



PWON Webinar Series on IT Reforms:

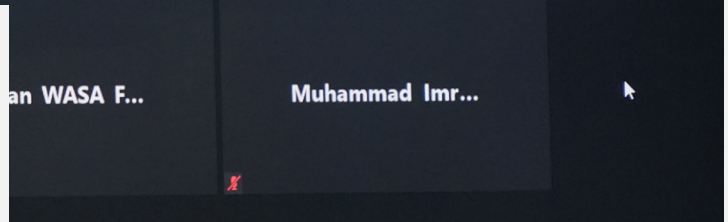
Pakistan Water Operators Network organized series of webinar seasons on the subject of Information Technology Reforms. Fourteen water utilities from all over Pakistan participated on their individual episodes. Chairman PWON Syed Zahid Aziz personally joined each episode of the webinar series to witness the interventions taken and challenges water utilities facing. The purpose to conduct the webinar series was to highlight areas where IT solutions can be introduced. The water utilities shared their experience and future plans as well as discussed, the common issues they face.

IT has Become Prominent Part of our Utilities

During the past few decades, information technology (IT) has increasingly been incorporated into all aspects of utility operations, and, in the last decade in particular, technology has become a prominent part of everyone's lives.

Utilization of IT System and its Future

During the series of webinar each utility were given the stage to speak on their successfully applied (IT) practices, in process practices, experience gained and their vision for future. Utilization of (IT) system in each aspect were looked in detail use of (IT) in billing system, sms alerts, email notification, easy of online payment from Atm and Mobile apps, GIS Initiatives, Asset mapping, Payroll system advancement, pension system, accounting system, Scada system along with many initiatives were looked in detail. Along with Chairman PWON Syed Zahid Aziz, Managing Director of each Water and sanitation utility actively took part and And gave their valuable remarks on how to further improve the system.



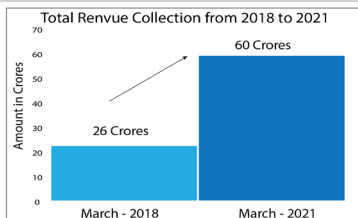
Conclusion of IT Webinar

During the comprehensive knowledge sharing sessions it was agreed that Utilization of modern day technology to its full extent is a need of an hour. Use of IT Practices will not only improve the efficiency but ensure accuracy by providing timely information readily available allowing utilities to continue their commitment towards consumers, provide cost-effective services, enhance administration and management through improved access to accurate information, and transparent processes across the organization.

Record Breaking Revenue Collection:



WASA Lahore set a new benchmark in the collection of monthly billing and recoveries from private industries as well as government defaulters. In the month of March accumulated total recovery touched the figure of 60 crore Rupees. Despite the affects from pandemic the revenue staff showed brave and spectacular performance. In the span of three years the total revenue collections



WASA Lab ISO 17025 Certification:

A press conference organized to recognize ISO 17025 certification of WASA Laboratory from Pakistan National accreditation Council, Ministry of Science and Technology. The only water utility in the country having ISO 17025 certification to its Laboratory. In the press conference jointly chaired by Managing Director WASA and Vice Chairman WASA Shiekh Imtiaz Mehmood, MD WASA acknowledged the development as a great achievement. The certification awarded due to the high standards WASA Lab follows said MD WASA Syed Zahid Aziz in the presence of press. The ISO 17025 certification reflects the performance of the department he further added and congratulated the whole WASA Lahore team.



drastically increased from 26 crore to 60 crores under the leadership of Managing Director WASA Syed Zahid Aziz. The only organization in the country having more than 90 percent of collection rate. In comparison with previous year Rs. 500 Million additional recovery made due to relentless efforts from staff and directions from the top management.

