

2021

NEWSLETTER

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PAKISTAN WATER OPERATORS NETWORK





» **GWOPA/UN-Habitat and BMZ/GIZ organized an online meeting on “Utility Climate Action”. Water Experts from more than 7 countries participated in meeting and paid tribute to PWON’s plans and initiatives.**



In 2020, GWOPA/UN-Habitat and BMZ/GIZ launched a webinar series focusing on how Utilities Fight COVID-19. The webinar series continues into 2021 showcasing best practices and lessons learned on utility climate action, circular development, and wastewater management. Cities and communities worldwide are increasingly suffering the effects of climate-related disasters, such as floods, droughts, sea level rise, heatwaves, landslides, and violent storms. Yet many water and sanitation utilities are not sufficiently prepared to handle these risks. Infrastructure currently designed under historical climate conditions is more vulnerable to future weather extremes and climate change.

The first topic of the 2021 webinar series was “Utility Climate Action” and took place in two volumes (9 and 16 June) with over 160 participants. The presentations showcased water and sanitation utilities facing climate hazards especially flood, drought, heat and

wildfire.

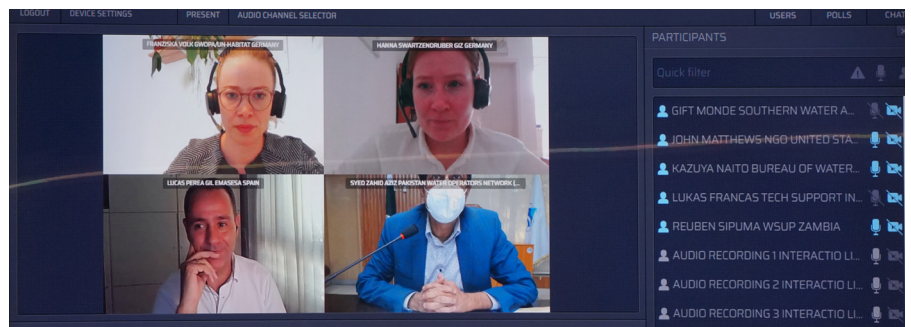
Chairman Pakistan Water Operator Network Syed Zahid Aziz participated in subject webinar and briefed to Participants on the climate change challenges in term of the regional reliance on ground water in Pakistan. He told, every year the monsoon season (July to September) brings about 600mm of rainfall within just a single day. This brings flash floods, especially in urban areas. So, this sudden onslaught of water often causes catastrophic flooding. To solve the issues of both water storage and flooding, the utility constructed underground water reservoirs to help collect this water when there is a sudden influx in supply, putting it to use. A tennis court was constructed on top of this reservoir, meaning there was little to no compromise on the recreational area land use for the citizens of Lahore. This led to reduced water accumulation on

the nearby road. This model was then replicated in three other areas in the city.

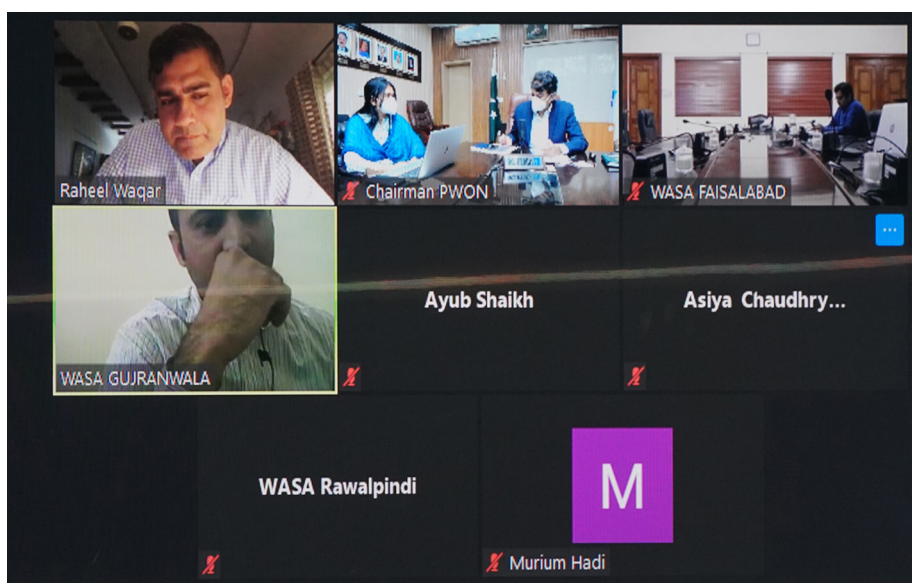
Moreover, Chairman PWON shed the light on how to recycle the water used for ablution in the nearly 200 mosques throughout the city, WASA-L constructed small water reservoirs to capture and reuse this water for irrigation of parks and playgrounds.

Water Experts from more than 7 countries were participated in webinar and paid tribute to Chairman PWON/ MD WASA’s plans and initiatives.

The GWOPA webinars aim to provide a platform to make the experiences and the concrete needs of utilities heard and seen, and to facilitate global exchange by bringing operators of different regions together to share best practices that strengthen peer operators’ knowledge and skills.



» **UNICEF, PWON organized one day online workshop at WASA Head Office Lahore on “After Action Review” for COVID-19.**



With the support of UNICEF, PWON organized one day online workshop at WASA Head Office Lahore on “After Action Review” for COVID-19. The objective of the “After Action Review” Workshop is to

ascertain how did our member utilities respond to the COVID-19 pandemic collectively and at an institutional level and what have we learned from this pandemic, its impact and what external

support was provided? In addition, how can we handle pandemic emergencies better in the future and What are the policy, strategy, implementation areas that need to be addressed to better position us in the future. In 1st session utilities from Punjab and Sindh, in 2nd session, KPK and Baluchistan’s member utilities participated. Chairman PWON Syed Zahid Aziz appreciated the support of UNICEF during this pandemic and provision of hand soaps, hand washing units, masks and hand sanitizers for WASA’s field staff.



WASA-LAHORE



» Ground Water Level is stopped Decreasing in Lahore

From 1960 to 2018, the groundwater level in Lahore was continuously decreasing by one meter annually. According to the annual scientific study, the groundwater level has not decreased in the last two years. The success is due to the hard work of WASA-Lahore team and implement in various policies which have shown encouraging results. And tub wells working hours have been reduced, fees and licenses have been imposed on private tube wells, water recycling policies have been introduced as per court guidelines, and other unconventional measures, including underground water tanks, have been introduced. The process of installing Surface Water Treatment Plant and new Water Metering System will also start soon,

Budget has also been set for 4 underground reservoir tanks this year!!

» Special Assistant Information Ms. Firdos Awan's Press Conference at Wasa Head Office.

Special Assistant Information Ms. Firdous Ashiq Awan visited WASA Head Office and held a press conference with WASA Vice Chairman Sheikh Imtiaz Mahmood and MD WASA Syed Zahid Aziz, she paid tribute to the performance of WASA Lahore, she was briefed on other projects including WASA's monitoring system.



» Electronic Tendering

Special participation of WASA Vice Chairman Sheikh Imtiaz Mahmood, MD WASA Syed Zahid Aziz, Member Governing Body LDA Amir Qureshi and MPA Sadia Sohail. Electronic tendering will facilitate the contractors and more transparency will be ensured. All documents related to any tender will be available online. The use of information technology is being promoted in WASA. Performance of WASA Lahore was appreciated by Sadia Sohail.



» WASA Lahore: Trial use of digital complaints system has started,

Vice Chairman WASA-Lahore Sheikh Imtiaz Mahmood and MD WASA Syed Zahid Aziz have been briefed in this regard at Gulberg Office, Complaint Monitoring System will be formally inaugurated soon.

Through this system, all water complaints will be registered online in all offices.



» Danish Company "Nordic Water" visited WASA Head Office

A delegation of Danish company "Nordic Water" visited WASA head office, met with WASA MD Syed Zahid Aziz and discussed major water projects in Lahore. The company has experience in water projects in most of the South Asian countries. MD WASA Syed Zahid Aziz briefed the company on Master Plan 2040 prepared by WASA Lahore and also discussed the water supply system project in Lahore.



» Mobile Lab

Third WASA mobile lab has started working. MD WASA Syed Zahid Aziz inspected the mobile lab. Which is equipped with the latest water testing facilities and will collect water sample from different parts of the city on daily basis. Chief Chemist Ms. Zainab briefed MD WASA on this mobile lab and told people of Lahore can now get free water check at their doorstep.

» JICA Delegation visit WASA Head office

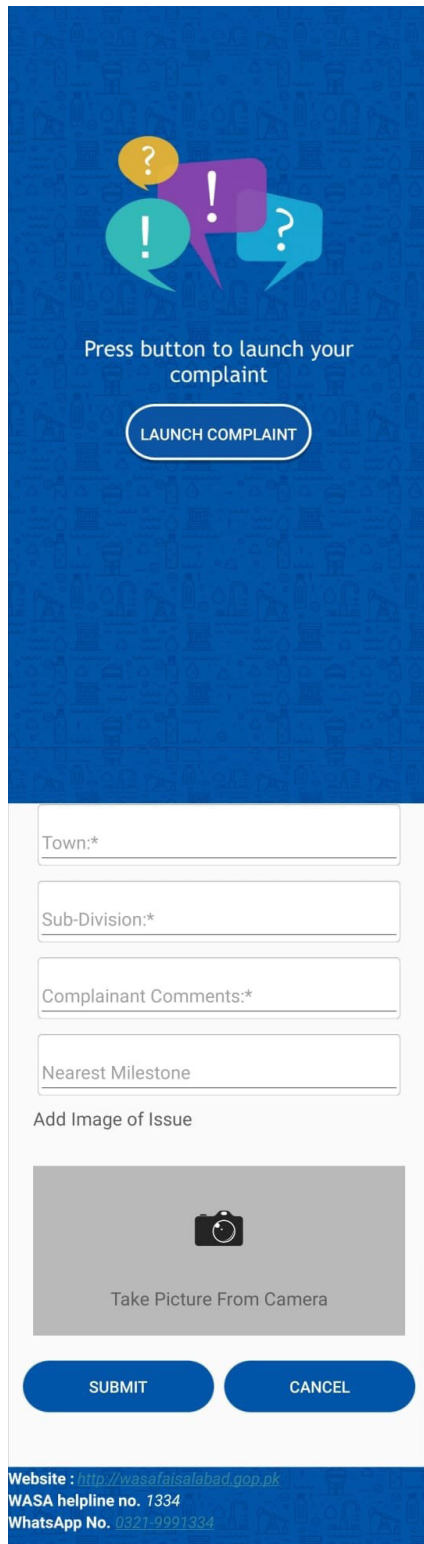
At WASA Head Office, WASA MD Syed Zahid Aziz held an online meeting with JICA, which was attended by all WASA representatives from Punjab. JICA considered the implementation of the project to bring reforms in all WASAs of Punjab

JICA delegation is expected to visit Pakistan in late May 2021.



WASA-FAISALABAD

WASA Faisalabad introduced mobile application for resolution of public complaints for the benefit of citizens and to facilitate them in attending their complaints in shortest possible time. Managing Director WASA Faisalabad Engr. Jabbar Anwar Chaudhry briefed on the occasion that complaints from mobile application will be daily conveyed to Complaint Management Center CRC and forwarded to field offices for rectification.



Press button to launch your complaint

LAUNCH COMPLAINT

Town:*

Sub-Division:*

Complainant Comments:*

Nearest Milestone

Add Image of Issue

Take Picture From Camera

SUBMIT CANCEL

Website : <http://wasa-faisalabad.gov.pk>
 WASA helpline no. 1334
 WhatsApp No. 0321-9991334



» Vice Chairman WASA Faisalabad Sheikh Shahid briefed that 24 MW Solar Power Plant will be installed at Uckera site, the planning of which is completed. It will lead a way to reducing energy crisis and financial constraints of WASA. The Vice Chairman further briefed that as per vision of Prime Minister Imran Khan, illegal occupation of state land will be released and this practice has been continuing in WASA Faisalabad. He further added that from installation of Solar Power Plant already proposed in CPEC projects will reduce the cost of electricity bills. This saving will be used in various other projects of WASA.

» On the directions of Government of Punjab, dengue day was calibrated in Faisalabad by WASA. On this occasion, walk was organized participated by Deputy Managing Director (Services) Mr. Adnan Nisar, Director Finance Mr. Shehryar, Director Revenue Mr. Umar Iftikhar, Deputy Director (CRC) Mr. Amin Dogar, Deputy Director (IT) Mr. Farhan Ali. MD WASA Faisalabad briefed that dengue day is celebrated on the directions of Government of Punjab and its purpose is to aware the general public.



» Managing Director WASA Engr. Jabbar Anwar Chaudhry briefed about installation UNICEF assisted hand washing units in hospitals and schools. Director Water Distribution Mr. Saquib Raza apprised about the auditing of hand washing units and their working progress.



» Vice Chairman WASA Faisalabad said that WASA is extending its bottling plant and adding 0.5, 1.5 liter bottles. He further added that WASA Faisalabad is first of its kind where these bottles are filled through seepage canal source of Jhang Branch Canal and this project runs on no profit, no loss to promote the soft image of WASA. On this occasion, Deputy Director Water Resources Mr. Roohan Javaid briefed Vice Chairman that all

the parameters of water are tested at Jhang Branch Canal Booster Station, Chlorination and sampling is ensured by the assistance of WASA Lab.



» In the second week of Khidmatapki dehleez per app monitoring program, Commissioner Faisalabad Mr. Saqib Manaana along with Deputy Commissioner Mr. Muhammad Ali visited desilting campaign by WASA along Jail road. Managing Director WASA Faisalabad, Engr. Jabbar Anwar Chaudhry and Vice Chairman WASA Faisalabad Mr. Sheikh Shahid briefed them about this exercise and covering of un-covered manholes during khidmat app ki dehleez per program



initiated by Government of Punjab.

» On the fifth day of "KHD MAT APKI DEHLEEZ PE" program, Managing Director WASA, Faisalabad said that de-silting of sewers, drains, cleanliness of rooftops of WASA installations, water supply to low pressure areas by water bouzers totaled activities to 5035 in number. He further informed that desilting campaign will continue for the resolution and management of public complaints.

» Project management and Microsoft Project training was given to WASA Faisalabad officers to run the mega projects of the department in perfect manner. Managing Director WASA, Faisalabad Engr. Jabbar Anwar Chaudhry chaired the training. On this occasion, Mr. Kashif Akram from Department of IT, Agriculture University and Principal Officer, Mr. Ahmed Raza gave briefing. MD, WASA further said that the capacity of engineers of WASA will increase by conducting such trainings especially for mega and foreign funded projects.

WASA - FAISALABAD



► Practical steps were taken to increase the capacity of Old Jhal Water Works. On this occasion, a meeting was held in which JICA consultants, Irrigation officers, Municipal Officers, FESCO, Provincial Highway Department and WASA officers attended and chaired by Managing Director WASA, Faisalabad Engr. Jabbar Anwar Chaudhry. MD, WASA said that this meeting is done to increase the capacity of Old Jhal Water Works. For this purpose, three member JICA, mission has come to WASA and is coordinating with other departments. It was further informed that in December, the on ground work on this project will be started. All stakeholders ensured their support in the best interest of public.



WSSC - ABBOTTABAD



► Inauguration of ERRA Tube Well in Nawanshahr

Chairman Board of Directors WSSCA DIG ® Sarfaraz Khan Jadoon and Chief Executive Officer WSSCA Engr. Noor Qasim Khan inaugurated a tube well in Union Council Nawanshehr. This tube well is having 30 HP motor and 25KV transformer with the capacity of extracting 8,500 gallons water per hour (11 liters per second). ERRA tube well added good quantity of clean drinking water to the water supply system of Water and Sanitation Services Company Abbottabad (WSSCA).

► Monitoring of All Activities.

Chief Executive Officer WSSCA Muhammad Aamir Zakee regularly visiting field to monitor operations, performance and attendance of staff.



► MoU Signing Ceremony

A Memorandum of Understanding (MoU) between Water and Sanitation Services Company Abbottabad (WSSCA) and Government Post Graduate College Mandian Abbottabad regarding a project on Catalytic Degradation of Waste Plastic into Cost Effective Fuel. Chairman Board of Directors WSSCA DIG ® Sarfaraz Khan Jadoon, Chief Executive Officer WSSCA Engr. Noor Qasim and Principal of the college Prof. Dr. Azhar Mehmood, and others participated in the ceremony. The project will not only reduce the plastic but also provide cheaper fuel to the community. According to the MoU between both institutions, the capacity of the project will be enhanced upto 40 ltrs in a cycle. Chairman WSSCA handed over the cheque to in charge project Zeshan Haider during the ceremony.

► Provision of Handcarts to Sanitation Staff

Water and Sanitation Services Company Abbottabad (WSSCA) has provided hand carts and specially designed carts for hilly areas of Union Council Kehal and Malikpura.

► Sanitation Activities

Sanitation Staff of WSSCA regularly cleaning Abbottabad and clearing

drains to provide clean environment to the people of Abbottabad and tourists visiting all over the world. Solid Waste Management department arranged a special activity and cleaned/cut the grass/bushes from all graveyards.

► Awareness Campaign

Communication and Media management Department of WSSCA ran a successful campaign regarding water conservation. Steel boards containing Urdu translation of Hadith and message regarding water conservation were displayed in Wadhu Khana of Jamia Masjid of Abbottabad. If people take care during Wadhu, a lot of water can be saved.

► Anti-Dengue Campaign

In collaboration with District Health Department Abbottabad, special team from Solid Waste Management Department threw larvacide in all areas of Urban Abbottabad to stop the spread of Dengue.



► Road Cleanness Campaign

On the directions of Provincial Government Khyber Pakhtun Khwa, Water and Sanitation Services Company Abbottabad (WSSCA) is weekly washing all main roads of Urban City Abbottabad.

► ISO Certification:

Water and Sanitation Services Company Mardan aims to provide the services as per the international standards. In this regard WSSC Mardan has applied for the ISO certification in three categories ISO 9001: 2015 QMS –ISO 22000:208 FSMS –

ISO 14001:2015 EMS. After fulfilling all the cordial requirements, WSSCM has successfully awarded ISO certification in the above categories. Similarly, WSSCM has also approved Quality Policy and staff has been trained on its implementation.



► OHR cleaning and chlorination

WSSCM has 7 functional Overhead reservoirs in its urban jurisdiction. As per SoPs cleaning of OHR is carried out twice a year. Hence, in 2nd quarter of 2021 all functional OHRs were cleaned and disinfected with chlorine to ensure clean and safe drinking water to the community.

► Functionalization of new tube well (UC Dagai)

Due to presence of only one tube well in UC Dagai having 405 domestic and commercial connections, there is high demand of increasing the sources in the UC, efforts were made to functionalize the non-functional tube well handed over to WSSCM already present in the vicinity. At first video log has been carried out to check the current status of the tube well followed by DNT. Machinery was designed during the testing of tube well, and is now in operational condition.

► Civic engagement

WSSCM Civic engagement teams has started 14 days special cleanliness campaign, where mass awareness walks and practical cleanliness and road washing drives were arranged in five UCs. Similarly, awareness walk carried out on World environment Day where civil society members also participated.

At the onset of Monsoon season, awareness activities on precautionary measures regarding Dengue were carried out. To educate the general public about anti littering particularly garbage duping in water bodies banners and flexes are installed on the banks of Kalpani stream and canals. Similarly, information dissemination workshop was carried out in city colony UC Baghe irum for persuading the citizens towards water conservation and avoiding contamination. 72 more Jamia Masajid have been outreached where religious scholars are engaged for delivering awareness messages on water conservation, paying water tariffs and cleanliness. So far 182 Masajids in all UCs have been engaged for awareness.

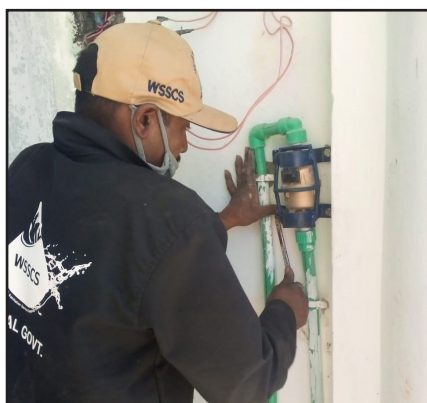




► Featured/Key Activities

Installation of Water Meters.

Being the first utility of Khyber Pakhtunkhwa WSSCS installed more 306 water meters in this quarter. Total number of 606 water meters are installed adding to the cause of eliminating water wastage and equal distribution of water with uniform pressure among the consumers.



Rehabilitation of Rising Main Damaged by Land Sliding.

Due to major land sliding Rising Main of the tanks providing water to the residents of Malookabad and Watkay Shahdara was heavily damaged and both are water scarce areas. In order to avoid sufferings of the community an emergency arrangement was done for them within 24 hours' despite of hardships in the slide area. Afterwards re-routing of the damaged Rising Main was completed by installing GI pipe of diameter 4 inches within 3 days.

Serving the Unserved Areas

Ground water table is depleting at a very rapid rate in Mingora City. People having their own sources of water are now mostly relying on WSSCS for water supply as most of their own water sources dried up. In this regard the unserved areas including Bakht Rashid Town in UC Nawakaly, Yahya Street & Church Street in UC Gulkada, Rajabad in UC Malookabad, Afsarabad in UC Saidu, Faram Mohallah, Hajiabad & Bakht Mand Mohallah in UC Rahimabad were served by installing HDPE and GI pipes of different diameters.

Replacement of Old Rusted Pipes.

One of the reasons of Water contamination is old rusted pipes. Keeping in view the public health WSSCS identified areas (Sadiqabad in UC Gumbat Maira, Makan Bagh in UC Landikass, Kass Road in UC Nawakaly, Main Road in UC Rahimabad) having Old Rusted pipes leading to water contamination,



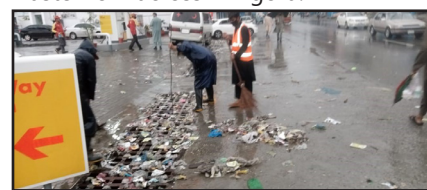
for the replacement of old rusted pipes in order to eliminate the issue of water contamination and providing safe drinking water to the community.

Early Response During Flash Flood.

On the afternoon of May 04, 2021 heavy down pour caused flash floods in various areas of Mingora resulting in filling of streets, roads and drains with debris and waste.

Despite Ramzan, WSSC Swat's sanitation staff immediately started cleaning operation across the city in after noon and worked till late in night to remove debris and waste from the main roads of the city.

The operation was continuing for the next few days to remove debris and waste from across Mingora.



Cleanliness Operation in Kalam.

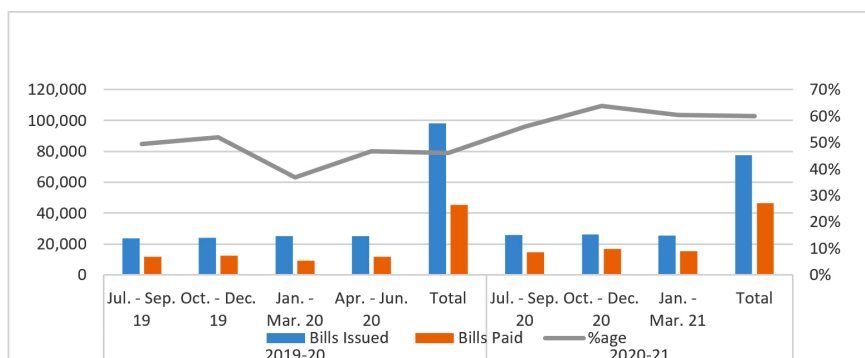
On the direction of Secretary LG and RDD, and Commissioner Malakand Division, WSSC Swat started cleanliness drive as a corporate Social Responsibility in Kalam to remove Solid waste from Osho Forest, Kalam Bazar, and other tourist spots of Kalam.

The operation was carried out with 50 Sanitary workers, 2 Mini dumpers / Suzuki pickup and one Garbage Compactor and removed 75 tons of solid waste from Kalam in the timespan of one week.

Increase in Paying Customers and Recovery

WSSC Swat has improved its Billing efficiency. Comparison of the current year to the last year has revealed 14% increase paying customers.

Year	2019-20					2020-21				Progress
Period	Jul-Sep. 19	Oct.-Dec 19	Jan.-Mar. 20	Apr.-Jun. 20	Total	Jul.-Sep. 20	Oct.-Dec. 20	Jan.- Mar. 21	Total	
Bills Issued	23,725	24,195	24,954	25,265	98,139	25,761	26,222	25,602	77,585	14%
Bills Paid	11,741	12,601	9,207	11,778	45,327	14,450	16,716	15,447	46,613	
%age	49%	52%	37%	47%	46%	56%	64%	60%	60%	

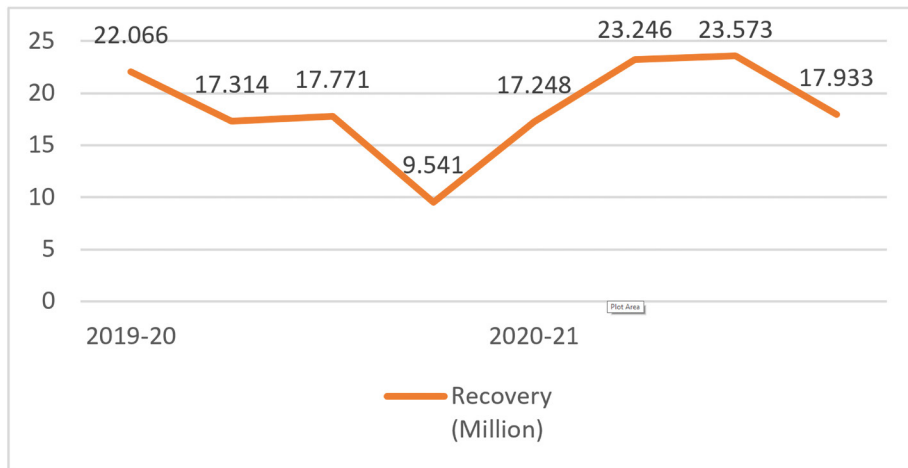




►► Paying Customers 2019-20 and 2020-21

Similarly, an increase of 23% in revenue recovery has also been observed.

Year	2019-20					2020-21					Progress
Period	Jul-Sep-19	Oct-Dec-19	Jan-Mar-20	Apr-Jun-20	Total	Jul-Sep-20	Oct-Dec-20	Jan-Mar-21	Apr-Jun-21	Total	
Recovery (Million)	22.066	17.314	17.771	9.541	66.692	25,761	26,222	25,602	17.933	82.000	23%

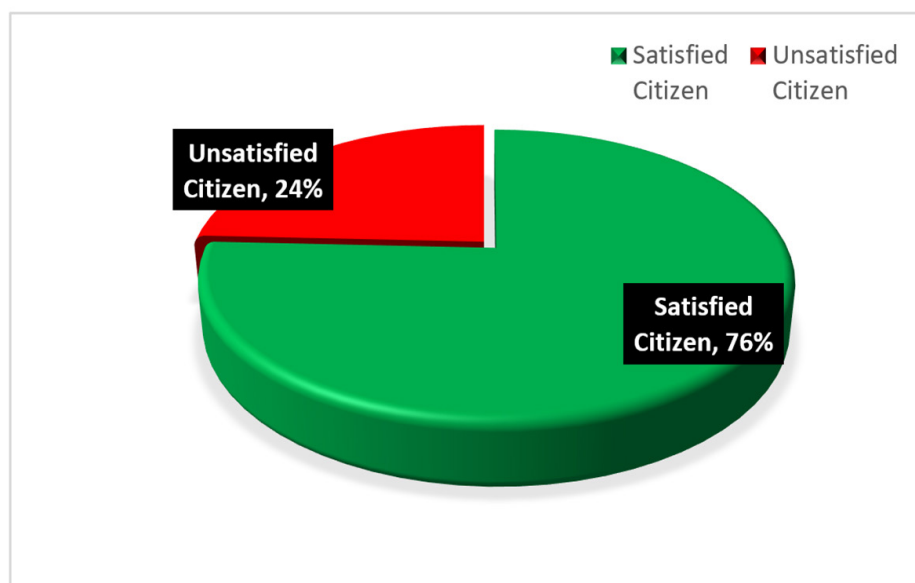


WSSC Swat on Pakistan Citizen Portal

Total 696 complaints have been assigned to WSSC Swat via Pakistan Citizen Portal till 30-Jun-2021. Number of Complaints resolved are 684 while only 10 Complaints remained in process. Thus, overall progress is 98%.

WSSC Swat is consistently maintaining its excellent citizen satisfaction rate of 76% which reflects better public services to the community.

Total Complaints	Resolved Complaints	Citizen Feedbacks	Satisfied Citizen	Unsatisfied Citizen	Citizen Satisfaction Rate
696	684	383	290	93	76%



►► Public Feedback – Pakistan Citizen Portal



» 15 Days Cleanliness Drive

On the instructions of Chief Minister Khyber Pakhtunkhwa and Secretary Local Government, Deputy Commissioner Kohat Capt. (Retd) Abdul Rehman, Assistant Commissioner Kohat Mr. Talha Zubair and Chief Executive Officer WSSC Kohat Mr. Arif Rauf formally inaugurated the 15 Days special Cleanliness Campaign from Police Line Depot. Alongside this campaign, the sanitation staff will perform their daily duties.

Approx 2999 Tons of solid waste was disposed of during the cleanliness drive. On the basis of geo-tagging, the staff had identified several old garbage dumps, that was also cleaned up in this 15 days Special Cleanliness Drive.

» KDA Declared as A Plastic Free Zone

Deputy Commissioner Kohat Captain (Retd) Abdul Rehman has declared KDA

(Kotal Township) a plastic free zone. In this regard, a function was held at a private hotel in Sector 9 Market in which Additional Deputy Commissioner Bashir Ahmed, Chief Executive Officer of WSSC Kohat Arif Rauf, Deputy General Manager Tahir Afif and traders participated.

Speaking on the occasion CEO WSSCK Mr. Arif Rauf, lauded the District Administration Kohat's efforts and said that the elimination of plastic shoppers is the need of the day and that WSSC Kohat had repeatedly appealed to the public from various platforms to not throw plastic shoppers in the drains because it clogged the drainage system. He hoped that the elimination of plastics would significantly reduce the problem of blockage and cleaning of drains.

» "KP RTS Public Service Day 2021"

WSSC Kohat stood first and was

awarded for its creditable performance in services delivery to the general public in the category of Water Supply Connections. WSSCK was represented Mr. Fakhre Alam in the event.

» Awareness Session for Female regarding Sanitation & Water Conservation

WSSCK held an awareness session for females in Muhalla Mian Badsha Kohat, in order to raise awareness in females about Cleanliness and misuse of Clean drinking water.

Addressing the awareness session, Manager Media & Communication said that, Islam has given cleanliness, the status of half faith. She further added that clean environment is essential for a better and healthier society and thorough it we can defeat many diseases.

At the end of the session, the participants shared their problems about sanitation and water supply. Manager Media & Communication Asma Ali assured them that the company will resolve these issues on priority basis.



WSSP-PESHAWAR



» Chief Executive Message

Dear readers,

The importance of an integrated water and sanitation system has never been so evident as the looming climate change, fast-evolving pandemic and overburdened hospitals have made it today. Posing serious challenges, Water and Sanitation Services Peshawar (WSSP), on its part, is responding to the unfolding crises by introducing innovative changes to its services delivery system.

To tackle the pandemic, first, we procured safety equipment for our staff and started disinfection of markets, roads and quarantine centers. As health of our employees is critical to us, therefore, we successfully administered first dose of Covid vaccines to them to protect them against Covid-19.

Apart from fight against the pandemic, WSSP continues delivery of routine services like water and sanitation. Since access to clean water is a basic right, WSSP is doing its best to everyone has access to potable water. In this regard, replacing rusted pipes and rehabilitation of water supply infrastructure is among the top priority. And, to prevent urban flooding, we are redesigning drainage system.

On awareness side, our teams are interacting daily with consumers from all walks of life to engage them and to achieve the desired goals of a cleaner Peshawar and water conservation.

Satisfied with WSSP's performance, the provincial government is extending its jurisdiction to 23 more union councils of Peshawar. The masses should know that our ground water level is fast depleting. To prevent going dry

in future, we still have time to act promptly and responsibly. To avert this crisis, major degree of responsibility lies on shoulder of the masses – to use water wisely and carefully.

Then comes the environment. To reduce burden on our hospitals and prevent outbreak of epidemics in future, we need to keep our surrounding clean. The amount we spend on health, ought to be spent not only on personal hygiene but on cleanliness of surrounding environment that key to remain healthy. Heatwaves are rampant since last several years, causing an irreparable and irreversible damage on human health and infrastructure. To forestall occurring of heatwaves, each one of us must plant a tree. And last but not the least, we should keep our canals clean to protect our aquatic life in rivers and ensure a greener earth. *Dr Hassan Nasir*

WSSP - PESHAWAR



» Recognition of services

» WSSP gets ISO certifications

RICI declares WSSP's services are in line with int'l standards

The Resource International Canada Incorporated (RICI) has awarded ISO



certifications to Water and Sanitation Services Peshawar (WSSP) for providing services as per international standards.

The RICI awarded ISO 9001: 2015 and ISO 14001: 2015 in recognition of WSSP's services in different categories including water supply, solid waste management, sewerage, and drainage management.

A team of RICI visited Peshawar twice this year and thoroughly inspected WSSP's water supply, solid waste management, sewerage, and drainage management.

The RICI expressed satisfaction over services delivery and declared in line with international standards, awarding it ISO 9001: 2015.

The team also inspected the environmental aspect of WSSP operations and declares WSSP is meeting the environmental protection standards for which it was awarded ISO 14001:2015.

» Pre-preparation

WSSP cleans 155.4 km drains ahead of monsoon rains

To prevent overflowing and inundation of low-lying localities, Water and Sanitation Services Peshawar (WSSP) started cleaning of drains two months ahead of monsoon rains.

Teams were constituted in May and a special 10-day drive was launched cleaning 75.74-km drains while 69.4-km cleared in June.

Besides, 616.29 km primary and

secondary drains are cleared during last six months. Each zone constituted teams for clearance of the drains, especially the hotspots. Hotspots are specific locations identified by operations dept. where there is high chance of inundation and overflowing. A total of 15 such hotspots have been identified by WSSP within its jurisdiction. Besides, special teams 122 personnel are formed who remain on high alert during monsoon to cope with any emergency.

Furthermore, the company in routine operation cleans 60 to 70 km drains every month on average.

» Engaging Community

Public Dialogue on Water and Sanitation Community participation is must for a sustainable and integrated services delivery

Greater awareness leads to positive results. To get positive results, Water and Sanitation Services Peshawar (WSSP) devises plans to engage community by sensitizing them on importance of WASH.

It holds regular sensitization campaigns and dialogue with people from all walks of life to win their support for smooth delivery of water and sanitation services.

In this regard, Citizen Liaison Cell organized awareness sessions in different localities of the city to urge masses to conserve water and keep their surroundings clean.

The sessions titled "Public Dialogue on Water and Sanitation" held at Nauthia Jadeed, Bhana Mari and Akhun Abad union councils under the ongoing UNICEF-funded project.

Apart from WSSP's officials, local elders, traders, ulema, teachers, and lawyers participated in the sessions.

The officials listened to participants' complaints regarding water supply, sanitation and sewerage and assured them of timely solution.

The former in their discussion highlighted masses' responsibilities in cleanliness of the city and conservation of water and urged them to register connections to avoid inconvenience such as disconnection and penalties in future.

They sensitized the participants that illegal connections not only cause damage to supply lines but also contaminate water.

"A single illegal connection damage the line and contaminates water supplied to the entire locality," Gohar Ali, Manager Solid Waste. (Quote with Pic)

The company has zero-tolerance policy

towards leaking pipes which are either replaced or repaired immediately. In such case, the consumers are urged either to contact concerned zonal offices or call 1334, the company's 24/7 helpline for rectification or replacement of pipe, if necessary.

During the sessions, the participants were urged to pay bills on time and cooperate with WSSP sanitary workers by disposing waste at designated places. Besides, WSSP also held a session at Shaheen Muslim Town and constituted Wash clubs to promote WASH good practices.

» "Own A Street"

Be a responsible citizen and keep it clean

Water and Sanitation Services Peshawar (WSSP) under a UNICEF-funded project launched "Own A Street" programme. Under the programme, the company also constituted groups of volunteers who would not only assist WSSP in case of emergency but would promote awareness regarding sanitation.

The programme was launched at Bhana Mari, UC-30 that was later extended to other union councils.

The volunteers' groups will accompany WSSP's community development officers in awareness drives and help in registration of illegal water supply connections.

Under the initiative, masses are encouraged to keep their streets clean, plant flowers in empty spaces, register connections and help the company discourage littering.

The initiative has been showing positive results, as locals of the union councils have been avoiding littering and planting flowers apart from registering water connection.

Boosting immunity

» Staff vaccination against Covid-19



"Healthy and fit workforce is directly proportional to a successful sanitation operation" GM (Ops) Riaz Ahmad Khan

Water and Sanitation Services Peshawar takes steps not only for professional welfare of its field and managements staff but also takes care of their physical health. Earlier, the company administered hepatitis vaccination to field staff.

To protect its staff against covid, the company's HR, Admin and Procurement Department in consultation with district administration started vaccinating all sanitary and management staff. It administered the first jab of Covid vaccines to 4201 personnel while second jab is in process.

Field and management staff of WSSP is vulnerable to the pandemic, as the company is an essential services provider and still working on frontline in fight against the pandemic. It was not only carrying disinfection drives but also assigned cleanliness of quarantine centers in the city.

Vaccination of staff was started considering Hon'ble Chief Minister Mahmood Khan's directions.

The decision was taken at a meeting headed by Chief Executive Officer WSSP Dr Hassan Nasir.

"Employees' health and fitness are critical to us. We cannot compromise on their health and wellbeing," Chief Executive WSSP Dr Hassan Nasir.

The HR dept. prepared lists of staff under their supervision and shared them with the Deputy Commissioner Office for vaccination.

Manager Human Resources Saqib Nawaz was appointed as focal person who coordinated with district administration and supervised the vaccination of staff.

Second round of vaccination the staff is also underway.

All-in-one

► Cleaner canals, greener earth

Help us keep our canals clean

The company devises different strategies to discourage throwing waste in canals, passing through the city. The company identified points on the canals where complaints regarding waste throwing are rampant and conducted awareness sessions with community, shopkeepers and traders' union.

WSSP placed waste bins of different sizes on both sides of the canals at such points. And, recently, the company installed net at various points including Board Bazaar, Umar Gul Road and other localities. The strategies have been serving its purpose to great extent as a

"The mindset that dissolution is the only solution to pollution. The



waste dumped in canals ends up in rivers where it wreaks havoc on aquatic life," said Zonal Manager Engr Turab Shah.

Masses, here, believe that throwing waste in canals will solve the problem, he says, but it makes it worst that pollute our canals and rivers.

► May his soul rest in peace

Engr Khanzeb, who strengthened WSSP financially, dies at 58



Engineer Khanzeb, the man behind strengthening Water and Sanitation Services Peshawar (WSSP) on track toward financial self-sustainability, dies on April 27. He was 58. His family members announced his death that occurred due to Covid-19.

Mr. Zeb assumed charge of WSSP on July 1, 2016 as chief executive officer, a time when the company was newly established and needed a man in charge who could steer it towards its goals – financial sustainability and clean and green Peshawar.

Born on August 03, 1963 at Lunkhwar area of Mardan district, he got master degree in civil engineering from University of Engineering and Technology Peshawar. Besides, he also done Master in Business Administration (Executive) in 2008 and Master in Business Administration (HR) 2013.

As a chief executive officer WSSP, he successfully completed a Swiss Development Corporation-funded Customer Perception Survey to bring the unregistered customers under revenue net.

The company identified over 250,000 potential customers who are being registered, credit goes to him. He hired an assistant manager Customer Care and set up a team for revenue recovery – steps that led to strengthening financial status of the company.

He raised issue of granting magisterial powers to grant WSSP with the Government of Khyber Pakhtunkhwa to empower the company to impose fines for wasting water, illegal connections, and littering.

To sensitize masses on importance of water, sanitation, and registration of connections, he also set up a separate department, Citizen Liaison Cell, in WSSP. He is survived by



WASA-HYDERABAD



Syed Nasir Hussain Shah PPP Deputy GS Sindh (MPA PS-25) Minister for Local Govt and Public Health Engineering Government of Sindh said in a statement after the cabinet meeting that the Sindh Water Act 2020 was approved by the Sindh cabinet.



The Local Government Department presented Sindh Water Act 2020 in the Cabinet which has 11 chapters and three schedules.

» Water Commission:

Under the Draft Act, the Sindh Water Resources Commission was set up under the Chief Minister. The Chief Secretary will be its Vice Chairman, Provincial Ministers of Finance, Irrigation,

Environment, PHED, Agriculture, Industry, Local Government, Forests and Health. Chairman P&D and water experts will also be members of the board. The powers and duties of the commission include water conservation, distribution and augmentation of water resources in the province. It will be authorized to allocate water resources for domestic, agricultural, environmental, industrial or other purposes. The development and improvement of wildlife and fisheries in the water bodies from which water is discharged will also be included in their duties.

» Water and Sewerage Service:

Chapter 3 of the Water Act sets out the powers of the Sindh Water Services Regulatory Authority (SWSRA) to ensure the functions and duties of water service providers and dischargers. Ensure that

the duties and functions of sewerage service providers and dischargers are in accordance with the law. The SWSRA will have the power to approve, determine or revise tariffs for water and sewerage service providers. The government may appoint a company, local government or legal authority to provide water service or sewerage service to any area. The Draft Act proposes regulations to prevent water pollution.



WASA-RAWALPINDI



» 1- Dredging /Desilting of Nullah Lai:

WASA Rawalpindi had carried out extensive dredging and desilting of Nullah Lai that had been completed on 30th June 2021. Nullah Lai is the main Nullah/river passing through Rawalpindi. Open dumping of solid waste and building material, embankment of Nullah Lai becomes narrow, so WASA carried out comprehensive dredging/ desilting of Nullah lai for flood mitigation. In July 2021, WASA has managed heavy rainfall of 128 millimeter in the city, while

Islamabad has witnessed massive loss of property and other assets.



» 2- Cleaning of Rawal Lake filtration Plant:

WASA Rawalpindi has cleared 274

K.M sewerage lines of different diameter (varying from 6" to 60"), before Monsoon and whole Monsoon season was managed very well.

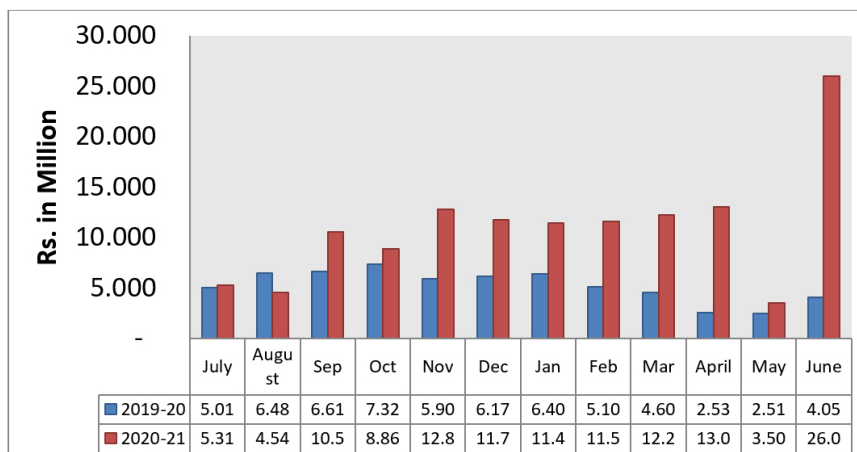


WASA-GUJRANWALA



» 1- Dredging /Desilting of Nullah Lai:

WASA Gujranwala has improved Revenue Recovery in this year. The Financial recovery has been increased incredibly in year 2019-20 & 2020-21. In addition to this, recovery is also being made from Private Housing societies discharging waste water in the system of WASA.



Revenue 2019-20	62.722 Million	Revenue 2020-21	131.037 Million
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» Punjab Aab-e-Pak Authority is to complete all 14 water supply projects of over PKR 4 billion in 36 districts of Punjab by 31 Dec 2021, which will benefit over 7.6 million people with the provision of high-quality water that meets WHO drinking water standards. In addition, the Authority is developing water supply infrastructure in all the brackish areas of Punjab in 7 districts where 177 water supply boreholes (sources) have already been completed. Together with these 177 projects and additional 525 filtration plants next year, the Authority targets to provide improved access of good quality drinking water to about 15 million least privileged people, which will result in improved health and productivity of people and significantly reduce their medical expenses on water-borne diseases.”

» Water Board Established for Collaboration with Leading NGOs Active in Provision of Safe Drinking Water Supply in Punjab

» To ensure a well-coordinated planning with the NGOs for the need-based water supply schemes in Punjab, PAPA under the guidance of its Patron-in-Chief established a Water Board on 1st April 2021. All the filtration plants of NGOs (existing and planned) and proposed interventions of PAPA have been mapped which is helping to avoid any duplications. Furthermore, lessons are being learned from each other to replicate best practices. The coordination, which is the first of its kind in the province, has started to yield fruits in jointly identifying the vulnerable communities and implementing the schemes with better solutions which are technically sound, simple and cost effective. This is not only saving time and resources, but also increasing coverage of water treatment units in the province, particularly in the remote areas with fast implementation. Key focus of this Water Group is to ensure selection of need-based schemes and most importantly the operational sustainability of completed schemes. Presently, following NGOs and INGOs are part of the Water Board.

- » UNICEF
- » Water Aid Pakistan
- » Al-khidmat Foundation
- » Sarwar Foundation
- » Siylani Welfare International Trust
- » Islamic Aid
- » Muslim Hands
- » Akhuwat
- » AGAHE
- » Aleem Khan Foundation

» Inauguration of Water Filtration Plants for the Central Punjab Region

Punjab Aab e Pak Authority inaugurates installation of **146 filtration** water plants for the Central Punjab region. In the ceremonies held at Governor house Lahore and Sheikhupura Governor Punjab Choudhary Muhammad Sarwar invited as chief guest. Based on the vision of Prime Minister of Pakistan Punjab Aab e Pak Authority heading to provide clean drinking water for the people of Punjab from every corner said Governor Punjab Chaudhary Muhammad Sarwar. Due to the placement of honest officers and their relentless efforts the department has started delivering the services on ground in record time Governor Punjab further added. Chairman Aab e Pak Authority Dr. Shakeel Khan along with Chief Executive officer Syed Zahid Aziz also took part in the events. By the end of current year 7.5 million people will be benefitted from the projects which will extend to 15 million people before the start of 2023 Dr. Shakeel khan spoke in the briefing. Chief Executive Officer Syed Zahid Aziz briefed about the details of the ongoing projects and expressed his commitment to ensure sustainability of the projects.



» Project's Progress Review Meeting.

Progress review meeting of the project through which a conventional treatment plant will be installed in Tehsil Chak Jhumra, Faisalabad held at PAPA's Head Office under the Chairmanship of CEO Syed Zahid Aziz, Punjab Aab-e-Pak Authority with a unifocal approach. CEO further directed the contractor and the

consultant to expedite execution at site as per the quality standards so that the provision of clean drinking water to the people can be ensured in least possible time. Chief Engineer/DG Projects Aslam Khan Niazi, Director Projects, Deputy Projects and Assistant Manager Projects were among the participants and gave their inputs to enhance the pace of work at site.



» 11 Vulnerable Filtration Plants in Multan Rehabilitated to Benefit about 80,000 People.

Punjab Aab-e-Pak Authority (PAPA) implemented the above UNICEF-financed project in a record time of two months transforming the situation from the use of contaminated water to safe drinking water which strictly meets WHO Drinking Water Standards 2020. The Multan Chamber of Commerce and Industry commits to assume the operation and maintenance responsibility to ensure sustainable supply of safe water with technical oversight of PAPA.



» Construction Starts for the 146 Safe Drinking Water Projects in Kasur, Nankana Sahib, Lahore, and Sheikupura.

Governor Punjab Chaudhry Mohammad Sarwar laid the foundation



stone of 16 drinking water schemes for Lahore, 82 for Kasur, 21 for Nankana Sahib and 27 for Sheikupura districts during an event at Governor's House Lahore. More than Rs. 348 million will be spent on these schemes to benefit about 730,000 people. Dr Firdous Ashiq Awan, Special Assistant to Chief Minister



Punjab on Information, Ijaz Ahmed Chaudhry, Senator PTI, several PTI MPAs of Punjab, Dr Shakeel Khan, Chairman Punjab Aab-e- Pak Authority, and Syed Zahid Aziz, Chief Executive Officer Punjab Aab-e-Pak Authority were also present among others on this occasion.

» Briefing to PTI Parliamentarians by CEO Papa at Islamabad.





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