



**Total Synergy**  
*Consulting*

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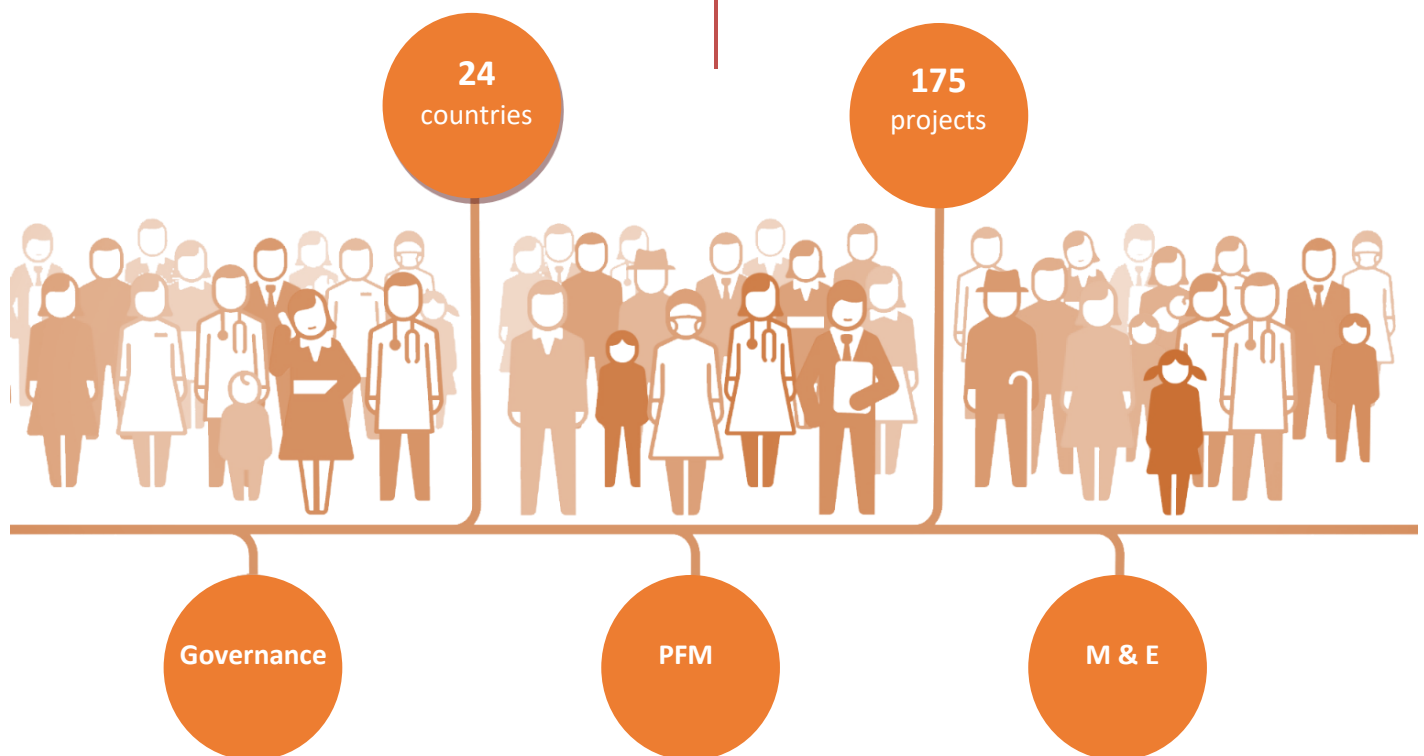
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# About us

## Background

Total Synergy Consulting Pvt. Ltd. (TSCPL) is a premier multi-disciplinary consulting firm based in India. We provide a broad range of services in the social sector as well as in Information Technology (IT). TSCPL was established in 1988. Over the years the practice has grown significantly. We have successfully completed over 175 projects in 24 countries for a range of national and international clients.

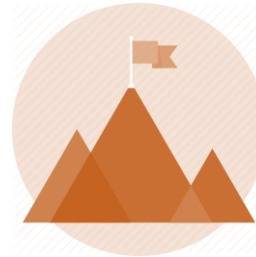


## Vision



Our vision is to be pre-eminent consultancy organization which acts as a trusted advisor for all of its clients. We will earn our clients' respect and enthusiasm through our integrity, commitment, innovation, professionalism, and respect for the individual and passion for excellence

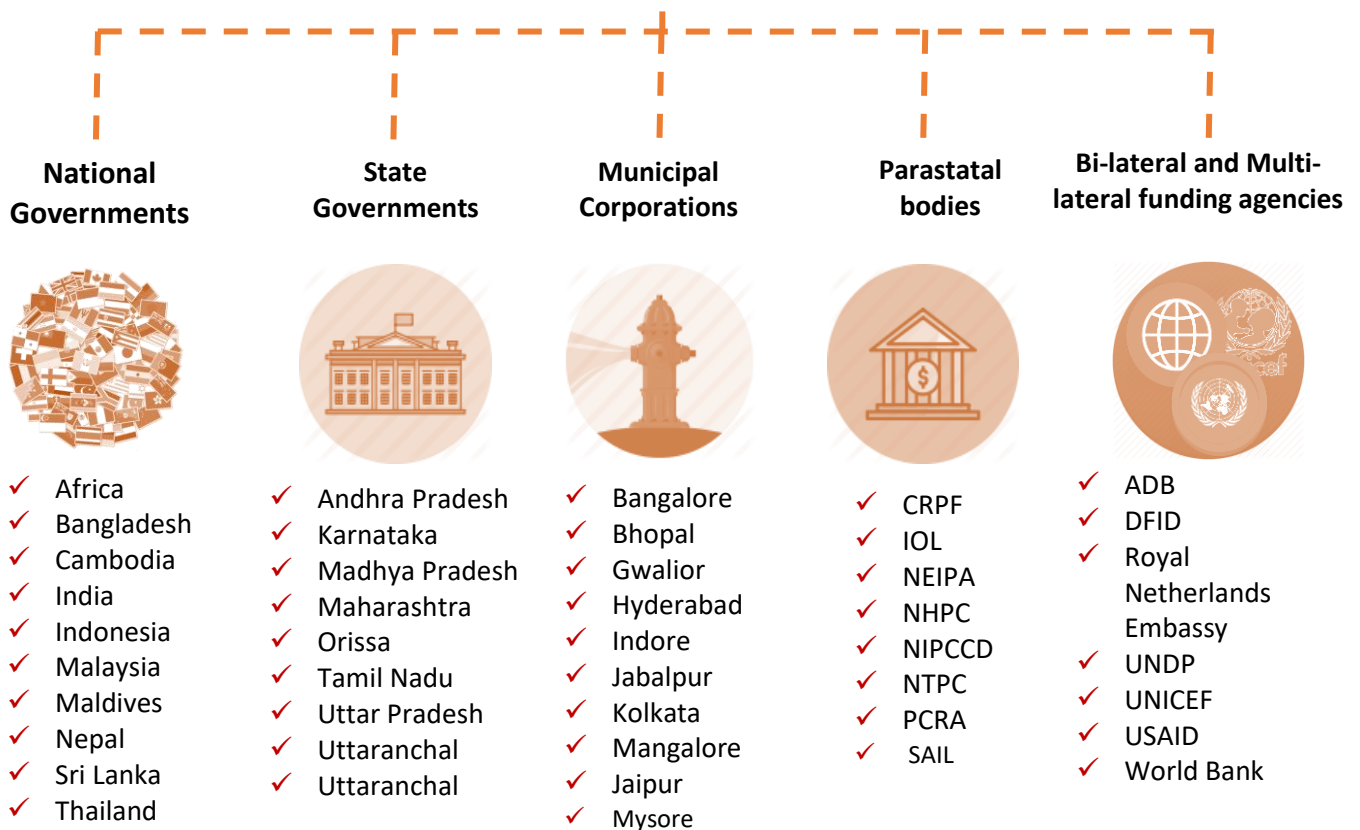
## Mission



Our mission is to continually strive to help create added value for our clients. In the private sector, this means creating and sustaining competitive advantage, by focusing on and sharpening areas where maximum value is created at the most optimal cost. In the public sector we work with our clients to attain their organizational goals, creating total synergy between all organizational resources - physical, financial and human.

## Projects and Clients

### Our Public Sector Clients

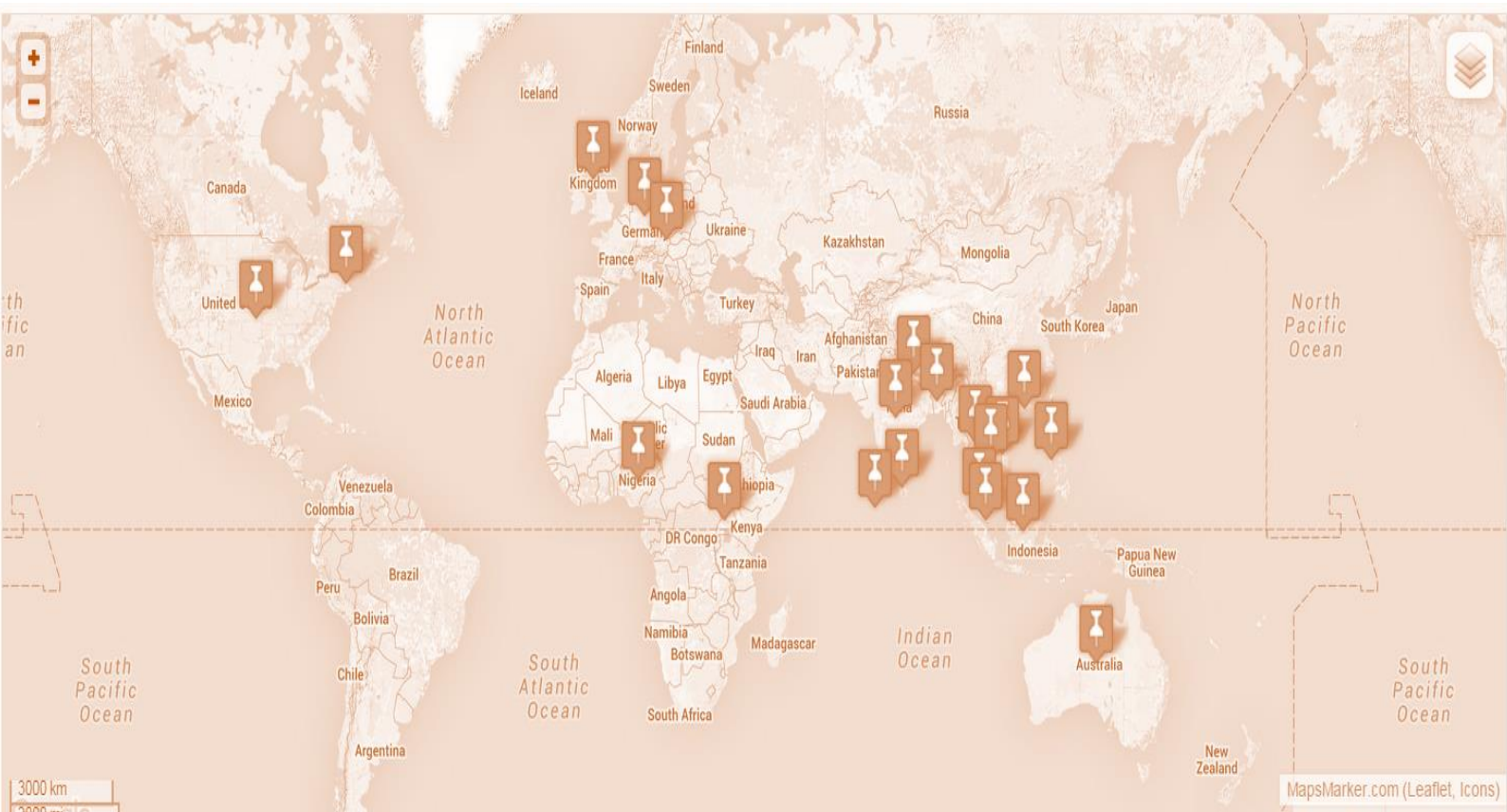




## Core Practice Areas



## Map-representation of countries worked in-



## E-Governance and Information Communication Technology (ICT)



One of the main focus areas in our public sector portfolio is services associated with Electronic Governance. E-Governance has emerged as one of the key ways in which new information technologies can be applied to the practice of government, and is an area in which TSCPL has carried out pioneering work in India and internationally, working with both national, state and *municipal* bodies. Our experience in working with governments and public sector undertakings in different sectors also gives us excellent insight into the systems, procedures and processes in different functional departments. This in-depth knowledge helps Total Synergy in carrying out Business Process Reengineering (BPR), a prerequisite for any meaningful computerization program

TSCPL consider development of software and IT solutions as more than just coding, and typically work with our clients throughout the project development process from identifying areas for improvement through to IT solution implementation and delivery of post-implementation support. Whether working independently, or as a member of a strategic planning team, we consistently deliver high quality and innovative solutions to our clients.

