbilisi, Davit Aghmashenebeli Alley, N64), within 1 (one) month from its official notification.
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**NNLE “ELIZBAR ERISTAVI
ENERGY TRAINING CENTER”
ACTION PLAN**



**E N E R G Y
TRAINING CENTER**

**TBILISI
July 28, 2022**

INTRODUCTION

The present action plan has been developed taking into account the goals and objectives of the “Elizbar Eristavi Energy Training Center” (hereinafter referred to as the Training Center), as well as the latest trends, achievements and challenges in the fields of energy and water supply. The action plan is based on experience, knowledge, professional approach and focuses on obtaining specific tangible results through the implementation of the action plan goals.

The effective implementation of the action plan is a prerequisite for the successful implementation of the goals and objectives set by the center and provides advance planning of the mechanisms for solving challenges or meeting needs that may arise in the course of the Training Center’s activities.

The action plan of the Training Center is a dynamic, updatable and continuous document, which, if necessary, will be evaluated at the selected stage of implementation, and new priorities will be determined based on the analysis of relevant information. In order to implement modern methodologies and the best international experience, the Training Center will provide proposals for updating and improving the action plan to the National Energy and Water Supply Regulatory Commission of Georgia (hereinafter - the Commission).

LEGAL BASIS, FORM AND SCOPE OF THE TRAINING CENTER’S ACTIVITY

In accordance with the amendment made on December 22, 2021 to the Law of Georgia “On Energy and Water Supply”, the Commission was granted the authority to establish the Training Center.

At the public meeting of February 3, 2022, the Commission made a decision on the establishment of the Training Center.

The center is a non-entrepreneurial (non-commercial) legal entity, which carries out its activities in accordance with the charter and Georgian legislation, both in the territory of Georgia and abroad.

THE VISION

The vision of the Training Center as an organization focused on professionalism, skill development is focused on: promoting the development of an informed environment in the fields of energy and water supply, providing support for ongoing reforms and increasing public/consumer involvement.

THE MISSION

The mission of the Training Center is to be actively involved in the priority activities aimed at: raising qualifications in the energy and water supply sectors, increasing women's involvement, informing target groups, raising awareness and involvement, developing research and recommendations in cooperation with local and international organizations, informing potential investors about current regulations provision.

THE GOALS

The goals of the center are:

- Raising public awareness of current issues in the electric energy, natural gas and water supply sectors, implementing special training courses/programs for the professional development and qualification improvement of those employed in the mentioned sectors and other interested persons;
- Determination of priority directions of activities and activities, exchange of experience and knowledge between interested parties, conducting fundamental researches, preparation of scientific-educational projects, organization of researches, creation of information base and arrangement of thematic conferences.

VALUES

The values of the center are based on the following principles:

- Professionalism - the organizational group of the Training Center is aware of the assigned duty and high responsibility and is focused on professional development. The Training Center operates in accordance with ethical norms, high professionalism and organizational values;
- Teamwork - the center creates a positive environment for the maximum realization of the capabilities of the organizational group and other employees. responsibility is shared, each other's opinion is taken into account and challenges are solved with joint efforts;
- Community and Customer Orientation - The Training Center is focused on providing the target audience with services and products that are as focused as possible on their needs and requirements. The main vector of the Training Center's activity is to offer quality and practical services to the users of the Training Center;
- Accountability and transparency - Accountability and transparency are important value

principles for the Training Center. In order to establish high legitimacy and trust on the path of effective activity, sustainable development, the most important attention is paid to the mentioned components. The Training Center is accountable and open to the founder, organizational team members, stakeholders, donors and the general public. Information about the organization's activities (including annual reports, newsletters, audit reports) is available and understandable

- Strive to implement modern and innovative standards - the organizational group of the center strives to achieve long-term positive results, for which it will introduce modern standards and methods of teaching and organizational management, as well as, using appropriate incentive tools, will implement and support research, testing and realization of innovations and new ideas. By sharing the goodies with the target audience.

ORGANIZATIONAL COMPETITIVENESS OF THE TRAINING CENTER

The following factors give to the Training Center a competitive advantage:

- A clearly defined profile and niche in the energy and water supply sectors;
- The Training Center is established by the commission, which ensures its high reliability;
- The Training Center cooperates with experts and trainers with high reputation and qualifications;
- The Training Center has a wide target audience and diverse programs in energy and water supply sectors;
- The Advisory Board to the Training Center has many years of experience in organizing and implementing lectures and trainings.
- The representatives of the Training Center enjoy awareness and credibility in the media, local and international organizations, expert and academic spaces;
- The Training Center has a simple organizational structure and a qualified team;
- Many years of experience in consulting activities, research, publication of works and project management have been accumulated in the organizational board of the Training Center;
- The Training Center has contacts with foreign leading institutes and academic circles in energy and water supply sectors.

MAIN SERVICES AND PRODUCTS OF THE TRAINING CENTER

The Training Center provides customized product and service offerings. The center offers the following services and products to interested persons, organizations and agencies:

- Training courses/trainings;
- Public lectures and lessons;
- Thematic seminars/webinars;
- Conferences and scientific forums;
- Master classes;
- Initiation and implementation of pilot projects;
- Production of thematic fundamental studies;
- Creation of methodological papers;
- Publication of an electronic magazine and preparation of research and journalistic works.

