

<b>TreeVelop Project and Processes Project Fiche</b>	
<b>Country</b>	: BiH
<b>Project Name</b>	: Čaplina utility FOPIP
Location	: BiH
Beneficiary/Client	: Municipality of Čaplina
Donor	: EBRD
Main contractor	: Eptisa
Period of Project	: Sep 2012 - Sep 2013
Topic	: Corporate development
Part of TreeVelop (%)	: na
Total Value (€)	: 200,000
	<b>Project Description</b>
	EBRD Trust funded through financial support from the Spanish government: 'Čaplina Water Supply Project and Public Service Agreement'. The objective of the project is to develop, agree and support implementation of a: Financial and Operational Performance Improvement Program (FOPIP); Public Service Agreement between the utility and the municipality of Čaplina. The project was carried out in strong coordination with the beneficiaries i.e. the municipality and the municipal service company of Čaplina. During the course of the project a social measure was developed and implemented through the Public Service Contract. Also the project prepared a financial model for the utility.
	<b>TreeVelop Part</b>
	TreeVelop provided the Project Manager, directing a team of 12 national and international staff. Took responsibility as a FOPIP expert, with particular attention to finance, accounting, billing, collection, MIS, customer service, organizational structure, staff optimisation and human resource management.
Project Number(s)	: TVC044
Executor	: GV