

TreeVelop Project and Processes Project Fiche	
Country	: Serbia
Project Name	: Municipal Infrastructure Support Program II IPA 2008 Water
Location	: Serbia
Beneficiary/Client	: Serbian municipalities, and municipal enterprises
Donor	: EU
Main contractor	: Eptisa/Royal Haskoning/VNG
Period of Project	: May 2010-Sep 2011
Topic	: FOPIP / Corporate Development
Part of TreeVelop (%)	: na
Total Value (€)	: na
	Project Description
	The Objective of MISP is 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 PUC Reforms, improved municipal infrastructure programming and project preparation, implementation of municipal infrastructure projects. Beneficiaries are the Serbian municipalities through water supply, waste water, solid waste management and district heating.
	TreeVelop Part
	Within MISP TreeVelop provided expertise to public utility companies on financial management, business planning, customer relations, tariff modelling, cost center based accounting and budgeting, MIS and billing. For each public utility company a scoping visit is carried out. Based on consultations with the company a scope of work is formulated to be implemented by the Consultant. The program is tailor made to the actual needs of the company. Some companies opt to upgrade systems (billing, accounting, MIS). Others need to develop a business plan for a newly created entity. Some companies need to improve performance based on KPIs whereas others need support on developing a bulk water tariff. TreeVelop provided input on the financial, commercial, management and institutional aspects of the FOPIP.
Project Number(s)	: TVC034
Executor	: GV