TARGET AUDIENCE OF THE TRAINING CENTER

The center's products and services are focused on different target audiences:

- Media representatives;
- Students of different levels of higher education, schoolchildren and children of preschool age;
- different age groups;
- representatives of ethnic minorities;
- Public organizations, initiative groups, cooperatives and interested persons;
- representatives of the business sector;
- Employees of enterprises carrying out activities in regulated sectors;
- Newly employed persons in the Commission;
- Employees of self-government executive and representative bodies;
- Experts and academic circles working on energy and water supply, environmental issues, representatives of non-governmental organizations (including young scientists);
- Various local and international organizations.

THE GOALS AND OBJECTIVES OF THE ACTION PLAN OF THE TRAINING CENTER

To effectively implement the vision and mission, the goals and objectives of the Center's Action Plan are:

GOAL N 1

Ensuring institutional development and sustainability of the center.

Task 1.1. The development of the center's infrastructure and material-technical base will be ensured. Effective monitoring, evaluation, risk management and internal control systems will be introduced.

Task 1.2. Plans for attracting financial resources for the center and the necessary mechanisms for increasing the volume of funding annually will be developed.

Task 1.3. To develop the professionalism and skills of the trainers, the Center periodically provides the implementation of the Trainer Development Program (TOT).

Task 1.4. The center will attract professional, highly qualified trainers and experts at the local and international level, who will have both theoretical knowledge and practical experience in the energy and water supply sectors.

Task 1.5. From the point of view of strengthening the capabilities of the members of the center, it will be ensured to organize external study tours in order to study foreign experience.

GOAL N 2

Creating effective, affordable and practical opportunities for permanent growth of access to the center's services and products to a wide audience.

Task 2.1. The center provides practical programs (including online courses) tailored to the user's information or skill development needs.

Task 2.2. In order to attract potential users and interested groups, the center will conduct various pilot free trainings, public lectures, open meetings, etc. The topics of the mentioned meetings will be based on the innovations in practice or to be implemented in the energy and water supply sectors.

Task 2.3. The center provides practical training and fundamental research, which leads to a wide range of activities. Increasing audience engagement and access to the Center's services and products.

Task 2.4. In order to ensure sustainable and practical mechanisms for corporate orders, the center will establish a flexible and efficient system.

GOAL N 3

Establishing sustainable mechanisms of cooperation with local and international organizations, media to ensure strategic and reliable partnership.

Task 3.1. In order to establish partnership and business relations, the Training Center will work with local and international organizations, academic circles, business, organizations (platforms) in the fields of energy and water supply. The mentioned process will be aimed at the implementation of joint, effective and mutually beneficial projects.

Task 3.2. Relations and cooperation with the media will be one of the important priorities for the Training Center. The mentioned cooperation will serve to share information and knowledge on current issues in the direction of energy and water supply for media representatives, increase the awareness of the center and gain trust among media representatives, through the transparency of activities and the accuracy of the provided information, through the high professionalism shown by the representatives of the Training Center.

Task 3.3. The Training Center will conduct coordination type meetings with local and international donor organizations, online conferences, preparation of project applications and intensive individual meetings with donors.

Task 3.4 The Training Center will implement joint projects and programs in partnership with international organizations and representatives of foreign countries aimed at the liberalization of energy markets, improvement of service quality, promotion of renewable energies and energy efficiency, for the benefit of the country.

GOAL N 4

Support and advocacy for ongoing and planned reforms in the energy and water supply sectors and attracting investments in the aforementioned directions.

Task 4.1 The Training Center will actively work to promote the implementation of the ongoing and planned reforms in the fields of energy, including energy security and water supply in Georgia and the world.

Task 4.2 The Training Center, within its competence, will participate in the process of developing new legislative initiatives and implementing innovations.

Task 4.3 The Training Center will actively encourage innovative approaches to the energy sector and promote the introduction of the latest trends in the country, including such directions as: green energy, energy efficiency and others.

Task 4.4 The Training Center will promote the development of an environment and linkages that will encourage investment in the country's energy and water supply sectors.

GOAL N 5

Implementation of modern, effective mechanisms of public relations and marketing communication.

Task 5.1. The Training Center will develop a public relations strategy, which will be a framework document on public relations approaches, means and mechanisms.

Task 5.2. Through media activities, digital technologies, social media, social networks, website and other platforms, various PR-campaigns, the center covers wide sections of the society.

Task 5.3. Through needs research, focus groups, online surveys, the center will reveal the expectations and needs of users.

Task 5.4. The Training Center will create a marketing communication plan.

RISK MANAGEMENT

The Training Center for the implementation of the action plan and the sustainable development of the organization takes care of minimizing the effects of internal and external risks. Special attention is paid to the provision of quality services and services to the target audience, risk prevention and impact reduction measures, internal monitoring, financial transparency, integrity, confidentiality and ethical norms. The Training Center for Critical Incidents will develop a mechanism that will minimize the impact of risks in relation to the organization's sustainability and reputational damage.

