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Protocol of communication among CGC and PSC-CRES

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1. Introduction

The aim of this deliverable is the presentation of the protocol of communication, which will be established among the leaders of the Country Governance Committees (CGC's leaders) for each involved country, the Project Coordinator (PC), who is supported by the Project Steering Committee (PSC) and CRES. CRES, as Work Package (WP) leader, is responsible for the establishment and the monitoring of this protocol of communication ensuring the effective and in time exchange of the corresponding information and outcomes, which will be obtained by the implemented CGC's workshops.

2. Protocol of communication

The protocol of communication will reassure the homogeneous and consistent transmission of data and information among the CGC's leaders, CRES and the project consortium as represented by the PC.

The proposed protocol of communication will focus on the time plan for the conduction of the workshops, the preparatory steps for their organization and the type of information, which should be delivered after the implementation of the workshops.

Figure 1 depicts the flow of communication among the involved parties (i.e. CGC's leaders, CRES and PC).

As can be deduced from the flow chart, a continuous exchange of data and information exists among the CGC's leaders and CRES, while all the emerging issues should be confronted by CRES in collaboration with the PC.

The PC has to decide if it is necessary to inform the PSC about the emerging problems and the proposed solutions.

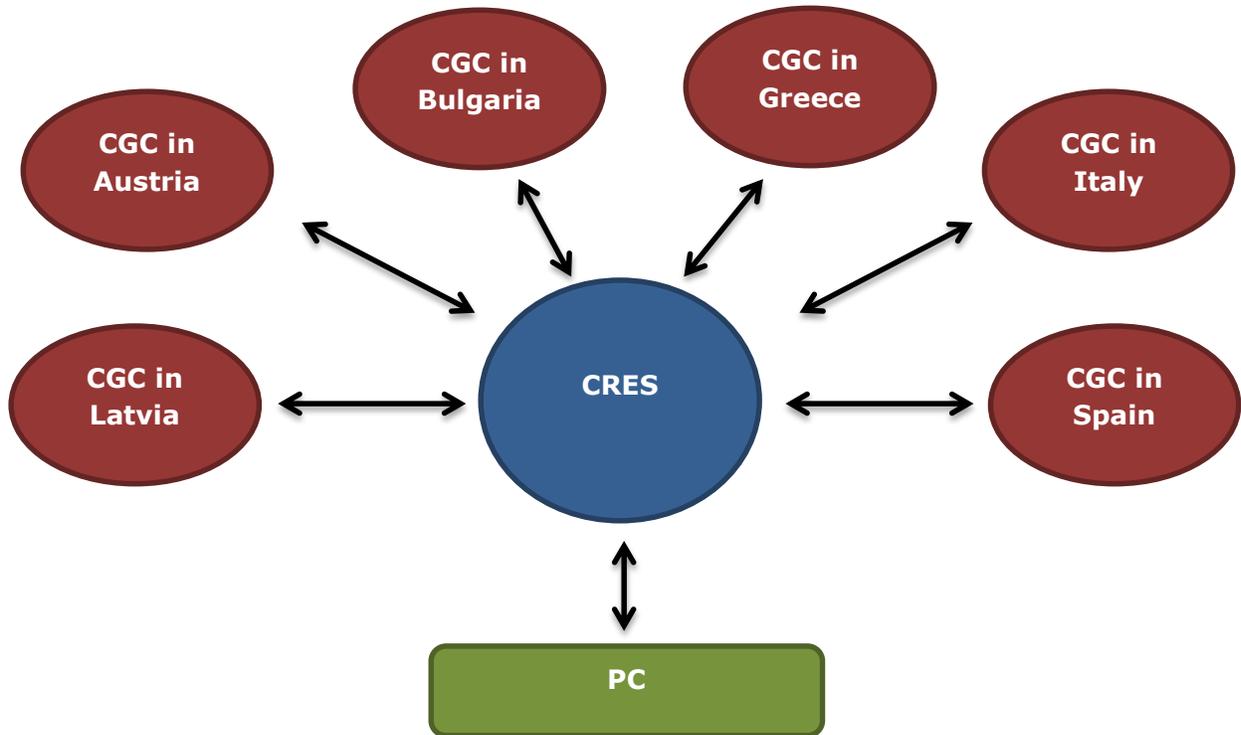


Figure 1: Flow of information among the involved parties.