We have extensive experience of working with a broad range of organisations to develop and implement IT strategies. We envisage IT strategy development as the process of formulating a vision of how to incorporate computer technologies into all business processes in ways which maximises efficiency gains at best value cost, and then developing effective implementation plans. In developing an IT strategy for client organisations we typically work to create a roadmap that bridges the gap between existing IT systems and processes and the vision of how the organisation wants to use the power of Information Technology in future.



We have extensive experience in designing and implementing large and customized Management Information Systems (MIS) for a variety of applications. We define MIS as systems that use information technology to capture, transmit, manipulate, store and retrieve information to facilitate more informed decision making by managers at all levels. We have developed and implemented computerised Management Information Systems (MIS) for a variety of applications, including:

- **Monitoring & evaluation systems**
- **Web-based database management systems**
- **Project management information systems**
- **Revenue billing & collection**
- **Inventory management systems**

Apart from that we have provided support to a range of projects in GIS integration linking spatial and non-spatial data that can improve coordination and outcomes of different development interventions in a country. We have developed and executed GIS in many areas including;

- **Revenue (tax) mapping – showing details of all municipal taxes and charges, like Property Tax, Trade Licenses, and Water charges, etc.**
  - **Public infrastructure mapping – showing the details of municipal infrastructure like roads, street lights, and public taps etc.**
  - **Poverty mapping – showing socio-economic attributes of the poor households.**
- The GIS tools we have worked on are Arc View, Arc Info and Egomania

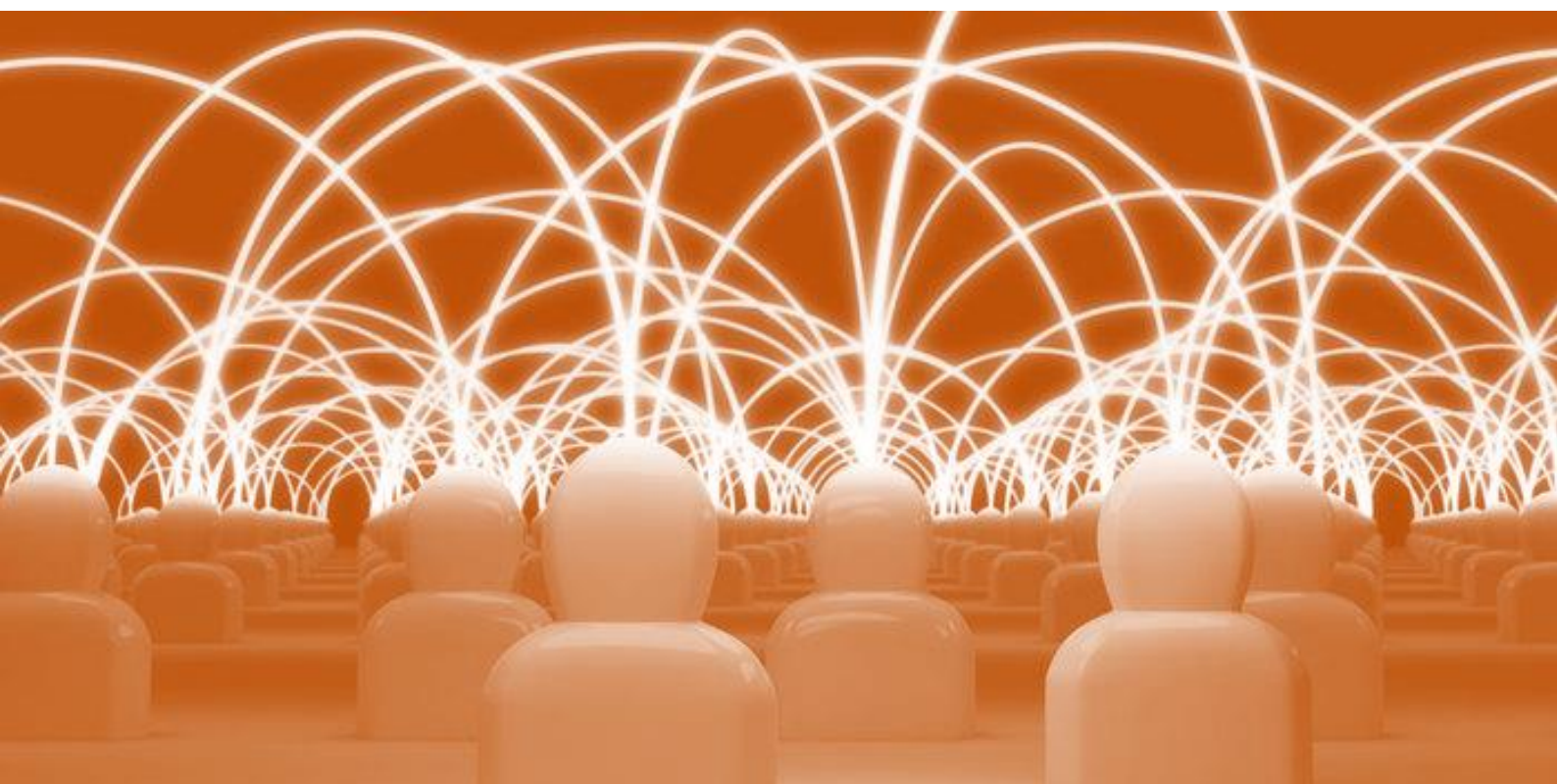
We also provide support services in ICT procurement management, Systems Requirements Specifications, Testing, and Deployment apart from Capacity Building developing Databases, websites, web-portals, Business Process Re-engineering including identifying and studying gaps in the processes of businesses and governments, addressing their change management needs as well as devising ways to improve them, e- tools and e-learning.





**We have worked with over 100 municipalities and can also provide advice on design of Municipal Management Information Systems (MMIS).**

Some of the key benefits of successful MMIS include the following:	To be successful MMIS projects require careful planning and design. Some of the issues which we help you resolve are:	Areas that we have previously delivered services:
<ul style="list-style-type: none"> <li>• Cost reduction – <i>Reducing the costs of various municipal functions.</i></li> <li>• Cost recovery – <i>Enhanced revenue generation &amp; collection.</i></li> <li>• Cost efficiency – <i>Providing a better level of service for the same or lower cost &amp; enhanced staff productivity</i></li> </ul>	<ul style="list-style-type: none"> <li>• Top down vs. bottom up approach</li> <li>• Centralised vs. Localised development</li> <li>• Ready-made software vs. Custom made software</li> <li>• Stand-alone systems vs. Integrated systems</li> <li>• Training &amp; redeployment of existing staff</li> </ul>	<ul style="list-style-type: none"> <li>• Back Office automation</li> <li>• Financial Accounting &amp; Management</li> <li>• Inventory Management</li> <li>• Payroll &amp; Personnel Information Systems</li> <li>• Legal Cases / Enquiries Monitoring</li> <li>• Service Automation</li> <li>• House Tax</li> <li>• Trade / Building Licenses</li> <li>• Birth &amp; Death Registration / Certificates</li> <li>• Public Grievance Redressal</li> <li>• Water supply billing and collection</li> </ul>





## Project Management

We have provided project management support including set up and operationalisation of Project Management Unit (PMUs) for a large number of projects. Our main approach is to promote and ensure locally driven project implementation to achieve ownership and sustainability to projects. In order to meet these objectives, TSCPL has provided support in the following ways;

Establishing project management support units

Developing work processes, organ grams

Providing training, hand-holding and capacity building in project management

Strengthening project monitoring and reporting in a systematic manner

Detecting challenges, risk factors and mitigating risks in advance

Promoting lesson learning, knowledge transfers and exchange

**Program Monitoring** involves reviewing and advising on a range of IT system related forms, documents and reports ensuring that all specifications, terms and conditions are according to the standards to be followed, advising on quality assurance, and providing assistance in coordination of operational, commercial, financial, regulatory and contractual issues.

## Financial and Fiscal Management

We have worked with national and state government agencies (as well as quasi-state utilities) to build capacity and strengthen financial performance in the following areas;

- **Streamlining of operations and efficiency improvement projects**
- **Review of budgeting and expenditure systems**
- **Upgrading of financial management information systems**
- **Advisory services on fiscal and financial management reform**
- **Financial and Accounting Software including Tally, COTS, Oracle, SAP**
- **Business Process Re-engineering and Process Improvement:**
  - Modernization of revenue collection and disbursement systems
  - Advice on compliance with IMF financial reporting
  - Preparing GFS and Financial Management Reports
  - Building unified Chart of Accounts
  - Cash flow management
  - Integration of Treasury and Banking systems
  - Migration to Double Entry Accounting System

TSCPL has demonstrated expertise in developing Financial Systems in multiple projects. We have developed Requirements specifications for multiple projects having large financial implications. TSCPL is helping multiple municipal corporations implement financial systems including migration to Double Entry Accounting System.

Improved financial management and accountability is the key to raising the quality of public expenditure outcomes. Improved financial systems in turn result from institutional reform (both regulatory and procedural) and organizational development. We work with national and state government agencies (as well as quasi-state utilities) to build capacity and strengthen financial performance. Services we provide include:

- **Streamlining of operations and efficiency improvement projects**
- **Review of budgeting and expenditure systems**
- **Upgrading of financial management information systems**

## Financial Inclusion - Strategies and Policies

Access to financial services for micro, small and medium enterprises and the poor has been identified as a key to poverty reduction and growth in developing countries and prompted the development of international and national strategies on financial inclusion as well as the widespread introduction of micro finance programmes and products.

Our team of consultants has extensive expertise in this area, including:

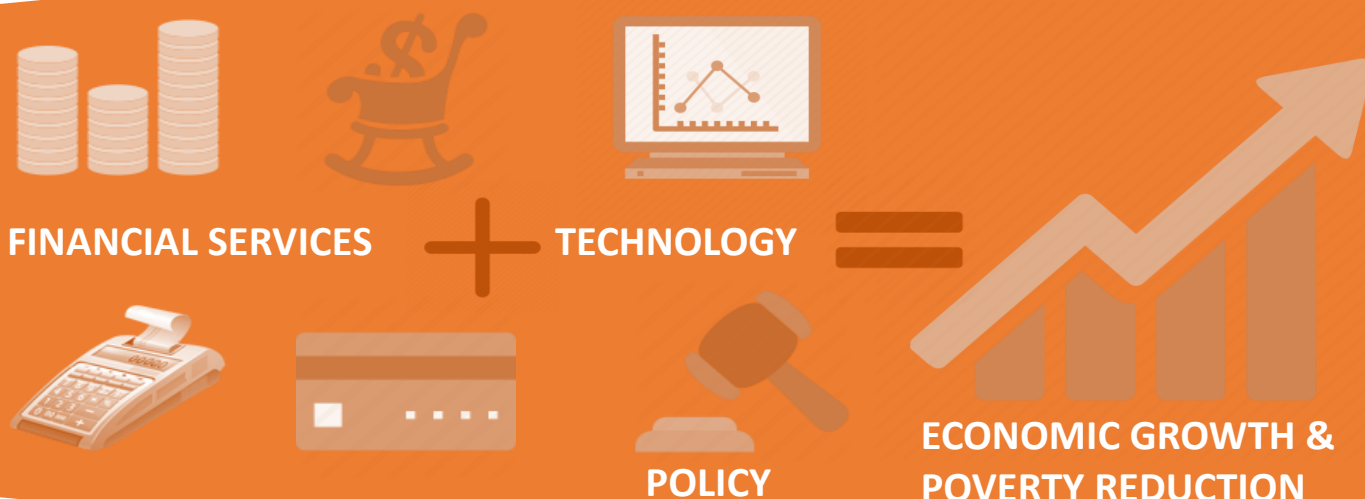
- The design of national financial inclusion strategies and policies;
- The design of micro - financial products and services including for credit, savings, insurance and pensions;
- Advising large and small micro finance institutions in areas such as governance, information technology, accounting and financial systems, management information systems and product and process innovations and re-engineering;

## Regulatory Policy Design

- The development of relevant laws and regulations based on international good practice, including in the areas of consumer protection, prudential regulation and laws relating to the financial infrastructure needed for financial inclusion (such as laws relating to credit bureaus, secured asset registries and licensing and regulation of financial institutions);
- The development of global good practice regulatory principles designed to enhance access to financial services;

## Financial Institution Products, Services and Operations

- Design of supervisory and regulatory structures and related capacity building;
- Building the capacity of local technical service providers to provide ongoing assistance to micro finance institutions, and developing structures to support these local organizations over time.
- Design of systems for the transformation of unregulated MFIs to regulated institutions



## Performance Management, Monitoring and Evaluation

Our approach to improved performance management involves working with organizations to translate thinking in terms of inputs and outputs into effective consideration of outcomes and impact. We have a well-qualified team of performance management experts who bring considerable experience and expertise in the following areas:

### Monitoring and Evaluation Frameworks

We provide consulting services for the purpose of monitoring and evaluating the progress of projects from initial project and programme planning through to post-implementation review. We also work to analyse trends throughout the implementation process, promoting systematic project management in order to reduce risks of project under-performance or failure. In particular, we have ground-breaking experience in the introduction of new information technology techniques into the field of monitoring and evaluation in the development sector.