German Pakistan Chamber of Commerce and Industries:

A webinar organized by German Pakistan Chamber of Commerce and Industries on water and sanitation issues lies in Pakistan. Managing Director WASA Syed Zahid Aziz invited as a water expert and presented sustainable solutions in the field of water and sanitation in Pakistan. Syed

Punjab Disaster Management Visit:



A delegation from Provincial Disaster Management Authority along with the consultant working for World Bank visited WASA Lahore Head Office. Director Operations Provincial Disaster Management Nisar Sani and Consultant working for World Bank Ahsan Tehseen met with Managing Director WASA Syed Zahid Aziz. The meeting took place on the subject of Urban Flooding where MD WASA disclosed the innovative solutions WASA Lahore adopted to limit the impact of heavy rainfalls such as construction of underground water reservoirs. Mr. Nisar Sani credited MD WASA for such an innovative initiative first in the country. MD WASA Syed Zahid Aziz further elaborated the concept of underground water storage tanks in cities and shared his plans to multiply such projects in 11 different low laying areas of the city. In affiliation with World Bank Provincial Disaster Management Authority showed interest to finance

such projects for WASA Lahore the delegation jointly announced in the meeting.



Zahid Aziz also briefed about the mega water projects WASA Lahore designed to meet the challenges. MD WASA emphasized on the importance of integrated efforts from departments for the smoother execution water and sanitation projects. The participants also included President National Bank Arif Usmani and Managing Director Karachi Water Board Syed Hassan Kazmi.

Meeting on Surface Water Treatment Plant:



Managing Director WASA Syed Zahid Aziz chaired a meeting to review progress on Lahore's first Surface Water Treatment plant of 100 cusecs of capacity. Through the Project, canal water will be treated to the level of potable water. The committed financier of the project Asian Infra Structure Investment Bank also participated in the meeting to discuss possible environmental and social issues linked with the completion of the project. AIIB represented from Beijing Mr. Ghafar Shafi, Chairman Punjab Aab e Pak Authority Dr. Shakeel Khan, and Director Planning and Design Zeshan Bilal took part in the discussion. The project is expected to facilitate 10 lacs people living in the eastern part of the city and reduces stress on groundwater extraction which is also the motto of WASA Lahore was explained by MD WASA Syed Zahid Aziz in the meeting.



Distribution of Disinfectant Spray Pumps.



Water and Sanitation Services Company Abbottabad (WSSCA) with the financial assistance of UNICEF distributed disinfectant spray pumps among government offices, government and private schools, traders, Mosques, Churches, Bar Room, Press Club and Police Stations. The purpose of providing disinfectants spraying pumps to public offices, schools and places was to build their

capacity against COVID 19. Now the above mentioned offices, Schools and public places are spraying disinfectants as per their requirement without any issue.



Awareness Campaign



Communication and Media Management (C&MM) Department of WSSCA regularly arrange awareness sessions in Mosques, Mdrassas, Schools and community centers to educate the people regarding keeping Pakistan neat and clean. C&MM Department playing a vital role during COVID-19 pandemic. Assistant Manager C&MM Umer Swati arranged sessions to create awareness among public and emphasized on adopting of all SOPs of COVID-19.

Catalytic Degradation of Waste Plastic into Cost Effective Fuel

Government Post Graduate College Mandian Abbottabad is working on Catalytic Degradation of Waste Plastic into Cost Effective Fuel. The Principal of the college Prof. Dr. Azhar Mehmood invited CEO WSSCA Engr. Noor Qasim Khan to college. Chief Executive Officer Water & Sanitation Services Company Abbottabad (WSSCA) inspected the whole process of the project. Currently, the project is producing 4.5 ltr crude oil from 5 KG plastic in one cycle. Engr. Noor Qasim Khan promised the college to enhance the capacity of the project upto 40 ltrs in a cycle. WSSCA will financially assist the project and will provide waste plastic to the college for degradation.



Monitoring of All Activities.

Chief Executive Officer WSSCA Engr. Noor Qasim Khan regularly visiting field to monitor operations, performance and attendance of staff.

Chairman Board of Directors DIG (R) Sarfaraz Khan Jadoon and other board members are also visiting fields and meeting the citizens for feedback and suggestions for improvement in water supply and sanitation system.



Chlorination and Water Samples Collection for Testing

Laboratory Team of WSSCA regularly chlorinating all the water tanks and collecting samples of water for quality testing after regular interval from each area.



