TreeVelop Project and Processes
Project Fiche

Category	**:**	**Water_Sector_and_Utility_Management**
Project Name	**:**	**Municipal Infrastructure Support Program (MISP II)**
Location	:	Serbia
Beneficiary	:	Serbian municipalities and municipal utility enterprises
Donor	:	EUROPAID: IPA 2008 & IPA 2010.
Period of Project	:	May 2010-June 2013
Topic	:	Financial and Operational Performance Improvement Programmes (FOPIPs), Technical Assistance and Instituational Support t
Part of TreeVelop (%)	:	n/a
Total Value (€)	:	>100M.

Project Description

The objective of the Municipal Infrastructure Support Program (MISP) in Serbia was to improve local governance, implement policy reforms, manage municipal infrastructure services, program and absorb EU investment funds, prepare and implement infrastructure projects, access financial funds for infrastructure projects efficient delivery of services to the citizens aiming at an improved institutional and regulatory framework for municipal infrastructure services and support for public utility company reforms, improved municipal infrastructure programming and project preparation, implementation of municipal infrastructure projects.
The beneficiaries of the large MISP project are the Serbian municipalities through improvement of their water supply, waste water, solid waste management and district heating services of the respective utility companies.

TreeVelop Part

Within MISP Mr. Giel Verbeeck worked with public utitlity companies on financial management, business planning, customer relations, tariff modelling, cost center based accounting and budgeting, Management Information SystemsS and billing. For each public utility company a scoping visit has been carried out. Based on consultations with the company Mr. Verbeeck formulated a workplan. Each utility company got a tailor made workplan responding to the actual needs of the company. Some companies opted to upgradetheir systems, such as billing, accounting and/or their management information systems. Others needed to develop a business plan for a newly created entity. Some improved their performance based on Key Performance Indicators, whereas others needed support on setting a bulk water tariff. Mr. Verbeeck provided input on the financial, commercial, management and institutional aspects of the Financial and Operational Performance Improvement Programmes (FOPIPs) in the following municipalities: Krusevac, Srmska Mitrovica, Sabac, Pirot, Bela Palanka, Dimitrovgrad, Babusnica. Mr. Verbeeck assisted in improving the institutional and regulatory framework for municipal water and sanitation infrastructure services in addition to the aforementioned FOPIPs.

Extra Remarks

Project Numbers	:	TVC034, TVC039
Executor	:	GV