### Project Reviews, Mid-term Assessments and Evaluations (ex-post and ex-ante)

Our approach mainly integrates the following;

- Defining standards against which programmes are to be evaluated
- Investigating the performance of the selected activities / processes to be evaluated based on these standards
- Synthesizing the results of this analysis
- Formulating recommendations
- Providing advice on implementation of recommendations and programme review action plans

We provide consulting services for the purpose of monitoring and evaluating the progress of projects from **initial project and programme planning through to post implementation review**. We also work to analyse trends throughout the implementation process, promoting systematic project management in order to reduce risks of project under-performance or failure. In particular, we have ground breaking experience in the introduction of new information technology techniques into the field of monitoring and evaluation in the development sector. Our experience in this area includes numerous donor funded and international loan projects in the area of urban infrastructure, health, education, water supply and sanitation.





## Training, Capacity Building and Change Management

Capacity-building underpins many of the projects we execute in the development sector. Institutional reform increasingly involves the re-organization of activities through decentralization to lower levels of government or involvement of the private sector. While such organizational change may bring benefits in terms of improved service delivery, it typically also involves considerable challenges in terms of human resources management and re-training of staff.

Institutional reform increasingly involves the re-organization of activities, executing change management and our expertise lies in the following key areas;

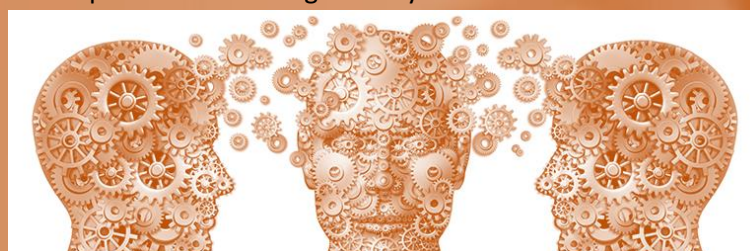
- **Capacity Assessments and Training Needs assessments**
- **Stakeholder consultations**
- **Strategy development and organisational planning**
- **Developing human resource plans and training plans**
- **Delivering training and re-training**
- **Decentralisation of business processes and service delivery**

Over the years TSCPL has also conducted numerous training workshops on Public Financial Management, Monitoring and Evaluation and e-Governance for over three thousand senior and middle level executives, professionals and academicians.

We are specialists in the analysis of organisational and institutional processes. We developed a wide range of training and advisory services in the field of institutional development and organisational strengthening. These two concepts are two sides of the same coin and cannot be seen separately. While in organisational strengthening we are mainly looking at the internal change processes within organisations, institutional development is focussed on how organisations change to maintain their relevance and impact in the wider context of society. All our actions in different degrees are aimed at achieving impact and change at this wider institutional level.

We realize the importance that training has in improving knowledge and skills of personnel, especially in a public setting. Working for multiple government projects, we are thoroughly aware of practical aspects of IT/E-Governance, Digitization, Project and Program Management, Urban administration and related fields. We have a highly experienced consultant team that has amongst itself over 25 years of experience in related work.

TSCPL has the consulting capabilities to support capacity building for institutional and organizational development at all levels, involving both governmental and non-governmental bodies. We work with a range of organizations to enhance capabilities and to build the capacity of national, state and local institutions to deliver services more effectively. Typically we adopt a multi-disciplinary approach covering institutional analysis and capacity-building processes in a range of public sector activities. In particular, we focus on providing support for human resource change management including needs assessments, strategy development and training delivery.



We have a well-qualified team of human resource experts who bring considerable experience and expertise in the following areas:

### **Human Resource Management**

Effective human resource policies and programmes always underlie the success of wider organizational restructuring and reform programmes in the public sector. Total Synergy has considerable experience in integrating the services of expert consultants in delivering training and capacity building programmes. Our approach is to provide a systematic, practical and pragmatic view to revamp institutions. We have considerable experience in working with organizational structures and systems and are able to provide advisory services including:

- **Competency mapping and training needs assessments**
- **Reviews on upgrading staff appraisal systems**
- **Skills development programmes**
- **Executive development programmes**
- **HR systems advice**
- **HR best practice benchmarking**

### **Training**

Training is a key factor in ensuring high employee productivity and satisfaction, and acts as an opportunity to reinforce organizational goals. Our objectives in training are to increase productivity and profitability of the organization by reducing cost, enhancing skills, knowledge and attitude of the employees. We are able to deliver this to our clients, working in tandem with industry leading trainers in a range of sectors and occupational competencies. We are able to put together bespoke training packages according to client requirements.

TSCPL has conducted numerous workshops and training programs on a range of subjects for various state governments / public sector organizations/ private sector organizations in India and abroad and have trained over 5,000 people through these workshops. We have a highly qualified faculty who have worked in their respective field for many years and have in depth knowledge on the subject and bring forth the real life challenges one faces and proven solutions.

We have considerable experience in providing Training, Content Development and Training Delivery having done similar work for multiple government organizations. We have conducted training for over 200 governments, state and local organizations in India and Abroad.

## Research and Knowledge Management

We have carried out scoping assessments, research studies, best practice documentation in a diverse range of sectors. We have strong competence in carrying out field research and action research integrating participatory methods. Our approach to carrying out research and studies will be based on;

- Identifying the assessment parameters
- Developing the research framework based on the parameters
- Identifying the most suitable methodology for data collection, information gathering and desk research
- Ensuring appropriate sampling and representation
- Carrying out in-depth analysis
- Presenting findings and outcomes in a structured, useful manner

Given the importance of lesson learning, identifying best practices for scaling up and replication of successful development interventions, TSCPL places important emphasis on knowledge management including documentation, learning and sharing experiences as well as through developing knowledge portals and learning systems.

We conduct research, best practice analysis and data gathering on various aspects of IT sector. This includes mapping services, business processes, developing service delivery frameworks and assessing E-Governance and ICT integration and service delivery. TSCPL has also been associated with more than 100 books on Management Information Systems (MIS), Decision Support Systems (DSS), Systems Analysis & Design (SSAD) and Information and Communication Technology (ICT). Collectively the books have sold over 3 million copies and are prescribed as course material by over 700 leading universities, colleges and training institutes in over 12 countries.



## Corporate Social Responsibility (CSR)

TSCPL have extensive experience of working with a broad range of organisations for implementing CSR activities. We help to establish a CSR board and ensure that its members have the capacity to lead CSR efforts. We can:

Train staff leading the company's CSR effort

Link your company with other organizations and NGOs

Design and implement E Governance systems

Implement MIS strategies including setting up data centers, set up and manage websites

Provide the best Information Communication and Technology (ICT) for improved governance

Design and implement Management Information Systems (MIS) or Enterprise Resource Planning (ERP) software

Successful CSR programmes fit the ethos of the company while creating value for companies and beneficiaries alike. We help companies develop great CSR programmes by

- **Engaging with all stakeholders to develop CSR programmes**
- **Assisting with programme design and appropriate structure**
- **Budgeting and resource planning**
- **Assessment of needs/Field surveys/baseline surveys**

A well performing CSR programme meets its objectives and helps enhance the image of the company. We specialize in improving the economy, efficiency and effectiveness of the social programmes by

- **Drafting policies, standard operating procedures and outlining business processes**
- **Improving performance and reporting through use of technology**
- **Monitoring and evaluation of CSR projects against plans and budgets**
- **Improving institutional capacity through enabling technologies including web based technologies**
- **Establishing important controls to reduce and mitigate operational and reputational risks**
- **Research and surveys to support effectiveness**
- **Collection of data collection and professional analysis**

CSR Programmes are successful if the companies and NGO partners understand each other. This can only happen if employees are engaged and the implementing staffs are well trained. We can help you in

- **Improving project management through improved budgeting, planning and resource allocations**
- **Establishing useful collaborations and partnerships with NGOs and relevant bodies**
- **Improving financial management and reporting of CSR spending**
- **Setting up internal control and risk assurance systems**

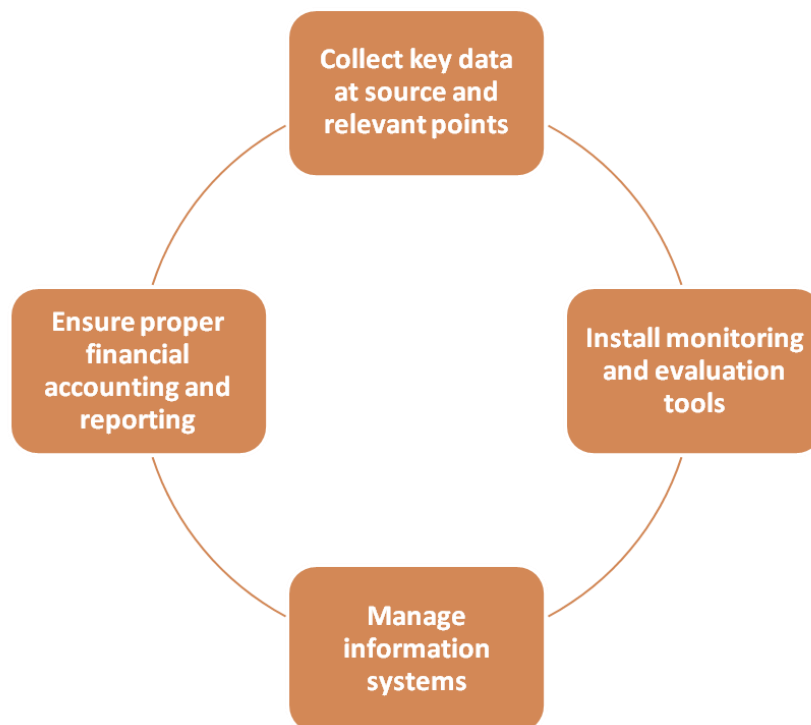


- **Training and orientation of staff and NGO partners**
- **Drafting policies, standard operating procedures and outlining business processes**

The companies act requires companies to report on their CSR spend as per a pre-defined template. However the companies need reliable reviews and reporting in many areas. TSCPL helps our clients ensure compliance by

- **Reporting as per the Companies Act and helping upload key information on the company websites**
- **Conducting performance and financial reviews**
- **Conducting an independent assessment of impact of the CSR spending to highlight achievements**

**If your company decides to conduct its CSR by establishing a foundation, TSCPL can help you to**



We guide clients to plan for environmental sustainability and take up projects for water, waste or energy management, promotion of renewable energy, etc. including projects for conservation of environment.





## Urban Management and Smart Cities

The rapid growth of cities and increasing burden on infrastructure creates new requirements for effective urban management. TSCPL has key expertise working in Urban development consulting for the past two decades. We have worked with national and state level organizations and with many ULB's across the country apart from international work in the region.


### TSCPL's Approach: Lead, Connect, Provide Solutions

**TSCPL leads innovation.** An evolving concept needs bold innovators to nurture it and help it come to fruition. TSCPL combines an extensive experience in sectors like governance, urban planning, and socially and environmentally sustainable development with expertise in the deployment of cutting-edge IT solutions. Based on this unique position and its access to a vast network of experts, TSCPL initiates discussions to further sharpen the smart city concept. TSCPL is a leader in the discourse on smart cities.

**TSCPL connects stakeholders.** Making a city smart requires a large number of actors to cooperate. Decision-makers, business leaders, civil society, and researchers all have to sit down at one table to co-create a vision for their smart city and advocate for its implementation. TSCPL, through its experience in working with the public and private sector as well as with for-profit and not-for-profit clients, connects these actors. On this website you will find information on upcoming events to meet experts and to mingle with potential partners for your smart city project.

**TSCPL provides solutions.** Smart cities do not only require the adoption of new information and communication technologies (ICT). The technological infrastructure has to be appropriate for existing administrative structures to allow for maximum use of the newly generated and analyzed data. What works in Dubai and Lagos may fail in Delhi and London. Based on TSCPL's expertise in the ICT and e-Governance sectors as well as in fiscal and financial management, the company is a competent partner for providing professional advice and solutions for cities around the globe. You are invited to explore this website to learn about TSCPL's latest projects, to feel inspired, and to connect with TSCPL to discuss your organizations' contribution to the exciting and dynamic development of smart cities.

TSCPL has worked with a number of state governments and municipal organizations to develop improved urban services related to water supply, sanitation and waste management. Total Synergy provides service packages responding to the increasing need for rural and urban infrastructure development improvement and re-designs where appropriate, based on our association with national



and international experts in this field. We are able to bring together teams with required competencies including institutional development, public administration, urban planning, engineering and environmental management, employment generation, and community participation. Our experience includes projects addressing:

- Poverty reduction
- Employment generation
- Community participation
- Water supply upgrading and Waste management
- Land use and slum improvement

Our work enables government agencies to improve sector performance by developing new partnership approaches to service delivery. We are able to work at both state and municipal level in a range of areas, including:

- Identifying opportunities for private sector participation
- Designing frameworks for private-public partnerships

## TSCPL Management Team

### **Sanjay Saxena - ICMA, PGDUMP (Netherlands), PGDCA, Managing Director**

Sanjay Saxena is an International Consultant and Managing Director of Total Synergy Consulting which is an ISO 9001 certified consulting firm with over 28 years' international experience who has extensively worked in the areas of Urban Development, Tourism Development, Rural Development, Infrastructure Development, Water and Sanitation, Skills Development, Education, Health, etc. Sanjay He has worked on over a hundred development sector projects in over 23 countries, and as a Team Leader / Lead Advisor has led numerous multi-disciplinary international teams on projects in the above mentioned sectors. He has extensive experience in designing and implementing financial management, social & financial and ICT projects across a range of sectors and different thematic areas, such as local economic development and diversification, Private and MSME sector development, Financial Sector development, etc. using innovative ICT technologies and tools. Sanjay has more than 12 years' experience as a Team Leader / Lead Advisor and has led numerous multi-disciplinary international teams on projects across different areas.

Sanjay has worked extensively with multilateral and bilateral international development agencies, such as the World Bank, Asian Development Bank (ADB), African Development Bank, DFID / UK Aid, USAID, UNICEF, UNOPS, GTZ, JBIC, EU, UNDP, etc.), National governments (India, Sri Lanka, Maldives, Cambodia, Bangladesh, Indonesia, Uzbekistan etc.), State / Provincial and Local Governments (Andhra Pradesh, Assam, Madhya Pradesh, Uttar Pradesh etc.) and public sector / regulatory authorities, in more than 20 countries. Sanjay has conducted over 200 national and international seminars, training workshops and best practices study tours on ICT, E-Governance, M&E and PFM in several countries in Asia and Europe.

### **Monica Dhaul - ICMA, ERP, CRM, SCM Director**

As Director of TSCPL and E Business Group Head Monica has over 28 years of international experience of working as development sector consultant. Her work has spanned four thematic areas – Public Financial Management (PFM), Governance, e-Governance and Monitoring & Evaluation (M&E). She has applied this subject matter expertise across a range of diverse sectors such as Urban Development, Tourism Development, Rural Development, Infrastructure Development, Water and Sanitation, Skills Development, Education, Health, etc. Monica has worked on several development sector projects in over 9 countries. She has worked extensively with multilateral international development agencies such as - The World Bank, Asian Development Bank (ADB), UNDP, UNOPS, and leading bilateral such as DFID / UK Aid, and USAID. She has worked with National, State / Provincial and Local Governments and public sector / regulatory authorities, in many countries. She has implemented over 20 large projects for many industries and government sector clients and managed a team of over 100 ERP consultants.

As a financial and IT expert she has completed numerous projects in SRS, ERP, Financial Information Systems, and E-Governance. Her expertise includes designing solution blue print Business process re-engineering (BPR), Management Information System (MIS), gap analysis, software implementation, change management, system integration, training, implementation and support. In addition to ERP implementation she has designed Revenue, Accounting, Financial and Costing systems.



subjects of performance, risk and controls, financial management and operational effectiveness for development organizations.

**Dr. G. G. Saxena, PhD in Management with topic on Tourism and Hospitality, M.Sc., M. Tech., and L.L.B- Tourism & Infrastructure Expert**

Dr G G Saxena, an ex-IAS officer, is an expert in Tourism, Infrastructure, Skill Development and Legal domains. He served the government in various capacities including as the MD & CEO of Delhi Tourism and Secretary (Tourism) in Andaman & Nicobar Islands. During this tenure, he has worked towards developing various tourism and hospitality Infrastructure projects under PPP and non-PPP mode. He has initiated the revival of Dying Arts and Festivals of India for promoting Tourism like festivals of Magic, Itr and Sugandhi, Local Cuisines, Kite-flying etc. He has received National Tourism Award 2011 from the President of India for conducting Delhi Heritage Walks for Delhi Tourism and A&N Tourism Policy Literature prepared during his tenure was also awarded National Award. He is main author of the Book "Indian BnBs: Emerging Disruptor in Hospitality Sector". In addition he have 6 research articles to his credit. He is visiting faculty in IITM and other Universities and is initiating Tourism & Skill Development courses in various Universities. He has been associated with various international projects as well where he represented India. He was a speaker and Chairman of Technical Sessions in Inter international conferences organized by Indian Tourism and Hospitality Congress (ITHC) in collaboration with Tourism Departments of Universities in Bali (Indonesia) and Manila (Philippines). He is also an esteemed member of several professional societies including Indian Council of Arbitration and India Tourism & Hospitality Congress.

**Deepak Dhar B.E. in Computer Science & Electronics**

Deepak Dhar has 22 years of enriched expertise in Enterprise wide IT / Security Management – involving managing high availability of servers, maintaining the communication (MPLS / VPN / Internet link) for smooth functioning of operation and global support services to APAC region and various clients in UK, US and Scandinavia. His area of specialization is IT needs assessments/auditing, requirement analysis, requirement specifications review, Business process mapping, Business process re-engineering (As-Is and to be process mapping, Software requirement specifications.

He has proficiency in planning and development of IT strategy and policy frameworks. Deepak is also skilled in providing security expertise and input in infrastructure design, operation and guiding in security audit and compliance efforts. He is skilled in budgeting and estimation for ICT infrastructure (including hardware, software, application software, training and development, networking etc.). Over the years he has provided training to over 1000+ personnel on the use and management of ERP software applications including data entry, reporting, MIS generation and data backup etc.

**Susan Cunningham, M.Sc. Equal Opportunities Studies University of Southampton, United Kingdom**

A highly knowledgeable and goal driven project manager with an enriched international experience of 20 years in Proposal Writing, Fundraising, Formulation and Implementation of Rural Development Projects, General and Financial administration. Susan has demonstrated excellence in project

management including voluntary projects with local NGO, small donor funded projects with international NGOs to large contracts with the EU worth €13.2 million. She is proficient in proposal writing for both statutory and non-statutory donors eg. EU, DfID, Comic Relief (UK), Trusts.

Susan is adept in working with large international organisations in reviewing internal policy and systems and managing large co-operation programme for UNICEF, Delegation of the European Commission in China & UNHCR. She is adroit in working with grass-roots community groups on; needs assessments, participatory training, project design, monitoring and evaluation.

### **Arti Rajkumar, Post Graduate in International Business Management**

specialist in the development & financial sector. She is dexterous in providing knowledge support and research assistance to enable partnerships between corporate sector and NGOs in India and inputs into fundraising strategy. Having worked with variety of institutions, she can confidently drive institutional impact while working with diverse teams balancing the needs of a variety of stakeholders. Arti is adroit in reviewing some of India's largest corporate social responsibility programme to identify, define and publish best practices in the field. She is proficient in designing strategic vision, arranging funding for the processes and procedures in helping enterprises or organizations deliver impact. During her professional career she led the capacity building of the joint UN Operations Management team to build a robust platform for effective sharing of UN resources and expanded the team to 6 new remote locations in Democratic Republic of Congo.

### **John Grams, Masters of Development Practice University of California, Berkeley**

An accomplished Business Consultant with 5 years of experience in developing business partnership, recommending business solutions, advising on changes/modifications and developing broad working relationship with clients. A graduate from University of California, John is skilled in Business and Financial Planning, Value-Chain Assessment and Development, Portfolio Optimization, Risk Analysis through Monte Carlo Methods, Demand Forecasting, Impact Evaluation & Cost- Benefit Analysis and Policy Recommendations. He is proficient in designing, implementing, and publishing a value chain assessment of Mongolia's livestock industry, also developing policy recommendations. He has also worked in Small-Medium Enterprise Development at many different levels: for startup companies in India and Thailand, in local economic development offices in rural Southeast Asia, and at the national industry scale as a consultant to the United Nations in Mongolia. During his association with United States Peace Corps Service he worked on Community-Based Organizational Development project.

## Projects – Clients Summary List

### Strengthening Governance & Inclusion in Karnataka Panchayats Panchayati Raj Institution, Government of Karnataka



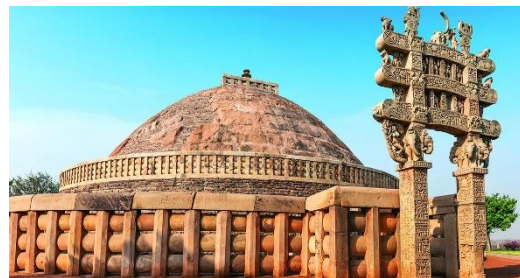
The project builds on the successes and lessons learnt from the experience of Karnataka Panchayat Strengthening Project (KPSP) by extending the project to include in the block grant scheme the “more” backward taluks, in addition to the “most” backwards taluks; totaling to 2,585 Gram Panchayats. The proposed Project aims to improve the delivery of public services in the most “Backward” District Gram Panchayats (a level of local government in India) in the state.)

### Strategy for Sustainable and Inclusive Tourism Growth in Mizoram



The World Bank project outlined a pathway to inclusive growth through tourism, through preparation of a Strategy for Inclusive Tourism Development in Mizoram and unlock the economic potential of the state. TSCPL supported Mizoram authorities to draft the strategy with short, medium and long term action plan for policy reforms as well as public and private sector investment required to support the state inclusive and sustainable development.

### Strategy for Sustainable and Inclusive Tourism Growth in Madhya Pradesh



The Government of Madhya Pradesh requested World Bank support in preparing a report to inform an overarching development strategy for the state. The report was to identify priority areas for policy action and reforms for ensuring sustained and inclusive growth towards becoming a middle-income state with substantially reduced poverty and improved social indicators. TSCPL assisted with research to identify gaps in current policy, destination assessments & stakeholder consultations and preparation of a strategy report.

### Technical Assistance for Project Management Support to Portfolio Implementation

This project was a part of World Bank’s new line of business in India focussed on Urban Revitalization and Inclusive Tourism Development in 2012. This included advisory and financial support to state level loans and policy and technical support to line ministries. TSCPL provided project management support to Ministry of Tourism (MoT), Ministry of Urban Development (MoUD), Ministry of Drinking Water and Sanitation (MoDWS). Currently three major loans are under preparation; Uttar Pradesh Pro Poor Tourism Development Project, MP Inclusive Tourism Development and Bihar Inclusive Tourism Development.