MONITORING, EVALUATION AND REPORTING

In the process of implementation of the action plan, a unified system of monitoring and evaluation will work, which ensures a unified approach and evaluation of the results of the measures implemented in a specific direction of the action plan. The Training Center will prepare reports, which will reflect complete information on activities and spending of funds. If necessary, the action plan will also be evaluated in the progress section, information will be analyzed and priorities will be updated. The Training Center and the Commission will jointly take care of the effective implementation, updating and improvement of the action plan, introduction of modern methodology and sharing of best practices.

RESULTS FRAMEWORK FOR THE TRAINING CENTER'S ACTION PLAN

The Training Center's vision is focused on: promoting the development of an informed environment in the fields of energy and water supply, providing support for ongoing reforms and increasing public/consumer involvement

Goals	Tasks	Results
<p>1. Ensuring institutional development and sustainability of the Training Center</p>	<p>Task 1. Ensuring the development of the infrastructure and material technical base of the energy Training Center.</p>	<p>1. The Training Center's capabilities have been increased and adapted to modern trends and technologies.</p>
	<p>Task 2. Developing plans for sustainable mechanisms of financial resources and increasing the volume of funding annually.</p>	<p>2. The Training Center is financially sustainable, the motivation of the center's employees is high, and the number of the target audience that the center serves has increased.</p>
	<p>Task 3. Implementation of the trainer development program to develop the professionalism and skills of the trainers.</p>	<p>3. The Training Center has professional trainers and the customer receives quality service.</p>
	<p>Task 4. The Training Center will attract highly qualified trainers and experts at the local and international level.</p>	<p>4. The reputation and credibility of the Training Center has increased and it is competitive in the market.</p>
	<p>Task 5. Strengthening the capabilities of the center's organizational group by studying foreign experience.</p>	<p>5. The Advisory Board to the Training Center has studied the foreign experience in practical and theoretical aspects. Their capabilities are increased.</p>

<p>2. Creating effective, affordable and practical opportunities to promote access to the Center's services and products to a wider audience.</p>	<p>Task 1. The Training Center provides information on the needs of the user or raising their qualifications to offer customized practical programs</p>	<p>1. Increased customer satisfaction level raised by users' awareness and qualification.</p>
	<p>Task 2. The Training Center will implement various free pilot trainings, public lectures, open meetings, etc.</p>	<p>2. A positive image of the Training Center is ensured and the range of people seeking the services of the Training Center is increased.</p>
	<p>Task 3. The center provides practical training and research, which leads to the involvement of a wide audience and the increase in the accessibility of the center's services and products.</p>	<p>3. An inclusive and equal opportunity environment for learning and receiving services is established. The number of recipients of the center's services has increased.</p>
	<p>Task 4. In order to ensure sustainable and practical mechanisms of corporate orders, the Training Center will establish a flexible and efficient system.</p>	<p>4. Corporate customers are satisfied, therefore, the demand from corporate customers has increased.</p>
<p>3. Support and advocacy for ongoing and planned reforms in the energy and water supply sectors and attracting investments in the aforementioned directions.</p>	<p>Task 1. The Training Center will work with local and international organizations, academic circles, businessmen, with organizations (platforms) in the field of energy.</p>	<p>1. Business and partnership relations are established. Various joint, effective and mutually beneficial projects have been implemented.</p>
	<p>Task 2. The center will develop cooperation with various media.</p>	<p>2. The awareness of the Training Center has increased. The Training Center's credibility among media representatives has increased Media information on energy.</p>

	<p>Task 3. The Training Center will encourage innovative approaches to the energy sector and promote the implementation of the latest trends in the country, including such directions as: green energy, energy efficiency and others.</p>	<p>3. The Training Center has a clearly defined profile promoting and encouraging the latest trends. The Training Center’s activities are aimed at promoting green energy, energy saving, energy efficiency and solar energy directions.</p>
<p>4. Implementation of modern effective mechanisms of public relations and marketing communication</p>	<p>Task 4. The Training Center will promote the development of an environment and linkages that will help attract investment in the country’s energy and water supply sectors.</p>	<p>4. Advocacy campaigns in support of reforms are carried out and potential investors receive qualified information from the Training Center.</p>
	<p>Task 1. Development of the public relations strategy by the Training Center.</p>	<p>1. A framework document on public relations approaches, means and mechanisms has been developed.</p>
	<p>Task 2. The Training Center will cover wide sections of society through media activities, digital technologies, social media, social networks, website and other platforms, various PR campaigns.</p>	<p>2. A positive image of the center is ensured. Its activities are transparent and accessible to all interested citizens and persons.</p>
	<p>Task 3. Through needs research, focus groups, online surveys, customers’ expectations and needs will be revealed</p>	<p>3. The programs and projects corresponding to the demand are developed and offered to interested parties.</p>
	<p>Task 4. The Training Center will develop a marketing communication plan.</p>	<p>4. The growing trend of demand for the Training Center’s services and products is ensured.</p>