

Success Story:

Comprehensive Evaluation of LWMC's Business Model and Transformative Advisory Services



The Client:

Local Government & Community Development Department (LG&CDD), Government of Punjab was our client for this assignment. LG&CDD was created to respond to the specific needs of the mega cities and largely urban districts of Punjab for good governance. LG&CDD's functions include: provision, management, operation, maintenance and improvement of municipal infrastructure and services (including solid waste management (SWM)) amongst other administrative functions.



The Project:

Abacus was engaged to conduct a full scope third party evaluation and adequacy assessment of business model and systems at LWMC, followed by strategic recommendations to enhance capacity and performance. AS-IS analysis followed by a TO-BE study based on regional and international benchmarks was conducted, to establish international best market practices in comparable utilities and was used for assessment of Gaps in LWMC's SWM operation. Finally, based on the Gap Analysis, strategic recommendations were made to enhance LWMC's capacity and performance. The assignment spanned 7 distinct modules including:

- Operations and supply chain
- Regulatory framework and Corporate Governance
- HR and change management
- Financial management and accounting systems
- Procurement and contract management systems
- IT systems and infrastructure
- Citizen satisfaction survey

Project Highlights:

- Diagnostic assessment & GAP analysis of LWMC business model
- Ascertaining quantum of user fees to enable self sustainable operations of LWMC
- Recommendations on improvement through comparison with international best practices
- Citizen satisfaction survey on municipal waste management operations

Benefits to the Client:

- Third party assessment of the SWM operations being carried out by international third party contractors
- Development of business model canvas to assess value proposition of LWMC
- Actionable recommendations to improve SWM in Lahore and by extension for Lahore's sister cities throughout Punjab

