TreeVelop Project and Processes
Project Fiche

Category	**:**	**Water_Sector_and_Utility_Management**
Project Name	**:**	**Consultancy services on improvement of Commercial Management Capacities.**
Location	:	Kosovo
Beneficiary	:	Mitrovica Regional Water Company
Donor	:	LUX Development
Period of Project	:	Jan 2012 - Apr 2012
Topic	:	Institutional and Technical Support for the Water Supply System of the city of Mitrovica, Republic of Kosovo.
Part of TreeVelop (%)	:	7.400 (euro)
Total Value (€)	:	na

Project Description

This project was part of an overall effort to rehabilitate the regional drinking water network and increase the water supply capacities in the Mitrovica region of Kosovo.

TreeVelop Part

On behalf of TreeVelop Mr. Verbeeck led a team of Experts and provided technical advice for improvement of business planning and commercial management capacities of the Mitrovica Regional Water Company. This included:
• Capacity building in water business planning, water investments, cost recovery, performance indicators etc.;
• Recommendation on systems upgrade and customer service for Regional Water Company Mitrovica;
• Review and recommendation on existing systems for management information, water tariff planning, customer relationship management, billing, accounting and enterprise resource planning;
• Specification of new or modified systems;
• Support on improving customer service.

Extra Remarks

Project Numbers	:	TVC042
Executor	:	GV