### Business Process Review, Re-Engineering and Development of Online Government Services, Government of Uzbekistan



E-government for Effective Public Management is an ADB technical assistance project which is

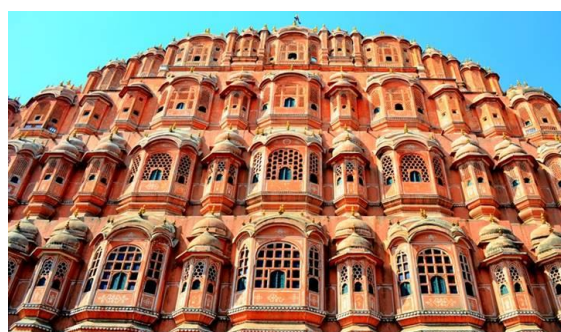
expected to support the Government of Uzbekistan's efforts for improved public access to government processes in Uzbekistan. TSCPL assists the project with assessment, introduction of ICT based changes, legislative reforms to improve Business Registration, Property Registration and E-Procurement in Uzbekistan.

#### **Making Iconic Places Swachh**



The project is conceptualised under Swachh Bharat Abhiyan "Clean India" Mission. The project aims to clean up of 100 places across the country that are "iconic" due to their heritage, religious and/or cultural significance TSCPL is part of a team of national and international experts assembled by the World Bank to assist the Ministry of Drinking water and sanitation to conceptualize and monitor the initiative's implementation as well as set standards and draw lessons for its later scaling up.

#### **Development of Strategy for Sustainable and Inclusive Tourism Growth in Rajasthan**



World Bank has been given the task of preparing a report for Government of Rajasthan to formulate overarching development strategy for the state, emphasizing job creation and poverty reduction through sustainable agriculture, structural transformation through industrialization and tourism, and enhanced service delivery. TSCPL assisted in the profiling of the tourism sector in the state as an insight for market segmentation and analysis of the reasons that attracts tourists to the state.

#### **Support to Pro-Poor Tourism Development Projects and Urban Revitalisation initiatives in Bihar and Uttar Pradesh**

This project is part of World Bank 's support program on technical assistance (TAs) and pro poor inclusive tourism and urban development. The program aims to improve the living standard and quality of life of India's historic cities, enhance the management of tourist destination and utilise natural and cultural resources for the states sustainable growth. The project would enhance tourism benefits to poor communities in some of the states' main destinations . TSCPL supported the state in design of the overall project through assessment, destination mapping, stakeholder profiling and preparing of draft project concept note.

#### **Skills Strengthening for Industrial Value Enhancement Project (STRIVE)**



**Skill India**  
**कौशल भारत - कुशल भारत**

The project was implemented under National Skills Development Mission 2015. GoI, in collaboration with the WB is in the process of designing the Skills Strengthening for Industrial Value Enhancement (STRIVE) scheme to develop Institutional Training and Trainers to impart quality ITIs and apprenticeship training. TSCPL provided services to support the Skills Strengthening for Industrial Value Enhancement Project by World Bank. We provided support in the preparation of the Project Operations Manual for the implementation of the program over 6 years.

#### **Preparing Operations Manual for the Uttarakhand Workforce Development Project**

The Government of Uttarakhand (GoUK) is preparing the Uttarakhand Workforce Development Project (UKWDP), with support from the World Bank, which aims to improve the quality and relevance of skills training and increase the number of skilled workers in Uttarakhand. TSCPL designed and prepared an



Operations Manual for the Project. Scope of TSCPL work included defining, in consultation with GoUK and the World Bank overall design, administrative arrangement, financial management and monitoring and evaluation.

#### **Indonesia Financial Inclusion Support Framework – Country Support Program**



TSCPL worked to complement the existing World Bank technical assistance programs. This Country Support Program (CSP) for the Indonesia Financial Inclusion Support Framework (FISF) is designed to provide, in support of financial inclusion and financial infrastructure development, technical assistance, knowledge, and capacity building for policy and regulatory reforms, financial infrastructure development, and other measures. The project worked closely with a number of Indonesian Authorities: Bank Indonesia (BI), the Indonesia Financial Services Authority (OJK) and the Ministry of Finance (MOF), the State Ministry of Development Planning (Bappenas), the Coordinating Ministry of Economic Affairs (CMEA), the Ministry of Cooperatives and SMEs among others. The program will provide technical assistance, advisory, and capacity building support in five main components including (i) the design and implementation of the National Financial Inclusion Action Plan, coordination structure and monitoring and evaluation framework; (ii) digital payments; (iii) MSME finance; (iv) credit reporting systems; and (v) financial consumer protection and financial literacy.

#### **Madhya Pradesh Inclusive Tourism Development Project**



The project is undertaken by Madhya Pradesh Government to leverage its tourism assets in a holistic manner by developing the “hub-and-spoke” model, using its urban centers as hubs, reaching out to its tourist attractions, or “spokes”. The overall components of the project consist of Tourism Governance and Institutional Strengthening, Historic Cities “Hubs” Revitalization, Tourist Sites “Spoke” and Community Development & Program Management. The project is expected to unlock the untapped potential of Madhya Pradesh’s diverse natural and cultural assets. TSCPL assisted with preparing overview of the tourism sector, stakeholder mapping, destination profiling and project preparation report.

#### **Cambodia: Information Technology (IT) Support for ICT Master Plan Implementation**

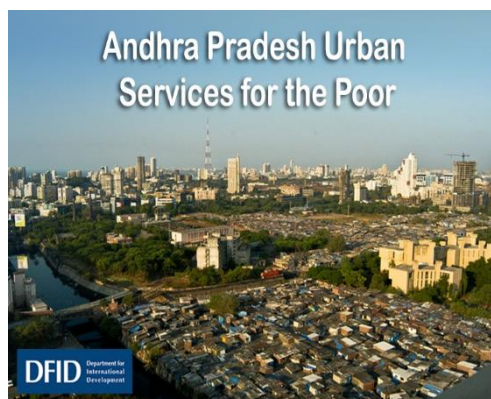
The Trade Development and Support Program (TDSP) is a program of reform and modernization designed to increase the Royal Government of Cambodia’s efficiency in formulating and implementing effective trade policies with financing of US\$12.60 million from the World Bank. The Ministry of Commerce utilised part of the grant to implement its ICT Master Plan to develop enterprise server configuration, network communication, and introduction of business applications on a web-based platform to support a gradual shift of manual tasks to electronic means for key business and administration processes. TSCPL provided review of existing services, a study to understand and document the program management, guidance note to enhance program management through IT among other services.

#### **Maldives: Information Technology Development Project**

SARD DMCs are increasingly looking for knowledge gained from the experience in development practices in the region and across Asia as way to not only put their own practices into proper context but also to ascertain how they

can learn from the DMCs of the region. The publication will document such regional knowledge sharing, and sustain the work on a regular basis at SARD. TSCPL assisted with generating knowledge through understanding public policy environment, stakeholder consultation and peer review of the final document.

#### Andhra Pradesh Urban Services for the Poor



The Andhra Pradesh Urban Services for the Poor Project (APUSP) was one of India's leading urban sector projects designed to improve access to appropriate and sustainable services for the poor in 32 class I towns in Andhra Pradesh. The project was funded by DFID with a budget of £94 million over seven years commencing 2000. The Project represented the latest concept in urban poverty reduction comprising three complementary components: Component 1 (15.7 million) focuses on municipal reform in the 32 class towns in Andhra Pradesh; Component 2 (£66.1 million) supplies improved environmental infrastructure for slums; and Component 3 (£12.1 million) works with civil society in order to improve needs assessments, advocacy and policy analysis. TSCPL provided IT expertise and support to the project through technical assessment, RFP development, bid process management, change management. **Project Management Consultancy for Indore Development Authority for Procurement of ERP**



The Project Management Consultant (PMC) team is required to work closely with IDA staff and report to the Project Coordinator, Computerization & ERP, IDA. Assist IDA in the Bid Process Management and selection of suitable vendor & Project Management & Quality assurance of the actual work done.

#### ■ e-Governance & ERP Solutions for Municipalities



The project involved a review of ERP systems functionality for use in Indian Municipalities, customizing the software as per the National Accounting Manual guidelines. TSCPL worked as the ERP expert to validate the Microsoft Dynamics (ERP) functionality for Municipalities in India.

#### ■ Nehru Memorial Museum & Library Selection of Vendor for Digitization of Archives



The Nehru Memorial Museum & Library is a unique institution established by the Indian Ministry of Culture. NMML houses a Library on modern India, Memorial Museum, and Centre for Contemporary Studies and a Planetarium. **Digitization of their Archives** project has been initiated to preserve the archives of national importance at NMML. By the process of digitization we can create a vision of turning NMML into a state-of-the-art digital library, accessible locally and globally over the NMML Intranet and the Internet.

- **Operational Risk Assessment (ORA) for Local Government Engineering Department (LGED) in Bangladesh**



The project involves an assessment of the policies, procedures, systems, management capacities and accountability framework in both the LGED and the MoLGRDC applying to the planning, prioritization / selection / programming, finance / accounting and procurement functions and responsibilities in relation to Bangladesh's rural infrastructure. The objective of the assessment is to identify weaknesses in management, processes, and structures within LGED and in MoLGRDC's oversight of the department, and to identify and recommend measures to effectively minimise these risks.

- **Assam Agriculture Competitiveness Project (AACP)**



The primary objective of the project is to assist the agricultural and fisheries sectors in the State. The project is funded by The World Bank. The project has three components, i.e. Investment Grant Scheme. Agricultural Services and Market Chain Development, Infrastructure Development. The third component covers two principal activities, viz. upgrading and rehabilitation of selected roads and bridges and the development of rural markets.

- **Creation of Water and Sanitation Information System (WASIS) & Benchmarking of Service Provision**



Main objective of the project is to design and create a Water and Sanitation Information System (WASIS) that captures the macro and micro level data of the ULBs on the entire water and sanitation services chain and serves as a centralized information database and set out the framework for data capture, record and regular updation.

- **Creation of Request for Proposal (RFP) Vendor Selection, assistance in ERP implementation and ERP Audit**



The Dhanuka Group is a USD 125 million, fertilizers and pesticides manufacturing company having its operations in 6 plants and over 30 branch offices. Main objective of this project are to study and write the functionalities and business processes of Dhanuka Group, developing the RFP for the company detailing the functionality, logistics and MIS requirements, writing the vendor evaluation criteria and assist in vendor selection, assist in software implementation, change management and business process improvement, recommend hardware and network solution with centralized database for 6 plants, various branches and HO, performing ERP Audit.

- **Information Technology (IT) Support for ICT Master Plan Implementation (IDA Grant TF093573)**





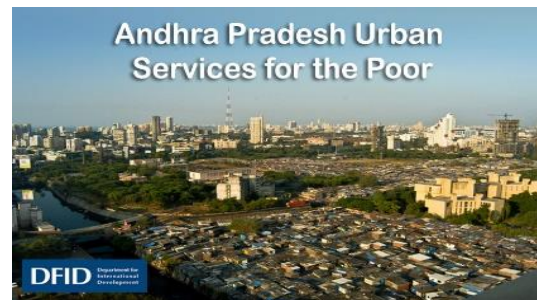
The **Trade Development and Support Program (TDSP)** is a program of reform and modernization designed to increase the Royal Government of Cambodia's efficiency in formulating and implementing effective trade policies. The overall objective of this assignment is to ensure the operation and sustainability of all infrastructure and systems to be put in place by the Ministry of Commerce (MOC) under its program to modernize the ICT systems and automate selected business processes.

- **Assam Budget Procedure Reform, Computerization and Expenditure Management System (ADB TA 4128 IND)**



The Project is aimed at strengthening the capacity of the Government of Assam to implement the Medium-Term Fiscal Reform Programme and to assist them in the implementation. The TA will strengthen GoA's capacity to implement MTFRP. TSCPL's executed a broad level design and specified technical requirements for the computerisation of the all line and executive departments of Government of Assam.

- **Review, Develop and Support Operationalisation of a strategic monitoring and evaluation framework for ULB's in AP**



The purpose of the Andhra Pradesh Urban Services for the Poor Project (APUSP) is that the poor in the existing 42 class 1 towns (i.e. those with a population exceeding 100,000) of Andhra Pradesh benefit from improved access to more appropriate and sustainable services. The objective of this exercise is to focus on the first phase to develop a concept note and develop and framework for M&E for Municipal Management and Service Delivery in AP based on review of existing systems.

- **Market Feasibility for Florida Citrus Products to India**



This project included market entry strategy for the Florida Department of Citrus of appropriate strategies to assist Florida citrus products and producers to enter the recently opened India market. This study was a follow on to the initial market assessment study.

- **Designed and developed a website for Vikas Publishing House Pvt. Ltd.**  
[www.vikaseforum.com](http://www.vikaseforum.com)

**Designed and developed a website for Vikas Publishing House Pvt. Ltd.**



Vikas Publishing is a publishing house specializing in school and college textbooks. This site is



primarily aimed at academicians and provides a forum through which they can interact with each other and with the Publisher. Faculty members can request complimentary / evaluation copies of any book published by Vikas. There is also a section where prospective authors can download a book proposal form. This website provides information about all the books from Vikas in the form of a catalogue.

- **Designed and developed a website [www.gobookshopping.com](http://www.gobookshopping.com) to set up an online bookstore**

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This is comprehensive on-line bookstore with over twenty-five thousand books to choose from. This site offers a shopping cart using which the user can select and place orders for any number of selected books. The site offers easy searching facility using which the books catalogue can be queried based upon publisher name, author name, book name or subject category. TSCPL did entire conceptualization and design for their website which has a database of over one hundred thousand books.

- **Several MIS Projects**

**MIS Project** 



TSCPL provided training on new packages and systems, solving problems relating to the usage of computer packages, implementation and support services. Also developed various software programs for different requirements in accounting and payroll. Worked extensively on various proprietary software packages used and developed by or for REUTERS. Major areas of work are also related to customization to unique local

needs and problem solving on the usage of these softwares. Also provided consultancy and software development support to the various clients of REUTERS (using REUTERS packages like Money 2000, News 2000 etc.)

- **Best Practices Study Visit to various academic and government institutions in UK and Netherlands**



The objective of the study tour is to expose senior officers of the Government of Assam to global best practices in Public Administration, Public Finance and Public Private Partnerships. The exposure covered project conception, appraisal and implementation which will enable improved service delivery in Assam through the learning gained through this study tour.

- **Implementing Best Practice Regulatory Principles and Proportionate Regulation to Support MSME Access to Finance - Capacity Building Training Program for APEC Policy Makers and Financial System**



The training program was an intensive 5-day training course to held in Melbourne, Australia from 5<sup>th</sup> – 9<sup>th</sup> March, 2012 for approximately 18 senior policy and regulatory agency representatives from the region. Participants will be invited from APEC economies: Indonesia, Mexico, Peru, Philippines Thailand, Vietnam and PNG and from non-APEC economies: India, Bangladesh and Sri Lanka. Building on the work of the Symposium, the training program is designed to: Support participants' understanding of the regulatory issues relevant to enhancing access to

finance and in particular proportionate regulatory responses as recommended by international standard setting bodies.

- **Development of an Economic Diversification Framework and strategy paper**



The overall objective is to formulate a national economic diversification framework document and related strategy papers to aid future economic growth in the Maldives in a balanced, inclusive, integrated and sustainable manner.

- **Madhya Pradesh Urban Infrastructure Investment Project MPUIP**



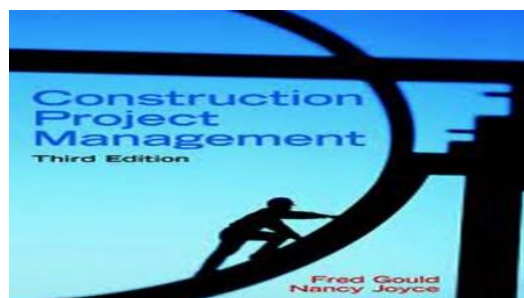
MPUIP aims to achieve One-third reduction in the incidence of diarrhea in urban areas in children (number of children, 0-4 years) and a step-change in access to essential urban services across MP: those with an improved water supply increases from 68% to 77% and improved sanitation from 49% to 55%. TSCPL is working closely with the partners and government providing expertise in delivering the e-governance component of the project which includes use of innovative technology to ensure sustainable provision of 'clean' drinking water in slums (focus on quality), tenure security provided to slums covered under MPUSP, financial inclusion promoted for slum women, central schemes promoting tenure security accessed, earmarking of municipal budgets for pro-poor development Technical and project management skills of appointed contractor(s).

- **Upgrading, Enhancing and Extending the DEA Website (eapdeagov.in) for Implementation of Document Log and Mission Clearance**



The Department for Economic Affairs of India (DEA), Ministry of Finance, and Government of India has successfully developed, implemented and operationalized a web-based application, EAPDEA to meet project preparatory and implementation requirements and mission cycle requirements under externally funded project. TSCPL providing services required for facilitating the inclusion of World Bank in the EAPDEA website (eapdeagov.in).

- **Technical Services for e-Tools Application & Integration to Construction Projects in India – Phase 2**



After the successful completion of "Introduction of e-tools in Management of Construction Projects (1066627) Phase-1", TSCPL has been selected to take over the Phase -2 which involves conducting a diagnostic exercise of the organisation to develop a strategic IT policy document that will provide practical recommendations for immediate implementation of e-tools in managing infrastructure projects.

- **Technical Assistance to support the Rural Access Program (RAP) Phase 3 – Integrated Decision Support System (IDSS)**



## Enhancing Mobile Populations' Access to HIV & AIDS Services, Information, and Support (EMPHASIS)

CARE  
New Delhi

The assignment involved **the development of an Integrated Decision Support System (IDSS)** which integrates the financial management and monitoring and evaluation aspects of the project. The IDSS aims to; provide decision makers with a more holistic view about the programme's financial, physical and temporal progress, through consolidated progress and analytical reports, provide credible, up-to-date and relevant financial information about the programme to all key stakeholders in a transparent manner, provide a framework for managing and reporting on 'payments for results' (P4R) for all inputs, outputs and outcomes.

- **Tonle Sap Environmental Information Database Project (TSBR-ED) Phase II**

### Tonle Sap Environmental Information Database Project



The main objective of TSBR-ED is to plan, implement and build the capacity for a strategically sound approach for an environmental information database and related functions within the TSBR Secretariat, which will serve near term needs and have the capacity to be readily augmented through extension of existing and addition of further features at a later time.

- **End Line Survey and Evaluation of Enhancing Mobile Populations' Access to HIV and AIDS Services, Information and Support (EMPHASIS) Project**

The assignment aims to conduct the end line of the EMPHASIS project to explore the changes in knowledge, attitude and practice of impact population on HIV and AIDS and safe mobility as a result of project implementation. In order to achieve project goal, the project implemented wide ranging activities to address issues around HIV and AIDS and safe mobility, advocacy, capacity building and some other special interventions; the Evaluation is focused on assessing the overall project with a comprehensive analysis of all intervention and cost effectiveness.

- **Supporting E-Service Delivery in Madhya Pradesh**



## लोक सेवा प्रबंधन

मध्य प्रदेश शासन

The World Bank is currently supporting the Government of Madhya Pradesh (GoMP) to implement the 2010 Public Service Delivery Guarantee Act (*"LoksewaanKePradan KiGuarantee"*) through a Non-Lending Technical Assistance (NLTA) and in particular, to improve the effectiveness of the Kiosk model (*Lok Sewa Kendras*) that was adopted to meet the requirements of the Act. To continue such effort over the next five years, the Government of Madhya Pradesh (GoMP) through the Department of Economic Affairs (DEA), Ministry of Finance, Government of India (GoI) has requested a lending operation from the World Bank.



- **TI-UP Resource Centre and Framework**



TI-UP offers up to two days' free support through the Resource Centre, and longer commissioned services through a Framework Agreement. Timely and relevant technical advice is offered in all aspects of energy, transport and communications, geo-science and urban planning, as well as a number of cross-cutting themes.

- **Hindustan Zinc Private Limited CSR**



TSCPL organized an 18,000 household survey and 20 focus group discussions regarding the needs and socio-economic status of the villages near HZL's plants in Rajasthan. Additionally, TSCPL wrote a total of 32 reports, coming to a totaling over 1400 pages.

- **Madhya Pradesh Higher Education Project**



The Madhya Pradesh Higher Education Project is a major reform effort sponsored by the Government of Madhya Pradesh and the World Bank. The strategic objective of the project is "to improve education outcomes for students in

higher education in selected institutes, and to increase the effectiveness of the higher education system in Madhya Pradesh".

- **Vietnam Hazard Managing**



The project as determined by World Bank and MARD includes 5 components to support the implementation of a national strategy to prevent and mitigate natural disaster in 10 Central Vietnam coastal provinces at river basin scale. This project is focused on developing a web based monitoring and evaluation system based on the M&E framework designed in package as part of a different project. This M&E system is expected to include the M&E framework, including monitoring, updating indices of the project, and evaluating implementation process, including semi-annual reports, mid-term reports, and indices for project completion report (PCR).

- **Capacity Building for Government Agencies Supporting ADB Operations in India**



The Technical Assistance Special Fund to build the capacity of Government Agencies Supporting ADB Operations in India. The objective is to develop, install and operationalize a web based system for tracking and monitoring all the ADB funded projects in India as per the requirements in Department of Economic Affairs (DEA), ADB and other agencies.



## ■ Nepal Rural Access Programme (RAP) Phase III

**RAP 3** Rural Access Programme  
Development through access



Implementation of the financial management related components of the project including fiduciary risk reduction reforms which include (planning, programming and budgeting; funds flow, including budget release; implementation, including procurement management; internal accountability; external auditing, reporting and monitoring and evaluation; and revenue management). This will deliver results in rural road maintenance, short-term job creation, and poverty reduction and market led economic development. RAP will also continue to support labour based rural infrastructure works that are climate and disaster resilient.

## ■ Strengthening Lok Sewa Kendras in Madhya Pradesh



Assessment of ICT capacity to support the implementation of the 2010 Public Service Delivery Guarantee Act ("LoksewaanKePradan Ki Guarantee"). GoI has requested support from the World Bank to assess the effectiveness of the Kiosk model (Lok Sewa Kendras) that was adopted to meet the requirements of the Act.

## ■ Development of MIS for Goa Water Supply and Sewerage Project (GWSSP)



The overall objective of this project is to provide safe and stable water supply and sewerage services throughout the state of Goa by expanding and rehabilitating water supply facilities in the existing Water Supply Scheme and development of MIS to track project progress and improve ITC and project monitoring capacity within the Goa Public Works Department (PWD).

## ■ Introduction of e-tools in Management of Construction Projects



The objective of the study is to introduce and enhance the use of IT based interventions/solutions in the management of construction projects and programs to enhance efficiency, transparency and governance in delivery, thereby increasing their success and impact potential.

## ■ Madhya Pradesh Urban Services for the Poor (MPUSP)



MPUSP aims at developing inclusive urban planning and governance including better tax administration in the urban sector in Madhya Pradesh and resources reserved for pro-poor

expenditure to provide adequate basic services to the weaker sections of the society.

- **Support to the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) Phase 2**



The primary impact of the TA is the effective management and disbursement of JNNURM funds, significant governance reforms at the state and ULB levels, efficient processing and implementation of JNNURM-funded interventions at the ULB level, and overall improvement in the urban environment of India's major cities

- **Nepal Health Sector Support Programme (NHSSP 2)**



Providing strategic advice on design and implementation of a nationwide (covering MOHP and all MOHP's District and Spending Units in Nepal) Output Based Budget (OBB) and Public Financial Management (PFM) system covering accounting classification system, budgeting, fund release, accounting and reporting processes.

- **Support to the Establishment of Indonesia REDD+**



Mobilize short term technical advisers and services to support the Task Force to fulfil its mandate. Initially, a fully staffed REDD+ Task Force with office premises was established to manage the process of establishing the Agency. Facilitate the establishment of a Special REDD+ Agency reporting directly to the President of Indonesia to coordinate the efforts pertaining to the development and implementation of REDD+.

- **Project Management Consultancy for Procurement of ERP**



Understanding the requirements of IDA (Indore Development Authority) and preparing the suitable Terms of Reference and Tender Documents for Computerization & ERP Software selection. Ensure progress to meet time schedules., Identify and develop change management and capacity building., Report outcomes to stakeholders and users., Coordinate and cooperate on any other matter and supervision of the project on all the shifts.

- **Preparing a Detailed Project Report (DPR) for e-Governance in 3 JnNURM mission cities of Madhya Pradesh (Bhopal, Indore & Jabalpur), under the National e-Governance Plan (NeGP)**



Prepare DPR that would first assess the current IT infrastructure and capacity of the 3 ULBs of MP and would then propose a strategy to reach the service level benchmarks that have been set by the Ministry of Urban Development, in accordance with the NeGP. The required infrastructure for capacity building was proposed as per the guidelines laid down by NISG. RFPs will



also be prepared and Bid Process Management will also be carried out.

- **Operational Risk Assessment (ORA) Update for Bangladesh Road and Highway Department**



Improve governance in the road sector and follow the recommendations of the World Bank Mission as agreed with The Government of Bangladesh. Update the information from the ORA (Operational Risk Assessment) of RHD (Road & Highway Development) on Management Information Systems (MIS) infrastructure as a tool to support the performance of RHD management, operations and financial control functions, including its functionality, security, development and maintenance.

- **Information Technology (IT) Support for ICT Master Plan Implementation**



ICT Master Plan which aims to put in place modern ICT infrastructure and automate selected business operations to increase the Royal Government of Cambodia's efficiency in formulating and implementing effective trade policies. The scale of this Master Plan is broad and covers the delivery of an enterprise server configuration, network communications, and introduction of business applications on a web-based platform to support a gradual shift of manual tasks to electronic means for key business and administration processes.

- **Rajasthan Urban Infrastructure Development Project (RUIDP)**



ADB funded RUIDP project involves capacity building of 6 of the largest towns in Rajasthan. This project is aimed at providing improved infrastructure facilities in the project towns to improve the living conditions of 1.6 million urban residents in the nation's largest state. In the 15 urban areas targeted initially, the program will address poverty reduction and develop urban infrastructure to improve the urban environment and living conditions as well as promote ongoing urban reforms.

- **Jammu & Kashmir Urban Sector Development Investment Programme (JKUSDIP)**



The proposed JKUSDIP will enhance and strengthen sustainable economic growth of the urban areas of J&K with emphasis on promoting commerce and improvement of livelihoods of the poor. The aim is to improve the public health and urban environment and better living conditions for people living in Jammu, Srinagar and other participating towns.

- **Best Practice Regulatory Principles Supporting MSME Access to Finance**



This project seeks to address this challenge by promoting a regulatory environment in the APEC region's economies conducive to supporting increased lending by development banks, the commercial banking system and through capital markets. It reviewed existing regulatory impediments that impact on finance availability and consider the concept of proportional regulatory and supervisory frameworks conducive to increasing financial inclusion and propose best practice regulatory principles.

- **Institutional Strengthening for Economic Management**



The proposed Economic Recovery Program is part of a broad emergency program of the Government of the Maldives. The Program will support specific reform initiatives, including rationalizing, prioritizing, and aligning public spending with available resources; broadening the tax base; reducing economic subsidies; supporting privatization of state-owned enterprises (SOEs); strengthening internal audit functions; and changing the role of the Government in the economy from a provider of all services to an enabler of sustainable and equitable growth.

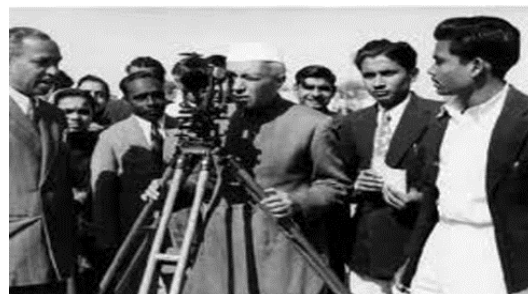
- **Project Management Consultancy with respect to Distribution Franchising in Distribution Companies of U.P. Power Sector**



The prime objective of the Consultancy Assistance is to provide support to UPPCL/DISCOM to effectively monitor the performance of the Franchisee, establish a co-ordination mechanism

to addresses day to day operational/commercial /financial/regulatory/contractual issues in the Franchise Area and address any issues/challenges that may arise during the contract period of the Franchise.

- **Bid Process Management Consultancy for NMML (Nehru Memorial Museum & Library), Delhi**



NMML management wish to establish a Multi-Media Asset Management System to accept content from external sources, allow for metadata addition and playback for 5 – 10 simultaneous users on NMML intranet. By this process of Digital Asset Management, the library is digitized into a state of the art digital audio / visual library, accessible locally and globally over the NMML Intranet and the Internet.

- **Development of Software for project GOMU (Going Map Updation)**



The project aims to design a customized software system for updating 2D visualization and analysis of Maps. Developing and implementing the GOMU software at the Defence Terrain Research Laboratory. TSCPL inputs include system design, coding, implementation and testing of the GOMU software.

- **Deploying Innovative Information and Communications Technology for supporting e-Governance in Assam**





The objective of this project is to assist the Government of Assam in reducing the digital divide by expanding the ASWAN for e-governance delivery; improving ICT accessibility and developing e-governance applications in accordance with the roadmap to be identified by the e-government master plan; improving and expanding ICT accessibility from legal, regulatory, and institutional perspectives; and enhancing the institutional capacity and human resource capacity for managing ICT infrastructure and operating e-governance applications.

- **Market Sizing the Digitization Market of Public Sector in India**



The project was a research based initiative to determine the potential and market size of digitization opportunities in the Indian Public Sector space for the next 5 years. Adobe PSL (i.e. PDF Scan Library) creates PDFs with "Adobe Reader Extensions" that enable Adobe Reader to add comments, apply digital signatures, and save the PDF to a file. Leverage the ubiquity of the Adobe Reader.

- **Support to The National Programme for Urban Poverty Reduction (SNPUPR)**

Support to The National Programme for Urban Poverty Reduction



Support MOHUPA and facilitate, coordinate, administer and execute DFID's support to national policies for urban poverty reduction. This will include providing specific and drawdown inputs at the central, state and urban local bodies. ensure effective harmonization with aid support provided to MoHUPA by World Bank, United Nations Development Program (UNDP), Asian Development Bank (ADB), Cities Alliances, etc., in line with the Paris Declaration on Aid Effectiveness.

- **Creation of SRS for Integrated Financial Management Information System (IFMIS) and Business Process Restructuring**



The management of IIT decided to move their accounting process from single entry system to double entry system on accrual basis Preparation & Verification of annual accounts of the institute. Our team designed an SRS document for IFMIS and the accounting system for the institution including framing of accounting policies, formats of financial statements and preparation of accounts manual for double entry system on accrual basis.

- **Financial Management Reform Programme for Government of Bangladesh (FMRP)**



The main components of the program are to strengthen auditing practice and information for improved parliamentary scrutiny of public financial management, enhance Aggregate Fiscal Management and to develop the regulatory framework for Financial and Performance

management and increase resource allocation, utilisation and financial/ resource/ performance management capacity in line with the ministries.

- **Preparing the City Region Development Project**



The aim of this project is to promote human development and good governance in several cities of Bangladesh and selected city corporations to assist the government in its efforts of having a sound and balanced urban development. The target city regions are centred at Dhaka City Corporation (DCC) and Khulna City Corporation (KCC). It will support the Government to improve regional urban planning and strengthen municipal management and capacity for effective and sustainable urban development.

- **Implementation Progress review for the NEPAD (New Partnership for Africa's Development) Infrastructure Short Term Action Plan (STAP), Tunisia**



The primary objective of the project is to assess performance of the STAP by detailing the progress made (since the last review), identify constraints to efficient project implementation, and to make appropriate recommendations to enhance implementation performance going forward. Our role was mainly to review donor funded project implementation in the ICT sector in Africa, including overview of the main issues arising out of the last (second) Plan implementation, review and analysis of projects implementation.

- **Kolkata Urban Services for the Poor (KUSP)**

### Kolkata Urban Services for the Poor

DFID



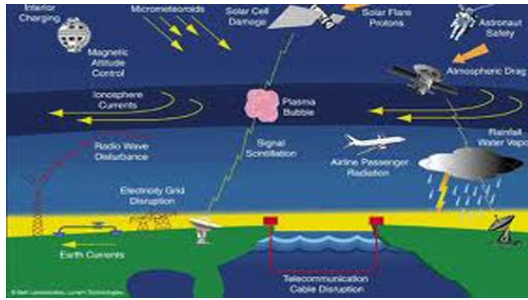
This project is aimed at providing better level of services to the poor through improved infrastructure facilities and capacity building of 42 Municipalities in KMA or West Bengal in reducing poverty and improving quality of life and opportunity for poor people in the Kolkata Metropolitan Area. The design phase of a DFID funded KUSP project covered 42 municipalities under Kolkata Metropolitan Area.

- **Financial Management & Municipal Finance Project**



Assist UPEHSDP in substantially reforming and improving financial management of city Corporations' and project management of UPEHSDP, introducing modernized and computerized accounting systems, and performance-based budgeting, using information technology to enhance financial management, improving tax collection and expanding the tax base to strengthen municipal finances, and also conduct regular concurrent audits of UPEHSDP to ensure high degree of adherence to various procurement and financial management guidelines.

- **Integrated Government Communications System (IGCS) for Government of Uganda**



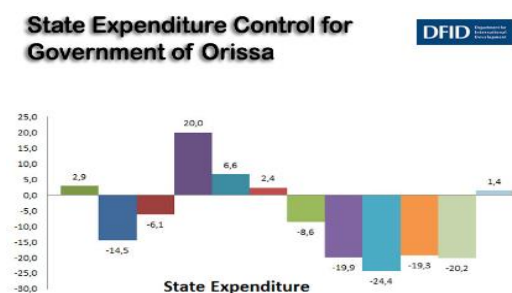
This assignment is part of Government of Uganda's (GoU) National Development Plan to implement an integrated information system for government communication, information sharing and collaboration. We provided technical assessment, conceptualized key strategic inputs into the design including procurement and implementation of an Integrated Government Communications System.

#### ■ Programme Evaluation System



Designed a Program Evaluation System for the U.S. Institute for Environmental Conflict Resolution. As part of this evaluation exercise various parties who were involved in Institute projects and cases were asked to provide information about their experience. This Information was gathered through a set of questionnaires.

#### ■ State Expenditure Control for Government of Orissa



This project is aimed at advising the Government of Orissa to achieve a better financial control and reducing its expenditure on non-development

items. TSCPL's specific role is to setup an MIS centre at Bhubaneswar and act as project manager for collection, compilation and reports generation of about 6,00,000 employees of the Government of Orissa.

#### ■ Andhra Pradesh Urban Services for the Poor

**Review, Develop and Support Operationalisation of a strategic Monitoring and Evaluation Framework for Urban Local Bodies in Andhra Pradesh**



The Andhra Pradesh Urban Services for the Poor Project (APUSP) was one of India's leading urban sector projects designed to improve access to appropriate and sustainable services for the poor in 32 class I towns in Andhra Pradesh. The Project represented the latest concept in urban poverty reduction comprising three complementary components: Component 1 (15.7 million) focuses on municipal reform in the 32 class towns in Andhra Pradesh; Component 2 (£66.1 million) supplies improved environmental infrastructure for slums; and Component 3 (£ 12. Million) works with civil society in order to improve needs assessments, advocacy and policy analysis.

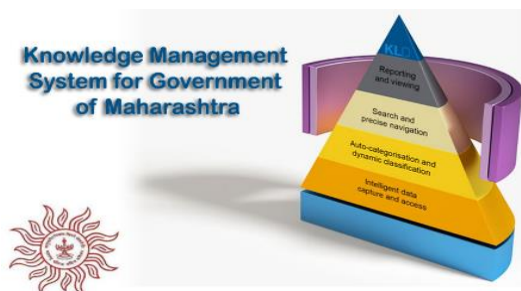
#### ■ Karnataka Urban Infrastructure Development and Coastal Environment Management Project (KUDCEMP)



This project is aimed at providing improved infrastructure facilities including capacity building in 10 coastal towns of Karnataka in optimising social and economic development along the west coast of Karnataka by supporting investments in urban infrastructure and the delivery of basic municipal services.

