

TRAINING IN

EFFICIENT ORGANISATION AND EFFECTIVE MANAGEMENT OF COMMUNAL SERVICES

This training has been developed within the project "Local Leaders in South-East Europe: Lead for Change (LL SEE)", implemented by the Network of Associations of Local Authorities of South-East Europe (NALAS), its member Local Government Associations (LGAs) and the GIZ, to enhance leadership and management competences of local decision makers and managers from Municipalities (LGs) and Public Utility Companies (PUCs) for planning and implementation of investment projects in the field of municipal WSS infrastructure.

Overall Training Objectives

- Participants are aware of the framework for efficient organisation and management of WSS services,
- Participants are able to understand their roles and responsibilities in the context of organisation and management of WSS services, and
- Participants are able to apply tools and techniques for efficient organisation and effective management of WSS services.

Training Topics

- Water policy, legal and institutional framework for WSS
- Good governance principles
- Organisation of communal affairs at local level
- Financial and operational performance improvement programme
- Public service agreements
- Tariff policy; tariff setting
- Business planning and budgeting
- Data collection and management
- HR, customer relations, asset management, and much more.

Target group

- **LGs:** Upper management (General Secretariat, Head of Finance, Head of HR, etc.), and
- **PUCs:** Upper management (members of the Supervisory Board, General Management, Executive Managers of the technical, financial and legal sectors, Head of PIU)

If you wish to learn more about this training and the upcoming training deliveries in your country, please contact:

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For all the details about the regional training delivery scheme, please contact NALAS Secretariat at: info@nalas.eu.

In partnership with:

