



NEWSLETTER

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Operators Network



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Special Points of Interest

WASA Lahore / WSS Mardan

Organization adopts revolution-ary paperless human resource management technology system.

Tunnel Boring Technology 1st Time in Pakistan

WASA Lahore is going to Trench-less laying of sewer line in Lahore

ISO 17025 Certification

WASA Lahore is close to acquiring ISO 17025 certification for its water lab.





PWON 17th Steering Committee Meeting



PWON 17th Steering Committee held at Gujranwala on 16th November, 2019. Meeting was chaired by PWON Chairman, Managing Director Syed Zahid Aziz. All



utilities members and representatives participated and shared their knowledge and experiences. All issues of agenda and those put forwarded by participants were deliberated at length.

It was decided to include small utilities in PWON as per their request (Population above 100,000/-).

The members were informed and encouraged to apply for possible twinning arrangements with European Utilities through EU grant.

JICA VISIT



Delegation from Japan International Cooperation Agency JICA visited WASA Head Office Lahore. Mr. Hammano Satoshi Deputy Director from Water Resources Group JICA along with Mr. Takizawa Satoshi from the University of Tokyo met with senior WASA Lahore officers at Managing Director Office. DMD FA&R Muhammad Naveed Mazhar briefed them about the potential water projects initiated by WASA Lahore and thanked JICA and Government of Japan for their support in water and sanitation sector in Pakistan. On the occasion DMD Operations and Maintenance Aslam Khan Niazi also highlighted challenges WASA Lahore faces in Operations and Maintenance of sewerage and drainage system. The mission also showed interest in up gradation of WASA training center to enhance institutional and capacity of WASA employees.

Installation of Consumer Water Meter in Lahore

A Meeting of PPP Board, headed by CM Punjab, Project for Procurement, installation and O&M of water meters at Lahore has been approved. 711265 meters (93% domestic, 7% commercial) with 10 years conversion period, +2 years installation period, 20% VGF by Punjab Govt.

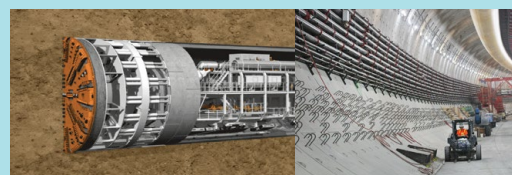


Tunnel Boring Technology 1st Time Introduce in Pakistan

First time in Pakistan, WASA Lahore is going to introduce Trenchless laying of Sewer Lines in Lahore.

Lahore is 2nd largest city of Pakistan with the population of over 11 million. It produces 540 MGD waste water daily.

To improve environment and storm water Drainage, WASA Lahore is laying trenchless sewer line, 28km of total length from Larechs Colony to Gulshan



Ravi. It's purpose is to minimization of urban flood in monsoon and massive reduction in pollution.

More than 4million people benefitted and Project estimated cost is 14 billion rupees and financed by Asian Infrastructure Investment bank.

ISO 17025 Certification for WASA Lahore,

WASA Lahore is close to acquiring ISO 17025 certification for its water testing lab. The lab has been recommended in pre-assessment for full assessment by PNAC. It may take about 2-3 months to achieve certification.



Asian Infrastructure Investment Bank (AIIB) Delegation Visited WASA (Head Office)

Delegation from Asian Infrastructure Investment Bank (AIIB) visited WASA Head Office comprising of social and environmental specialists. In the meeting with Managing Director WASA Syed Zahid Aziz social and environmental areas of upcoming projects which are Lahore's first Surface Water Project and Trunk Sewer line project were discussed. On behalf of WASA Lahore MD WASA shared the progress with delegates to streamline workings. Keeping in mind due to relentless efforts from WASA Lahore Planning and Design team, both historical projects have



been approved by provincial and federal Governments. The loan signing ceremony is expected to be held in the mid of 2020. DMD Engineering Muhammad Yosaf and Director Planning and Design

Zeeshan Bilal also updated AIIB about programmes on those projects.

WASA Lahore Passes Another Milestone

WASA adopts revolutionary paperless HR Management Information System



WASA Lahore passes another milestone. The organization adopts revolutionary paperless human resource management technology system. On the ground breaking ceremonial event Minister Housing Mian Mehmood ur Rasheed inaugurated the project. Minister Housing congratulated Vice Chairman WASA Shiekh Imtiaz Mehmood, Managing Director WASA Lahore Syed Zahid Aziz and the whole team contributed in the completion of the project.

It is one of the Governments top priority to incorporate modern

information technology system to maximize transparency and effectiveness in organizations said Minister Housing. We are on the role to establish WASA Lahore as benchmark among all water utility providers in the country said Minister Housing Mian Mehmood ur Rasheed.

The paperless system enables to store Information/Documents digitally and will be easily and readily accessible on demand within the organization. The traceability of all documents will be possible on a single click. Human Resource Management Information System (HRMIS) is a software system that integrates different modules and processes to ensure the efficient management of existing tasks Said Vice Chairman WASA Shiekh Imtiaz Mehmood.

It would drastically reduce time of daily processes and will also be environment friendly in terms of less paper consumption which will be extremely cost effective said Managing Director WASA Syed Zahid Aziz.

The paperless technology system includes main HR functions like diary dispatch system, payroll management, personal evaluation report and pension management. Integrated Human Resource Management Information System (HRMIS) is a systematic way to support effective processing, storage and sharing of information more effectively and efficiently.





JICA Delegation Visited WASA (Head Office)

Focused discussion on training of WASA Lahore Staff

Delegation from Japan International Cooperation Agency (JICA) visited WASA Head Office Lahore. Focused discussion on training of WASA Lahore staff took place with Managing Director WASA and Chairman PWON Syed Zahid Aziz. In this digital era the management putting serious efforts to offer training of international standards to WASA Lahore staff said MD WASA Lahore. Furthermore designing and compiling of modern training module for the junior and senior officers discussed. Up gradation of WASA training center with latest advancements and tools used in water and sanitation sector will be incorporated with the help of JICA. On the occasion DMD O&M Aslam Khan Niazi, DMD FA&R Muhammad Naveed Mazhar along with senior officers also participated in the meeting.

GPCCI Delegation Visited WASA (Head Office)

MD WASA invited GPCCI to participate in the water metering project

Delegation from German Pakistan Chamber of Commerce and Industry (GPCCI) paid their first visit to WASA head office Lahore. Managing Director WASA Syed Zahid Aziz updated Mr. Franz Nienhaus adviser to the board of directors GPCCI about the potential water projects in Lahore. Furthermore MD WASA invited GPCCI to participate in the water metering project. WASA Lahore require more than 7 hundred

thousands meters to be installed in the city and there is huge investment opportunity for international firms said MD WASA. In June this year GPCCI has planned to host a delegation comprising of German water companies to discuss the current water scenario in Pakistan with WASA Lahore being the eminent authority in the water field.



AFD Delegation along with consultants Visited at WASA (Head Office) Lahore

Delegation from French Development Agency AFD along with their consultant company Veolia arrived at WASA Head Office today. In the meeting chaired by managing Director WASA Syed Zahid Aziz technical assistance program for water sector in Punjab under the potential EU grant of 12 Million Euros briefly discussed. All the senior



officers from each directorate of WASA exchanged their views in respect to bring further positive changes in the organization. Human Resource of WASA Lahore is



our strength and we believe in teamwork said MD WASA. Further meetings being scheduled at WASA Head office in near future.

WATSATHON

In an attempt to find a user-friendly innovative and technological solutions to challenges in water and sanitation sectors WSSP organized a three-day “Watsathon” — a hackathon on water and sanitation.

Aim of this event was to turn to a more modern and technologically savvy generation to conjure up digitally-enabled solutions.

Software engineers, programmers, data experts and thinkers from across Pakistan teamed up in 32

groups.

