

KEY PERFORMANCE INDICATORS.

The core actions/matters as outlined below are to be adopted to provide safe drinking water. WASA-Hyderabad should change its orientation and begin to perceive its primary role as service provider and not constructor of physical works. The WASA-Hyderabad should provide integrated water and sanitation services only in response to the effective demand of the consumers. It has to establish the level of services for which the consumer is willing to pay for in order to ensure good public health and environmental standards for the community.

Immediate

- Organize regular meetings of WASA Technical Working Group / Party for share recommendation to the Government of Sindh.
- Approach Anti-Encroachment Section, Government of Sindh to clear the encroachment within the premises of WASA on immediate basis.
- Conduct blanket survey for illegal connections in houses, commercial areas and factories in all three tehsils.
- Conduct baseline survey for pumping equipment, water leakage and non-revenue water.
- Organize community awareness programs to improve water services and water charges recovery from users.
- TWC review water tariff on annual basis and register new connections to increase revenue to run entity with support of government subsidy/ funding.
- Develop a mechanism to provide adequate funds for purchase of chemical for water treatment as well as for testing laboratories to ensure the quality of water to the users by the government.
- Install office automation (information management system) in billing systems, water quality, availability of water in reservoirs, etc.
- Develop a mechanism to organize capacity-building program for working staff with automation of office services through latest technology. Planning & Development Board may be requested to support WASA by nominating officers for foreign trainings on priority basis.
- Disconnect all illegal and informal connections along with abandoned and old connections after survey, only WASA-approved connections should be allowed.
- Erect fencing around lagoons to restrict public and animals' entry and do not allow swimming and washing of clothes.
- Organize WASA-Hyderabad and sponsor frequent workshops on water services and WSP in collaboration with MUET Water Excellence Center at Jamshoro.

- Ensure close coordination with Irrigation department and Sindh Environment Protection Agency (SEPA) for source tracking and water quality assessment is needed.
- Design and develop Information, Education and Communication (IEC) material in local languages and disseminate among the water users.
- Maintain proper record of water quality and quantity by installing Electromagnetic meters and gauges and log of system operation on electricity from grid and standby generator.
- Engage trained and qualified persons for collection and analyzing water samples at site and laboratory with specified frequency.
- Develop and implement proper monitoring mechanism to ensure WSP effectively
- Make efforts to complete all ongoing development schemes on priority basis for betterment of service delivery.
- Install chlorine boosters to maintain the desired residual disinfectant concentrations within the distribution system.
- Recruit a full-time research and development team for carrying out research activities.
- Approach HESCO to provide express electric feeders to avoid interruption and breaks in water service at main pumping station and balancing reservoirs.
- Design and develop real time GIS Web-Based Application for detailed mapping for the water distribution system attributing each pipeline incorporated (e.g. material type, depth, date installed, and gradient) by WASA.
- Register the private plumbers who could be involved in plumbing work at household level with WASA-H.
- Approach Government of Sindh by WASA to get the approval of the Sindh Water Act for strengthening the recoveries of WASA dues.
- Extra Hypo-chlorinators are required for additional dosing of chlorine at tail end areas pumping stations.
- Deplorable conditions can be seen at Hyderabad's private slaughter house with the district administration unable to check it. Neither of the authorities forces the meat sellers to shift to modern slaughter houses — built as part of a larger cattle colony project — on the outskirts of the city. The private slaughter house facility is located on the right bank of the Phulleli canal, a source of drinking water for city dwellers. The canal gets polluted with waste matter. Private Slaughtering should be stopped immediately.
- For close monitoring of Filter Plants, the system of Close Circuits Cameras should be installed which can be monitor at office of the Managing Director. This will be extend to all pumping station in future.
- As decided in the meeting held on 11-03-2019 under the chairmanship of Worthy Chief Secretary Sindh, a committee was constituted by Chief Minister Sindh proposes that allocation of Budget head of A03302 (water charges) of Hyderabad based Provincial

Government Departments be revised from Rs.125,809,000/- up to Rs.471,377,780/- per annum and payment be made to WASA-Hyderabad through at source deduction on quarterly basis for strengthening the financial position.

- WASA-Hyderabad should ensure segregation by adopting separate divisions in the Water Management like Production (responsible for Water Treatment at the Filter Plant), Distribution of filter water (responsible equitable water distribution) and O&M (responsible for maintaining of the water supply network and pumping stations).
- Discourage Non-CBA Unions activities in WASA-Hyderabad for smooth running of the system.
- Establish a Technical Wing headed by a Director with staff in WASA-H for better planning of the development works and schemes so that proper record be maintained and the funds may be utilized properly.
- Develop a mechanism to provide adequate funds for purchase of chemical for water treatment as well as for testing laboratories to ensure the quality of water to the users by the government.
- WASA approach Government of Pakistan and Government of Sindh for developing the legislation to stop the Municipal untreated wastewater of the cities fall in the Indus River in order to provide safe drinking water to the citizen of district Hyderabad.

Intermediate

- Prepare a plan and submit to the Government for all the old structures and pipes to be repaired/ rehabilitated.
- Plan to construct 2 No – 4 MGD service reservoirs each at Jail Site pumping station and Thandi Sarak pumping station.
- Plan to construct 30 MGD filter plant for Kohsar and Sarmast colonies in the downstream area Latifabad.
- Install 60’’ dia line for Latifabad Unit # 04 from Upstream to downstream.
- Ensure desilting of lagoons, and removal of wild growth weed periodically.
- Establish a plan and submit to the Government for installation of a new pipeline for the Unit 4 Treatment Plant upstream of the Kotri barrage.
- Construct one clarifier of 10 MGD each at NTP and OTP.
- Develop new water sites on north and south directions of the city and setup for population growth up to 2040 to meet the growing water demand.
- Setup workshop facility for speedy repair and maintenance of mechanical and electrical equipment.

Undertake plumbing works, installation, piping and fittings of specified standards through qualified technicians/ plumbers as per building plan approved by SBCA Hyderabad office.