The protocol of communication consists of the following steps:

- Firstly, CRES should distribute the initial version of the objectives for each workshop separately to the CGC’s leaders and to the PC eight weeks before the foreseen period for the conduction of each workshop. Figure 2 presents the necessary information about the time plan, which should be followed by CRES for the distribution of the preliminary presentation of the objectives for each workshop separately.
- One week after the distribution of the initial version of the objectives by CRES, the CGC’s leaders should provide their comments and proposals for the finalization of the objectives in accordance with the peculiarities of each involved country (such as climate conditions, legislative status, renewable potential etc.
- One week after the submission of the comments from the CGC’s leaders regarding the objectives, CRES should send to the CGC’s leaders and to the PC the finalised objectives as well as the initial version of the agenda, which will be structured according to the finalised objectives.

- One week after the distribution of the initial version of the agenda, each CGC's leader should provide comments and proposals for the finalization of the agenda.
- One week after the submission of the comments from the CGC's leaders regarding the agenda, CRES should send to the CGC's leaders and to the PC the finalised agenda.

Furthermore, CRES should send the template of minutes one week before the conduction of each workshop.

The time plan of the previously described steps is presented in Figure 2 for all the planned workshops.

The following steps of the protocol of communication depend on the schedule of each participating country for the implementation of the workshops, which will be decided by the CGC's leaders.

Furthermore, CRES will undertake the implementation of tutorial sessions with the participating partners with specialized webinars in order to strengthen their technical capability and to reassure the required level of quality during the preparation, conduction and run of the workshops. Specifically, two webinars in total will be performed, one before the implementation of the 1st round of workshops and the second one before the implementation of the 2nd round of workshops.

- Four weeks before the conduction of the workshop for each country separately the CGC's leaders should inform CRES about the initial arrangements of the workshops regarding the time plan, the logistics and the list of the participants.
- Two weeks before the conduction of the workshop the CGC's leaders should inform CRES about the finalised information regarding the time plan, the logistics and the list of the participants.
- One week after the conduction of the workshop the CGC's leaders should complete and send to CRES the workshops evaluation forms. The evaluation forms of the workshops will be sent according to the homogeneous format, which will be developed and distributed by CRES one week before the implementation of each workshop.
- Two weeks after the conduction of the workshop the CGC's leaders should complete and send to CRES the minutes of the workshop. The minutes of the workshops will be sent according to the homogeneous format, which will be developed and distributed by CRES one week before the implementation of each workshop.
- Three weeks after the implementation of the workshops from all the participating countries, a webinar will organized by CRES with the participation of all CGC' leaders and the PC in order to discuss and clarify any potential problems and to summarize the main conclusions, which will benefit the implementation of WP5 and WP6.

Figure 3 displays an overview of the established protocol of communication.

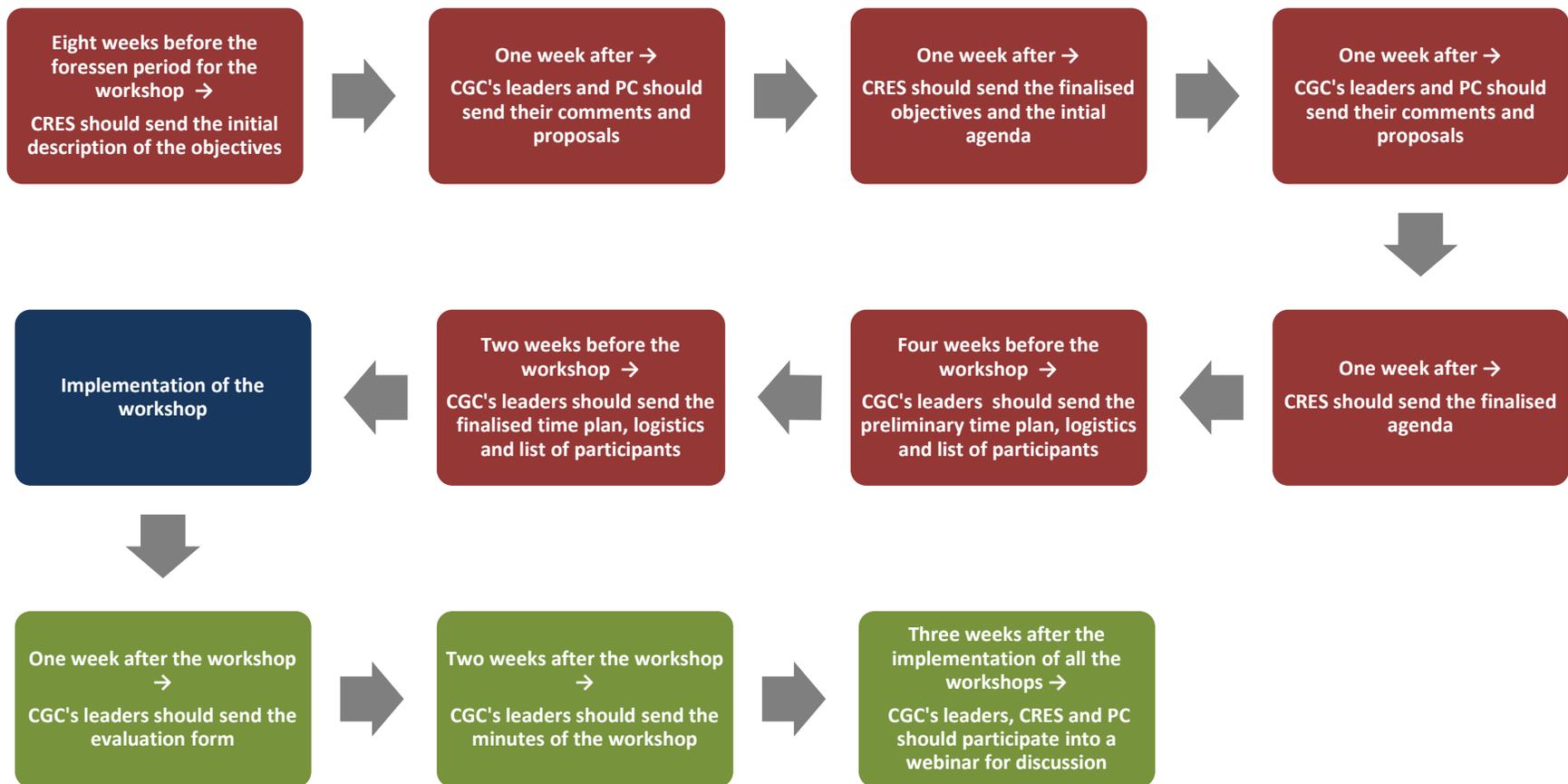


Figure 3: Steps of the established protocol of communication.



All the participating parties (CGC's leaders and CRES) must comply with the specified deadlines as foreseen by the protocol of communication.

CRES is responsible for the monitoring of the protocol of communication and must inform the PC for all the potential deviations so as to identify in collaboration with the PC the most efficient solutions in time.

Regarding the contingency actions to involve stakeholders that can't participate to the workshops, each CGC's leader can ask technical support from CRES for the effective management of these situations. CRES should forward any request to the PC within two days in order to decide the most effective solution for the confrontation of the problem. CRES should reply to the CGC's leader four days after the request.

Finally, CRES will retain a Frequently Asked Questions (FAQ) matrix, which will include all the recorded questions and the provided replies. In the FAQ matrix, all the technical questions regarding the organization, conduction and run of the workshop can be answered including the contingency actions.

The structure of the FAQ matrix is presented in Table 1.

The FAQ matrix with the recorded questions and replies will be circulated by CRES through email periodically to all CGC's leaders so as to be taken into account during the organization and implementation of the workshops.

Table 1: FAQ matrix.

ID	CGS's leader	Date of question	Question	Date of reply	Reply
1					
2					
3					