#### ■ Knowledge Management System for Government of Maharashtra (RSPMU KM)





Develop: capabilities, attitudes, work processes, systems and create an enabling environment across all the levels for systematic generation of relevant and high quality knowledge; free sharing of knowledge across the project; and, internalizing knowledge as a collective experience. Our team studied the existing system and suggest ways for implementing an integrated strategy for Knowledge Management, especially using web technologies.

- **Monitoring & Evaluation System for Government of Uttaranchal Project (Swajal M&E)**



The main objective of this project is to improve the quality of rural water supply, environmental sanitation service delivery, sanitation, hygiene and to achieve sustainability of investments to generate health and income benefits. Assist the state in creating an enabling environment state-wide from implementation of appropriate sector policy and institutional reforms.

- **E-Governance and Government Management Information System for Government of Sri Lanka (IPFMIS)**



Provide strategic inputs on the broad design of this RAMIS (Revenue Administration Management Information System) and PAFMIS (Public Financial Management Information System) assisting GOSL (Government of Sri Lanka) in preparing an IT strategy for its implementation.

- **Tonle Sap Environmental Information Database Project (TSBR-ED)**

### Tonle Sap Environmental Information Database Project



This is aimed to support the Secretariat's coordination function and serve the information needs of partner agencies, nongovernmental institutions and civil society. Working closely with the Secretariat's Database Group, TSBR-ED Project is intended to provide the initial basis for an information management and database facility at the Secretariat. Our key role in this project was to lead an international team of experts responsible for the design and development of the web based bilingual Environment Database [www.tsbr-ed.org](http://www.tsbr-ed.org), in English and Khmer and assuring project quality.

- **Kolkata Environment Improvement Project – (IPC-CBP-KEIP)**





The project aims to provide an improved urban environment, equitable access to municipal services, and more effective municipal management in the city. As part of the CBP, KMC adopted a vision to develop into 'an efficient, effective, equitable, citizen responsive, financially sustainable and transparent organization, delivering quality service to its citizens'.

- **E-Governance Component of Budget Procedure Reform, Computerization & Expenditure Management**



This project aims to determine how e-governance can be employed to improve the efficiency and effectiveness of public service government processes, and facilitate ease and equality of access to public services for the Government of Assam. Development of an e-governance implementation strategy for Government of Assam (GOA) that includes a prioritized list of e-governance initiatives and a time bound action plan for their implementation.

- **Model Contract for E-Governance for Urban Local Bodies in Madhya Pradesh**

#### **Model Contract for E-Governance for Urban Local Bodies in Madhya Pradesh**



This project helped in supporting Government of Madhya Pradesh in implementation of several e-governance and urban reform projects. Our team prepared a detailed model contract which can be used by over 100 municipalities in MP for outsourcing the computerization work on a BOOT model. The departments under preview were water and sanitation, treasury, property tax, indirect taxes, birth and death certificates,

purchasing, inventory and stores, budgeting, salaries among others.

- **Monitoring & Evaluation System for Rural Water Supply – Sector Reform Program**



A comprehensive mechanism involving: Computer based MIS, Periodic Reviews, Community Monitoring, and Benchmarking & Performance Index Cards. Developed a web based Monitoring and Evaluation System along with a system for benchmarking, generating performance index cards and community monitoring through which the Government of India can monitor the progress on the implementation of reform agenda for the entire Rural Water and Sanitation Sector in the country.

- **Strengthening of State Statistical Bureaus for Government of India (MOS & PI)**



The project is a study for State Statistical Bureaus, which is divided into two phases. In the first phase, we would undertake a field study of the functioning of various units identified for the purpose of study and advice on specific steps to be taken for strengthening of the State Statistical Systems in terms of prioritizing statistical activities for improving quality, content and timeliness as well as infrastructure support requirements to facilitate fine tuning the system to be effective and responsive. In the second phase we would analyse the state reports emerging out of the Phase-I study and facilitate development of a comprehensive proposal for strengthening the state systems on uniform lines based on core commonalities

- **Support to Life Sciences Trade Mission for Scottish Development International**

### Support to Life Sciences Trade Mission



Support was provided to Scottish companies in the life sciences sector who visited India in Oct 2004. The work carried out included identifying potential India business partner companies and health sector organisations, arranging meetings and providing support information on business and regulatory issues.

- **Project Monitoring System for India Eco - Development Project**



The objective of this project is to develop a monitoring and evaluation system for the Ministry of Environment and Forests, Government of India, with special focus on Project Tiger. Work involved system Design, Development & Implementation. The software keeps track of the various activities of the tiger reserves; the expenditure, physical targets (Defined and Achieved) and fund flow of the forests on annual basis.

- **Project Management Consultancy for Multi Sector Project for Infrastructure Rehabilitation in Jammu and Kashmir**



The Multi-Sector Project for Infrastructure Rehabilitation in Jammu and Kashmir, targets the rehabilitation of existing infrastructure and utility facilities in the State of Jammu and Kashmir. The primary objective of the project is to rehabilitate essential infrastructure (roads, bridges, and water supply and drainage systems) in urban sector of Jammu & Srinagar cities and transport sectors in 14 districts of Jammu and Kashmir. The consultants' role includes preparation of an ICT Master Plan and ICT system architecture for the PMU, PIUs, DSCs and ERA.

- **ERP Audit and Process Improvement**



Dharampal Premchand Co. is an international group engaged in the business of tobacco, steel, hospitality and other ventures. Our team conducted the ERP Audit of the software since the company was experiencing problems in the financial accounting and recommended corrective actions.

- **Website Development for Azad Foundation**



Azad Foundation is an NGO that runs training programmes to enable women from the poor

section of the society to become self-dependent. Developed a website and system that allows national project tracking system that will be used to track all training and mobilization of Azad foundation data. Provided procurement assistance to procure hardware as Server hardware and User hardware, Server Software, User software and Database.

- **Designed and developed a website [www.shroffhospital.org](http://www.shroffhospital.org)**

**Designed and developed a website  
[www.shroffhospital.org](http://www.shroffhospital.org)**



Developed info-site for Dr. Shroff's Charity Eye Hospital. The site provides information on various eye diseases and their treatment options and information about the services provided by the hospital. Our team helped in complete conceptualization, design and content management for the hospital website.

- **Bangladesh Urban Primary Health Care Project**



The objective of the project is to determine the roles and capacity requirements of municipal administrations, and communities for urban public health management; plan capacity building to strengthen urban public health governance, Assessment of donor activities in the area of municipal public health governance, identify key sector policy reforms relating to public health and primary health care service delivery at the city corporation and municipal level.

- **Capacity Building of Municipalities Project**



Project was to build capacities at the municipal level in the selected municipalities in Karnataka. We proposed the computerization strategy and implemented a computerization plan for the municipalities which included appropriate methods for incremental transfer of records to a computer based system.

- **Inventory Forecasting & Management System**



Pillsbury is one of the biggest FMCG organizations in US. We executed a Marketing Forecasting System for them. This software project automates the inventory control; shipment and market forecast departments of the Pillsbury.

- **North Eastern Region Capital Cities Development Investment Program**



The Investment Program will ensure that the benefits from investments are enjoyed by the poor, women and all other vulnerable groups, and that any negative environmental and social impacts are alleviated. The objective of the project is to improve urban infrastructure and services, strengthen urban institutions for better



service delivery build project management and implementation capacity.

- **Consultancy Services for Capacity Building for National Capital Region Planning Board**



The project addresses institutional and implementation issues pertaining to accelerating urban infrastructure development in the National Capitol Region and is likely to lead to more investment in water supply, sewerage, solid waste management, and urban mass transport. Our team reviewed and verified preliminary roads and drainage design proposed.

- **Gateway Asia Trading Website**



This project identified and interviewed 250 firms in various sectors and areas to assess their potential as trading partners (including export, import, business promotion outsourcing and contract manufacturing) for UK and European companies.

- **National Hydrology Project**



The objective of this project is to improve the database on quantity and quality of water resources in India (in the seven participating States). TSCPL team developed the design for a National database of water resources - both ground and surface water, by integrating data from various implementing agencies at the National and State Level Submitted a detailed feasibility report including computer training needs assessment and course guidelines

- **CARE India**



TSCPL developed software package for various CARE projects especially for micro finance operations. We conducted training programs for more 100 staff members and partner NGO participants on different MIS software packages. We also prepared financial projections and budgeting systems for micro credit operations and provided consultancy for the DFID funded CASHE Project and implemented a computerized project management system (through MS Project 98) for the three implementing states. TSCPL set up a computerized Project Direct Cost monitoring and control system through for CARE Bihar - CREDIT Project. We also set up a computerized Project Direct Cost monitoring and control system through for CARE Orissa - Orissa Relief and Rehabilitation Project.

- **Foster Parents Plan International, New Delhi, Sri Lanka and U.K.**



TSCPL executed various software development assignments for different functions like finance, inventory, MIS etc. We also conducted numerous



training and troubleshooting workshops in India, Sri Lanka and Nepal for their different field offices. TSCPL conducted training workshop and developed different application programs for their International Headquarters staff in United Kingdom. We have also been conducting systems study for their field offices for different MIS needs.

- **USAID**



TSCPL developed a fully comprehensive and integrated solution for generation of the Project Information Report. At the end of every quarter a comprehensive report has to be prepared for all the development projects funded or sponsored by the US governments in India. This report gives all the financial and other details regarding the complete status of these projects. This report is used for performance evaluation and control and monitoring of various projects currently underway in India.

- **ACTION AID**



TSCPL assisted in practically all areas of computerization - selection of appropriate computer equipment, suggesting and designing software solutions, providing trouble shooting and consultancy support etc. We also conducted brainstorming sessions for solving various computer related problems and assisting the staff in optimum usage of computers and conducted numerous corporate training workshops for their staff on a variety of software packages. We assisted in the design and development of various

MIS packages of projects monitoring and budgeting functions.

- **UNICEF**



TSCPL executed a project for Public Health Information System. A central control room was set up for monitoring the prevention and control of water borne diseases. Information was collected from about 32 hospitals and 700 clinics and dispensaries spread all over Delhi, on a weekly basis. Based upon this data necessary Health Department of Delhi Administration took corrective and preventive actions. We developed the entire computerization - including selection, procurement and installation of computer equipment, development of an integrated software package to monitor and process the data and supervised the data processing operations. We also developed indicators for monitoring the health situation in different JJ colonies in Delhi, in association with the public health experts.

- **Save the Children Fund**



TSCPL developed various software packages for MIS and especially for sponsorship communication monitoring and control. The packages developed have been running successfully and are being implemented in the various field offices in India and Nepal. We also provided them consultancy and troubleshooting supports.

- **The National Institute of Educational Planning and Administration (NIEPA)**

## Universal Elementary Education



Keeping in line with the Ministry of Education national objective of "Universal Elementary Education by year 2000 (UEE)" NIEPA conducted periodical National Surveys to assess the extent to which this objective was being met and based upon this data to make projections for the next ten years. For this TSCPL collected information from about six lakh primary students. NIEPA also executed the entire project on a turnkey basis. TSCPL also developed the complete system for the data entry, verification and validation of data, processing and analysis of data, monitoring indicators and making projections and reports generation from this base data.

- **The National Institute of Public Cooperation and Child Development (NIPCCD)**

### MIS for Integrated Child Development Scheme



NIPCCD conducted a National Survey to monitor progress of the ICDS. About seventy thousand questionnaires were collected from various sources for this purpose. TSCPL developed the complete system for the data entry, verification, and validation of analysis of this data in association with the National Informatics Centre (NIC), New Delhi.

- **Rapid Action Force (RAF) of the Central Reserve Police Force (CRPF)**



CRPF conducted a National Survey to assess and understand the psychological and social profile of its junior personnel. Information was collected from a very wide cross section of jawans stationed all over India. TSCPL developed the complete system for the data entry, verification, and validation of analysis of this data in association with the National Informatics Centre (NIC).

- **Steel Authority of India (SAIL)**

### IT Sector Research Study



TSCPL conducted a Research study on the computer industry in India. The study involved compilation and analysis of financial, turnover, manpower and product profile data of leading IT companies/institutions in India, with reference to their overall performance viz a viz each other and as compared to World IT industry bench marks. This study also took a look at the current and future trends and the new technologies in IT industry. We also undertook a turnkey assignment involving creation of a computerized database for recruitment of junior managers and technical management trainees for SAIL. This involved software involved and bulk data processing.

## Our Clients







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