World Water Day

WSSCA observed 22 March, 2021 as World Water Day. Communication and Media Management (C&MM) Department arranged an awareness session and walk in Modernage Public School and College. During the session Member Board of Directors WSSCA Abdul Wahid Mir and Assistant Manager C&MM Umer Swati delivered comprehensive lectures on importance and need of conservation of clean drinking water. At the end of awareness session WSSCA staff and students of school did walk while holding banners and placards in hands with different slogans regarding World Water Day.



WSSCM Mardan has started a campaign named “Nalka Lagao Pani Bachao”



WSSCM Mardan has started a campaign named “Nalka Lagao Pani Bachao” with WSSCM jurisdiction, in order to avoid the wastage of water and maintain pressure at consumer end as most of the consumers do not have taps at household level and cause water wastage. In this regard, water supply staff have installed new taps on those connections which lack taps or the taps present are in tattered condition.

Based on water quality tests carried out in the last quarter of 2020, domestic bores having contamination issues were identified. In this regard, Knowledge Dissemination Workshops have been carried out in 3 UCs including Kaskorona, Hoti and Bagh Irum. The main aim of the workshops was to share comparison of the water quality test result of samples taken from the domestic bores with the samples collected from the connection of WSSCM pipeline. People were informed about the health issues of contaminated water, and the alternate options for safe drinking water.

Similarly, in UC Kaskorona 15.7 km new pipeline has been started to provide safe and clean drinking water to the residents of the mentioned UC. By shifting to new line, the quality of drinking water has been ensured and trust of the potential customers on WSSCM has been increased.

In the first quarter of 2021, civic engagement teams started outreach to the public in all 14 urban Union Councils within WSSCM jurisdiction and around 50 Jamia masjid religious scholars delivered awareness messages on water conservation, paying water tariffs and cleanliness during their Jumma Sermons. So far 110 Masajids have been engaged for awareness raising. Furthermore, CEO WSSCM has started reaching out to the public via live interviews through electronic

media, radio programs, radio news reports and radio interviews where CEO informed about company's functions, initiatives taken etc and the public were engaged for sharing their issues related to water and sanitation. At large public appreciated the steps taken by WSSCM and for reaching out to the public particularly in the pandemic situation and addressing their needs in WASH sector.

A high-level delegation of Sindh Assembly Parliamentarians, Local Government, P&D Sindh & social workers paid one day visit to WSSCM Mardan office, to get insights of WSSCM operations in WASH sector and share experience of working with local communities. Delegation was briefed at head office and was followed by visit to the newly established Integrated Resource Recovery Center (IRRC) which is first of its kind in Khyber Pakhtunkhwa. Delegation was led by member of Sindh Assembly Mr. Raja Azhar.

Similarly, to promote knowledge sharing and best practices WSSCM welcomed 35 Trainee Assistant Directors delegation of the Local Government Punjab, and briefed about company's mode of service delivery and IRRC project. Delegate was led by Mr. Najeeb Aslam Director Punjab Local Government Academy.

Being an active member of Pakistan Water Operators Network (PWON) WSSCM always welcomes the member utilities for sharing knowledge, exposure and exchange of best practices for improvement of service delivery. In this regard, Director WASA Quetta Dr. Imran Durrani was welcomed and apprised on WSSCM functions, service delivery, civic engagement and initiatives taken by the WSSCM.



WSSCK ISO CERTIFICATION



Water and Sanitation Services Company Kohat aims and struggling to provide state-of-the-art services to the general public since its inception in 2017.

WSSC Kohat has been accredited

with four (4) ISO certifications by the Partners Certificate Assurance (PCA) for its Quality Services and Management both in house and in the field, in the category of Quality Management System (ISO 9001:

2015), Environmental Management System (ISO 14001 : 2015), Occupational Health and Safety Management System (ISO 45001 : 2018) and Food Safety Management System (ISO 22000 : 2018).

Clean Green Pakistan Cities Index 2nd Phase

Upon the directions of Prime Minister Pakistan Mr. Imran Khan Clean Green Pakistan Cities Index Campaign was launched. In its first phase there was competition among all the WSSC's and selected districts of Punjab cities in which WSSC Kohat stood 2nd among all cities in Solid Waste Management.

Main and busy roads of Kohat were

cleaned and washed as well in the 2nd phase of Clean and Green Pakistan Campaign.

Special awareness campaigns were also carried out on social and electronic media.

Disinfection of Spry in the third wave of COVID-19

WSSCK disinfection teams are regularly carrying out disinfections at mosques under the jurisdiction of



WSSCK. As per GoKP orders, approach to head office was restricted with enhanced public facilitation with customer call center short code 1334, WhatsApp number and WSSCK official accounts.

WASA-RAWALPINDI



Upgradation of WASA Lab and Hand sanitizer preparation:

WASA Rawalpindi has upgraded lab for better water quality management and sampling. New equipment and testing kits has been procured. WASA has also prepared 4000 liters hand sanitizer for government schools in the city and for WASA staff to combat Covid-19. Quality of the hand sanitizer is as per WHO standards.

Clearing and Grubbing of Khan Pur Dam Canal:

Khan pur dam source is another surface water source for Islamabad and Rawalpindi city. WASA has performed cleaning activities in Khan pur dam Canal to avoid eutrophication and other water contamination.

Cleaning of Rawal Lake Filtration Plant:

WASA Rawalpindi has arranged annual cleaning of Rawal lake filtration plant for water quality management. Rawal lake filtration plant has a capacity of 23 Million Gallon Per Day water supply from Rawal dam source to Rawalpindi city.



World Water Day:

WASA Rawalpindi has celebrated world water day by social, electronic and print media for creating awareness among the citizens to save water.

Rain Water Harvesting:

WASA Rawalpindi has started rain water harvesting project with UN Habitat. There are 25 public buildings identified for rain water harvesting in 7 union councils of the city. These union councils have acute water shortage crisis.



Appointment of 4th Chief Executive Officer

Dr. Hassan Nasir joined WSSP as its 4th CEO on 8th January 2021. He is a graduate Civil Engineer from University of Engineering Technology (UET) Peshawar. Dr. Hassan Nasir has done MS and PhD in Civil Engineering from University of Waterloo, Canada. He is an MBA & Project Management Professional (PMP). After joining WSSP he has vowed to improve the management of company, by introducing new technologies and

expansion of WSSP services to more areas of Peshawar. Earlier a farewell was given to outgoing CEOs Syed Zafar Ali Shah & Khan Zeb Khan in Peshawar Club.

Installation of Hand Washing Stations

Peshawar is hard hit by 3rd layer of Covid-19. Public health experts are emphasizing on frequent washing of hands to prevent its spread. In order to promote hand washing WSSP in collaboration of UNICEF has installed 100 hand wash stations in the city. A large number of general public is getting benefit from these stations on daily basis, where WSSP is providing water, soap and drainage arrangement.



Online Payment of Water Bills Through One Link

WSSP is constantly striving to facilitate its customers. A breakthrough in ease of payment was achieved when WSSP signed MoU with 1 Link for payment of consumer bills. Now consumers can pay water bills through Alternate Delivery Channels (Internet Banking, Mobile Applications and ATMs) round the clock at their convenience. It is a valuable addition in the collection mechanism, and all those banks which were previously not included in the branchless banking channels are now included under the umbrella of 1 Link system. Now customers need not to stand in long ques.



Anti-Littering Walk In Collaboration With Motorway Police

Peshawar is the capital city of KPK. A large number of commuters are entering the city on daily basis through GT Road/Motorway. In this connection a walk was arranged by WSSP in collaboration with Motorway Police for creating awareness in general public to avoid littering on roads and streets, instead disposing the waste in containers and bins placed by WSSP. The main purpose of this activity was to aware the commuter community for keeping the roads clean thus creating a clean environment. WSSP Management & Community liaison officers participated in the event. The event was also graced by Motorway Police Officials and Members of Provincial Assembly Khyber Pakhtunkhwa. Information materials were distributed to commuters, passenger and drivers etc., conveying a message (Say No to Littering) to general Public. Small size bins for vehicles were also provided. The campaign continued for four consecutive Fridays.



Revenue & Billing - Increase in Paying Customers

WSSC Swat has struggled to improve its customer base as a huge number of Customers taken from TMA record were having incomplete addresses and invalid status i.e. most of the customers couldn't be traced. However, due to

recent efforts, the current Billing Period of Oct. - Dec. 2020 observed 64% paying customers as compared to 37% in Jan. - Mar. 2020 Billing Period.

Period	Jan. - Mar. 20	Apr. - Jun. 20	Jul. - Sep. 20	Oct. - Dec. 20	Total
Bills Issued	24,954	25,265	25,761	26,222	102,202
Bills Paid	9,206	11,774	14,440	16,700	52,120
% age	37%	47%	56%	64%	51%

Pakistan Citizen Portal and Public Feedback

Total 635 complaints have been assigned to WSSC Swat via Pakistan Citizen Portal till 31-Mar-2021. Number of Complaints resolved are

629 while only 6 Complaints are in process. Thus, overall progress is 99%. WSSC Swat is consistently

maintaining its excellent customer 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
635	629	359	274	85	76%

Cleaning/Desilting of Water Channel at UC Rahimabad

The Irrigation Channel passing through Faram Mohallah of Union Council Rahimabad was full of sludge and debris and had not been cleaned for years. Such Water Channels don't come under the jurisdiction of WSSC Swat while the concerned authority was unable to clean it since long and locals had been suffering due to its

worst condition.

Considering it as its corporate Social responsibility, WSSC Swat deployed extra workers accompanied by medium dumpers and other machinery who worked for 10 days continuously, lifted more than 350 ton of waste and cleared this 400 meter long water channel.



Installation of Water Meters.



WSSC Swat has become the first utility of Khyber Pakhtunkhwa to install water meters to its domestic customers. More than 300 hundred meters have been installed in the area of Bunr Union council.

Installation of Water Meter will not only save water but will also help in equal water distribution with uniform pressure among customers.



WASA-FAISALABAD



» Her Excellency Mrs. Lisa Roseholm and Deputy Head of Mission Ms. Bente Schiller visited WASA, Faisalabad where they were greeted by Mr. Jabbar Anwar Chaudhry, Managing Director, WASA Faisalabad and Mr. Sheikh Shahid Javaid Vice Chairman, WASA Faisalabad. Discussion was made on the progress of Waste Water Treatment Plant funded by DANIDA. The delegation appreciated the efforts made by WASA Faisalabad to give a quick start to the project.

» Managing Director WASA Quetta Mr. Jahanzeb Khan along with Director Technical Mr. Imran Durrani visited Bottling plant installed by WASA Faisalabad and expressed their intent to replicate a similar project in Quetta for the benefit of citizens. Deputy Managing Director (Services), Mr.

Adnan Nisar, Deputy Managing Director Engineering Mr. Ikram Ullah, Director Administration, Mr. Shoaib Rasheed, Director P&D, Mr. Rafi, Deputy Director Water Resources Mr. Roohan was present in the discussion.

» WASA Faisalabad, has a G2G arrangement with Yokohama Water Works Bureau since 2017. Under this arrangement, a webinar was arranged between WASA Faisalabad and Yokohama Water Works Bureau (YWWB) Japan. Different topics on water supply, distribution, metering, quality management were discussed between the two counterparts. Deputy Managing Directors, Directors and Deputy Directors of WASA, Faisalabad attended the meeting.



» A public hearing was held at PMU Office, Samundari Road for the environmental approval EIA of Eastern Waste Water Treatment Plant to be constructed by WASA Faisalabad. Officers from WASA, Faisalabad and others including Deputy District Education Officer Farooq Zahid, Social Welfare Officer Muhammad Tahir, Civil Defense Instructors Muhammad Irfan, Qadeer Ahmed, Nespak Representative Rizwan Javed, students of GC University Department of Environment and other stakeholders including chak number 244 RB. All the stakeholders were consulted for the proposed project and the objections of the residents of the area were heard so that they could be taken into consideration in future planning. Environment Department gave approval of the project.

» The power crisis was taken into consideration by Secretary HUD and PHE Department. In this regard, on the direction of Secretary Housing Punjab, a three-member technical committee visited WASA, Faisalabad and

reviewed the feasibility of a 24 MW solar power plant on the land adjacent to the wastewater treatment plant at Uchker. Managing Director WASA Mr. Jabbar Anwar Chaudhry also apprised the implementation of strategy of CM package. The Technical Committee appreciated the efforts of WASA Faisalabad regarding improvement of water supply and sewerage



Prof. Taslim Mustafa, Department of Computer Sciences, University of Agriculture and Prof. Ahsan Raza were invited by the Managing Director, WASA and exchanged

views on resolving customer complaints in a better way, on provision of duplicate bills and other issues. Deputy Managing Director Engineering Ikramullah, Deputy Director CRC Muhammad Amin Dogar and Deputy Director IT Farhan Ali and others were also present on the occasion.

» JICA is committed to provide grant aid of 6.2 billion PKR for improvement of water treatment plant and water distribution system in Faisalabad city.

» Grant agreement was signed between Mr. Furuta Shijeki, Chief Representative JICA and Ms. Syeda Adeela Bokhari, Joint Secretary, Ministry of economic affairs

This project has been formulated based on prioritized project proposed in master plan. Not only water supply services will be improved in the areas of

abdullahpur and madina town but also 50,000 inhabitants will be benefitted sourced from augmentation of Jhal water works.

Through this cooperation, WASA Faisalabad is committed to enhance water supply service delivery in Faisalabad which will be replicated in other areas as per the vision and policy of government of Pakistan on water sector.

Meeting in this regard was held between WASA Faisalabad and JICA Islamabad

» WASA Faisalabad organized a webinar jointly with WWF on World Water Day at WASA head office with Vice Chairman Sheikh Shahid Javed as the chief guest. The webinar was attended by more than 50 stakeholders including Director Water and WWF representatives Muhammad Abdullah, Wasim Ashraf and Muhammad Hamza Gilani from WASA and WWF respectively.

WASA-HYDERABAD



SINDH LOCAL GOVERNMENT MINISTER DIRECTED TO WASA HYDERABAD TO ENHANCE FILTERED WATER SUPPLY CAPACITY.

While visiting filter plants of Jamshoro and Hussinabad and Qasimabad Sewerage Plant-I and Plant-II on Tuesday 18th May 2021, the Minister also directed completion of the project of laying new pipelines at the earliest.

Sindh Minister for Local Government and Information Nasir Hussain Shah has asked the officers concerned to enhance capacity of filter water supply so that citizens of Hyderabad could get safe drinking water for their daily use. While visiting filter plants of Jamshoro and Hussinabad and Qasimabad Sewerage Plant-I and Plant-II on Tuesday 18th May 2021, the Minister LGD also directed completion of the

project of laying new pipelines at the earliest.

At Jamshoro Filter Plant, the minister was informed that the plant has the capacity of 50 MGD but due to some technical issues, 30 million gallons of water is being supplied to citizens on a daily basis. About sewerage plants of Qasimabad, he was informed that 90 percent work has been completed and the project will start functioning soon after completion of remaining ten percent work. The Minister also visited the localities of Hala Naka, Noorani Basti, Liaquat Colony, Ilyasabad, Phuleli, Paretabad and other low lying areas and asked the officers concerned to ensure early de-silting of storm

drains and sewerage lines so that the residents of the areas could not face any inconvenience during expected rains.

Among others, Sindh Minister for Irrigation, Excise and Taxation Mukesh Chowla, MPA Abdul Jabbar Khan, MPA Jam Khan Shoro, Secretary Local Government Syed Najam Shah, Commissioner Hyderabad Muhammad Abbas Baloch and Director General, HDA Mr. Ghulam Muhammad Qaimkhani along with Managing Director Water and Sanitation Agency Hyderabad were also accompanied the Minister.



Pakistan Water Operators Network (PWON)

+92 335 5971500 nc.pwon.pk@gmail.com www.pwon.pk



31-B Zahoor Elahi Road, Block-B Gulberg III, Lahore.

Designed by: SHAHBAZ RAZA, Graphics Designer, PR Head Office WASA, Lahore