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# Municipal Infrastructure Support Programme

●●● Building together for the future

## Program podrške razvoju infrastrukture lokalne samouprave

●●● Gradimo zajedno za budućnost





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# Importance of FOPIP

*Frits Jakma, Team Leader MISP IPA 2010*

**FOPIP WWTP Leskovac**  
**Final Workshop, 19 June 2013**  
**Municipality of Leskovac**



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# FOPIP

## *Financial and Operational Performance Improvement Program*



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## FOPIP

1. Part of activities within EU – IPA 2010 (MISP)
2. Develops in parallel with physical implementation of investment
3. Provides support / help to develop existing companies that will manage new infrastructure
4. Support in providing future sustainable operation
5. Service improvement and company support
6. (Where required) Promote Inter-Municipal cooperation



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# Main Objective for Technical Assistance

Providing support in establishing operation and maintenance in the PC Leskovac, with respect to:

1. Wastewater Collection
2. Wastewater Treatment and Disposal





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# FOPIP – Areas of Technical Assistance

1. Local institutional framework
2. Organizational technical management, human resources, working procedures, job descriptions
3. Financial management systems and business planning
4. Tariff policy
5. Communication plan, PR, customer relations



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# FOPIP Leskovac – Technical Assistance

1. Institutional framework → **Service Level Agreement with duties, rights and responsibilities**
2. Organizational technical management, human resources, working procedures, job descriptions → **Organization restructuring proposal, Collection improvement plan, Staffing Plan for the WWTP, job descriptions WWTP**
3. Financial management systems and business planning → **Multi-year Strategic Plan, Annual Business Plan and budget 2014,**
4. Tariff policy → **Tariff calculation and Tariff adjustment Plan**
5. Communication plan, PR, customer relations **Communication Plan**



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# Stages

1. FOPIP Action Plan - Development and Approval
2. Action Plan Implementation: Sept 2013 – Aug 2014
3. Evaluation of Improvement: Sept 2014





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# Objectives of this Workshop

1. Review of results by segments of the FOPIP;
2. Identification of potential failure;
3. Exchange of experiences.



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# Thank you for attention!