They were asked to brainstorm and give WSSP an innovative and information technology (IT) based solutions to water and sanitation problems faced by Water and Sanitation Services Peshawar (WSSP).



Held at the National Incubation Centre Peshawar, the three-day event organized in collaboration with the Swiss Development Corporation (SDC). Local Government and Rural Development Minister Shahram Khan Tarakai, accompanied by Chief Executive Officer WSSP Syed Zafar Ali Shah, inaugurated the event.

Each of the 32 participating teams worked on ideas that could find solutions to the problems such as water contamination, revenue generation, disposal, attendance, waste management, electronic waste containers management, waste segregation and disposal.

IT experts, from across Pakistan, were invited for mentoring of the teams. They shared their experiences and achievements with the contesting teams.



WSSC KOHAT



Asian Development Bank Officials and Consultants for the Khyber Pakhtunkhwa Intermediate Cities Improvement Projects visited WSSC Kohat office to identify different development projects for consideration into the Sub Sector Master Plans that will bring sustainable solutions in provision of Water and Sanitation services in Kohat.

Asian Development Bank Officials and Consultants for the Khyber Pakhtunkhwa Intermediate Cities Improvement Projects visit WSSC Kohat office to identify different development projects for consideration into the Sub Sector Master Plans that will bring sustainable solutions in provision of Water and Sanitation services of Kohat.

Certificates, Awards and Mobile Phones were distributed among the Assistant Managers, Supervisors and Field Officers for best performance in the field for the year 2019. Mobile Phones were received from World Bank Governance Project and distributed among staff for easy redressal of complaints with pictorial evidence and to cope with the complaints registered on PM Portal, Company's official complaint cell and other communication channels. Hence the staff performed very effectively during all the important religious and cultural occasions.



To sensitize the women for playing their important role in keeping surrounding clean, WSSC Kohat arranged awareness sessions for females and elected female representatives.



Water Governance Program (KPW WGP)

Technical and Financial Assistance of Swiss Development Corporation



Khyber Pakhtunkhwa Water Governance Program (KPW WGP) with technical and financial assistance of Swiss Development Corporation started in January 2018 and completed in December 2019. It has been successfully implemented by WSSCM Mardan. Under the program WSSCM has developed many systems, carried out research and innovative techniques/studies, heavily invested in the capacity building of its all tier staff from higher management to junior operational level including BoD members. Under this program WSSCM has reached out to communities including civil societies, public representatives, academia, journalists, CBOs. In Dec 2019 closing ceremony was held in PC Peshawar with purpose to disseminate knowledge and lessons learned. Minister for Local Government Mr. Shahram Tarakai, H.E Ambassador of Switzerland Mr Thomas Kolly, Senior Minister Government of Khyber Pakhtunkhwa Mr. Muhammad Atif graced the event and appreciated WSSCM Mardan team efforts for smooth implementation of project and internalization of the systems.

Manager Municipal Services and Assistant Manager Water Supply WSSCM attended 8 days' workshop arranged by ADB under Khyber Pakhtunkhwa Cities Improvements Project through partnership with Maynilad Water Service Inc. at Maynilad Water Academy Philippine. Training focus was on reduction of non-revenue water, metering, billing, tariff setting,

WSSCM Mardan under KP WGP developed its first 3 years Business Plan and one year Operational Plan. The plan presents a formal statement of a set of Company goals, the reasons why they are important, and the plan for achieving these goals & objectives, through an integrated set of actions. As such, the plan focuses on the Company's mission and has defined two critical success factors to guide the plan i.e. Minimum Service Delivery Standards Financial Sustainability. In Dec 2019 Business Plan was presented to stakeholders where Minister for Local Government Mr. Shahram Tarakai, and CEOs and their teams of water and sanitation companies of KP participated.



treatment of water and waste water, professional customer services etc. By replicating the Maynilad experience and practices relevant here in WSSCM will improve the water supply service quality, efficiency, sustainability through infrastructure development, policy and institutional reforms.

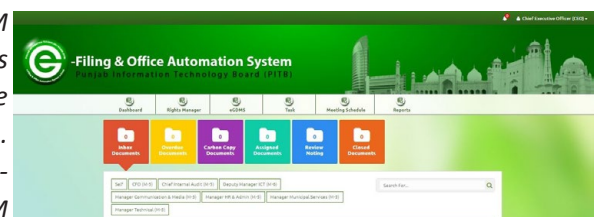
WSSCM with technical and financial assistance of SDC carried out Asset Mapping of all above ground and below ground water supply, wastewater, and solid waste assets (moveable and immovable) in Mardan along with capacity and condition analysis. Under this project GIS Based Asset inventory System is also developed.



Goal Achievement of paperless e-FOAS WSSCM

In accordance with WSSCM Mardan goal of paperless environment E-Filing & Office Automation System (e-FOAS). e-FOAS revolutionized the working & work flows of WSSCM

where manageability, security, and tracking of documents is easy and transparent. It is an electronic system that provides e-documentation, electronically record keeping of diary / dispatch system, electronic approvals and noting with electronically task management and track of documents. WSSCM Mardan all managerial staff are using this system which has increased their working efficiency and reduced pendency of works.



KP Cities Improvement Program (KPCIP)



A meeting was held under the Chairmanship of Deputy Commissioner Abbottabad. Asian Development Bank (ADB) Team, Khyber Pakhtunkhwa Cities Improvement Program (KPCIP) and Water & Sanitation Services Company Abbottabad officials participated in the meeting. After meeting they visited proposed sites for Sewerage Treatment Plant and Landfill Sites to be constructed under KPCIP.

Workshop in Manila, Philippines



Chief Executive Officer WSSCA Engr. Noor Qasim Khan briefing the participants about the performance and future planning of WSSC Abbottabad during A Joint CWRD-PSOD-SDCC Workshop On Sustainable Water And Environmental Sanitation Operations with Private Sector Partners for Pakistan in Manila, Philippines.



Chief Executive Officer WSSCA Engr. Noor Qasim Khan briefing the participants about the performance and future planning of WSSC Abbottabad during A Joint CWRD-PSOD-SDCC Workshop On Sustainable Water And Environmental Sanitation Operations with Private Sector Partners for Pakistan in Manila, Philippines.



Sanitary Inspector Kehal Shah Haroon delivering lecture to school kids regarding importance of Cleanliness and Water Conservation.



Main Consultants of Asian Development Bank visited Water Treatment Plant at Chuna. Assistant Manager Water Supply Wasiq Mansoor briefed them about the various features of Water Treatment Plant. The team also inspected the site which will be used for the extension of WTP.

Chief Executive Officer WSSCA Engr. Noor Qasim Khan handing over the key of vehicle for Center of Excellence for Persons with Disabilities to CEO Created Opportunities.

MNA Uzma Riaz Jadoon, Station Commander Brig. Muhammad Faisal and Director Special Education Muhammad Javaid Khan are also present.



Chief Executive Officer WSSCA Engr. Noor Qasim Khan meeting with Speaker Khyber Pakhtunkhwa Mushtaq Ahmad Ghani in Speaker house Peshawar. Sanitation and Water Supply services in Abbottabad were discussed.



One Day Training of Management and Technical Coordination Committee

The WASA Hyderabad was receiving various complaints from the community that the drug resistant typhoid has been erupted in the city relating to contaminated water in the distribution system in 2018.

WASA-Hyderabad had great concern over the above mentioned situation and decided that a comprehensive Water Safety Plan be prepared with the help of UNICEF. The task was given to M/S Management & Development Center Hyderabad.

Water Safety Plan (WSP), is the prevention of contamination of water from the source to the point of consumption and gives consumers greater involvement and control over maintaining water quality.

In this regard, 1-Day Training presentation for Management and Technical Coordination Committee of WASA-Hyderabad on the Water Safety Plan (WSP) and Use of Application was organized by the M/S MDC. Syed Ali Akbar Shah team leader briefed about WSP. Chief Executive, MDC Dr.Yameen Memon was also present.

Ms. Cristina Brugiolo, Chief Field Office, Mr. Imran Shami, WASH Specialist and Mr.Ihsan Ullah Khan WASH Officer of UNICEF, also attended the session. In the last, Certificates amongst the participants were distributed.

However,"2-Day Training for



the Water Supply Executive Engineers, Assistant Executive Engineers and Workers on the Water Safety Plan (WSP)" was arranged.

Chief Engineer of Hyderabad Development Authority also attended the session. Mr. Muzafer Hussain Memon, Managing Director, WASA, Hyderabad distributed the Certificates amongst the participants.

One day training and visit of all Chemists and Assistant Chemists was also arranged at Pakistan Center for Advanced Studies in Water (PCAS-W) at the Mehran University of



One Day Training of Chemists and Assistant Chemists



WASA Faisalabad Signed MOU during Japan Visit

MOU SIGNED FOR WASA OFFICERS TRAINING DURING VC & MD WASA,s JAPAN VISIT



Vice Chairman Wasa Sheikh Shahid Javed and Managing Director Faqir Mohammad Chaudhry visited Japan on the invitation of the Yokohama Waterworks Bureau. During the visit, a Memorandum of Understanding was signed on Technical knowledge & experience exchange between Water & Sanitation Agency (WASA) Faisalabad- Pakistan and Yokohama Waterworks Bureau (YWWB) Japan. On behalf of (YWWB), Mr Takahiro Yamaguma DG Yokohama waterworks Bureau

and on behalf of WASA/Faisalabad Mr Faqir Muhammad Chaudhry Managing Director WASA Faisalabad signed the MOU in presence of all senior management of Yokohama Waterworks Bureau (YWWB) & Vice Chairman Wasa Shiekh Shahid Javed .In the light of MOU, Yokohama Waterworks Bureau (YWWB) will accept 4 -trainees from WASA Faisalabad to Yokohama city and impart training. Training contents are "water distribution,water metering, customer's relations, water tariff, drawings & Geographic information system (GIS), and Non Revenue Water (NRW). The 1st batch of 4- officers / Engineers will be dispatched to Japan in January 2020 and this training program

will continue for next 3 to 4 years, 4 officers in each year. All expenditures such as travelling, training, boarding, etc will be borne by Yokohama waterworks Bureau (YWWB) Japan. Managing Director Faqir Mohammad Chaudhry elaborated on the visit and said that the visit was made with the permission of the Government of Punjab at the invitation of the Japan Yokohama Waterworks Bureau, The MOU is envisaged to increase the capacity of WASA Faisalabad officers. Managing Director further added that Yokohama Waterworks Bureau experts will visit WASA Faisalabad to provide trainings at local level also.



MD Faqir Mohammad Chaudhry presenting bouquet to Mr. Philippe Steinmetz

FRENCH DEVELOPMENT AGENCY VISIT

New Country Head of the Agence Francaise de Development (AFD) Bank Mr. Philippe Steinmetz visited WASA Faisalabad regarding French Mega Water Supply Project Phase-II as he replaced Mr. Jacky Amprou. On his arrival Managing Director WASA Faqir Muhammad Chaudhry warmly welcomed

him. Mr. Philippe Steinmetz discussed in detail about the progress of upcoming French Mega Water Supply Project phase II and briefed that Rs. 18 billion will be spent on the project. He said that board of the AFD Bank has already approved a soft loan of 18 billion rupees (95 billion euros) for the Project.



French project phase II is planned to supply 30 million gallons of surface water to the citizens of Faisalabad. Managing Director Faqir Muhammad Chaudhry said that the loan agree-

ment has been signed after approval by the federal government, in may 2019. Now The Selection of International Consultants is in process for this project. The project has three parts; Surface Water Treatment Plant (25 MGD) will be constructed near Borestal Jail, Jaranwala Road. For 2nd part, 2 million euros have been allocated to reconstruct the ground water tank and overhead reservoir at the site of kalma wali Tanki, Gulistan colony, while in the third part the metering will be completed on 25,000 water connections i.e, a pilot zone and water supply will be provided 24/7. This Zone will be a model section in the city.

Establishment of WASA Training Institute

Water & Sanitation Agency (WASA), Rawalpindi has recently completed the building of training institute at Rawal lake Filtration Plant. The main purpose of this institute is to enhance the technical capabilities of WASA Staff along with use of latest equipment, tools and techniques for improving service delivery. Almost 1000 staff members will be trained in this institute. The civil work has



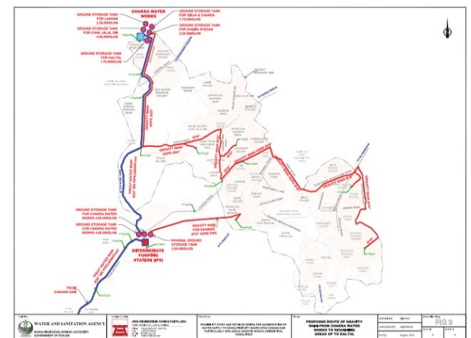
been completed whereas necessary equipment and other accessories will be placed by end June 2020. JICA-Japan headquarters mission of Water Engineering and Utility Management Future Leaders also visited the Training Institute and WASA office on 21 & 22 January 2020. The

aim of this visit was to discuss upcoming Phase-II of the 'Project for Improving Capacity of WASAs in the Province of Punjab. During the visit, JICA team met with Managing Director and Engineering Staff where training management and implementation was discussed in detail. JICA team showed keen interest in the functioning of this institute and will support in the preparation of training content, training implementation strategies, On-the-Job training mechanism and schedules etc.

Construction of 06 MGD Surface water source

The present water supply system is based upon 440 Nos. tube wells having very low yield and Surface water source i.e. Khanpur Dam and Rawal Dam. WASA Rawalpindi has launched another surface water source having capacity of 06 MGD. The PC-I of the project has already been approved by the PDWP of

Punjab Government at a cost of Rs.5399.655 million and the gestation period of the project is 3 years. Six unions Council located at the outskirts of the city will be benefited from this project. The project comprises of intake structure, raw water main, water treatment plant, treated water transmission main, intermediate pumping station, distribution network, underground storage tanks, pumping machineries, electrification & other allied works. Currently WASA is acquiring land acquisition for Water treatment Plant, Intermediate pumping station and Water works.

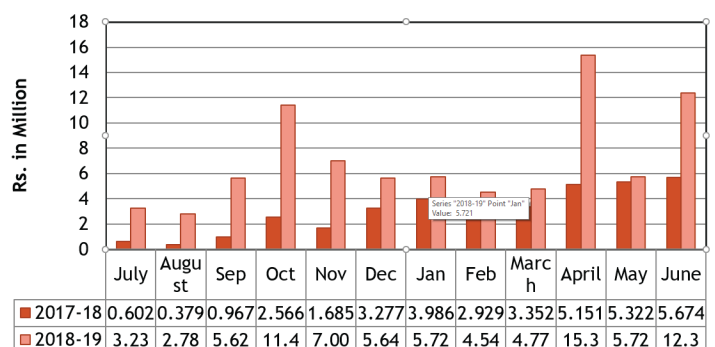


WASA GUJRANWALA

03 YEAR PLAN WITH ENHANCEMENT OF TARIFF WASA GUJRANWALA										
Sr. No	Business Plan Year	PROJECTED 03 YEARS BUSINESS PLAN								
		2019-20 Budgets	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27
1	RECEIPT									
2	Domestic Charges	134.65	211.74	317.61	476.42	524.06	576.46	634.11	697.52	767.27
3	Commercial / Industrial Charges	21.79	112.86	225.72	451.45	496.59	546.25	600.88	660.97	727.06
4	Water Acquirer Charges		59.25	71.09	85.31	102.38	122.85	147.42	176.90	212.29
5	Revenue from Users	156.448	383.847	614.428	1013.176	1123.025	1245.565	1382.406	1535.389	1706.618
6	Misc Receipts @ 10% increase	54.050	54.050	59.46	65.40	71.94	79.13	87.05	95.75	105.33
7	Grant for Monsoon	30.191	30.191	30.191	30.191	30.191	30.191	30.191	30.191	30.191
8	UIP Tax Share @10%	171.00	171.00	188.10	206.91	227.60	250.36	275.04	302.94	333.23
9	Total Revenue	411.69	639.09	892.17	1315.68	1452.75	1605.25	1775.04	1964.27	2175.37
10	EXPENDITURE									
11	Payroll and Pension Funds	441.70	441.70	485.86	534.45	587.90	646.69	711.35	782.49	860.74
12	Repair and Maintenance	78.83	78.83	86.71	95.38	104.92	115.42	126.96	139.85	153.62
13	Electricity Bills	300.02	300.02	330.02	363.02	399.32	439.25	483.18	531.49	584.64
14	Other (POL etc)	23.00	23.00	25.30	27.83	30.61	33.67	37.04	40.75	44.82
15	Operating Cost	843.540	843.540	927.894	1020.683	1122.75	1235.03	1358.53	1494.38	1643.82
16	Expenditure	843.540	843.540	927.894	1020.683	1122.752	1235.027	1358.530	1494.383	1643.821
17	Liabilities	298.16	298.16	298.16	298.16	298.16	298.16	298.16	298.16	298.16
18	Expenditure Forecast	1141.695	1141.695	1226.049	1318.838	1420.907	1533.182	1656.685	1792.538	1941.976
19	Grant in Aid	235.350	235.350							
20	Balance (Total Revenue - Total Cost)	-494.656	-267.257	-333.875	-3.161	31.850	72.069	118.358	171.732	233.392
21	Tariff Increase Level % (Domestic)		50 to 100	50	50	10	10	10	10	10
22	Tariff Increase Level % (Commercial/Industrial)		100 to 300	100	100	10	10	10	10	10

WASA Gujranwala has also improved Revenue Recovery in this year. Almost 67,000 Nos illegal connections have been detected. The Financial recovery has been increased incredibly in year 2017-18 & 2018-19. In addition to this, recovery is also being made from Private Housing societies discharging waste water in the system of WASA.

3 Year Business plan has been acknowledged by Resource Mobilization Committee for financial sustainability of WASA Gujranwala. According to this business plan, WASA Gujranwala will be able to increase water tariff gradually in consecutive three years and enhance the service delivery for better satisfaction of customers.



Water and Sanitation Agency (MDA) Multan has received Data Collection Survey a Mission from Japan International Cooperation Agency (JICA) for potential Water Supply and Drainage Projects of WASA Multan. The main objective of the mission was to identify the potential candidate projects of Water Supply, Sewerage and Drainage. The experts from Japan made detailed visits to various facilities of WASA Multan including Disposal Stations, Lift Station, tube Wells, Existing Wastewater Treatment Plant and various other components of Water Supply and Sewerage.

The Data Collection Survey Mission observed the current situation of WASA Disposal Stations and Lift Stations for capacity and statistical assessment. They observed the process for removing of blockages into sewers. They also visited the available machinery in each Sub-Division of WASA Multan. The team visited the low lying areas facing various kind of sewer related issues. The survey mission also invested their time to understand the current

position of finance and revenue directorates. They were also informed with the issues relating to Finance and Recovery of WASA dues from the consumers.

Water and Sanitation Agency (MDA) Multan has already sent Concept Clearance Proposal regarding Provision of Machinery and Equipments for Operation & Maintenance for WASA Multan. The same has been approved by the Provincial Development Working Party (PDWP) and sent to CDWP for its approval.





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