

Minutes of Meeting

PWON Steering Committee Meeting

26th November, 2016
Gujranwala

12/1/2016
Pakistan Water Operators Network (PWON)
National Coordinator

Sponsored By:



Hosted BY:



List of Participants

1. Mr. Syed Zahid Aziz, MD WASA Faisalabad - Chairman PWON
2. Ms. Maqsooda Fatima , National Coordinator -PWON
3. Mr. Khalid Bashir Butt, MD WASA Gujranwala
4. Mr. Rao Muhammad Qasim, MD WASA Multan
5. Mr. Khanzeb Khan, CEO WSSP, Peshawar
6. Mr. Nasir Ghafoor, CEO WSSC, Mardan
7. Mr. Shahid Sohaid , Member Engg CDA
8. Mr. Syed Mohsin Nazar, Director Finance, WASA Hyderabad
9. Mr. Ali ur Rehman, General Manager Operations WSSP , Peshawar
10. Mr. Idress Khan, Manager Technical WSSC, Mardan
11. Mr. Hammad Fazal, Deputy Director – WASA Rawalpindi
12. Mr. Roohan Javed, DD Tech – WASA FDA
13. Mr. Muhammad Adnan Yunus, DD Bulk Waste Management Cell, CDA
14. Mr. Maqsood Anjum, Dir (A & F), WASA Gujranwala
15. Mr. Jabbar Anwar, Director I &C, WASA Faisalabad
16. Mr. Muhammad Afzal, DD Engg, WASA Gujranwala
17. Mr. Tahir Hussain, DD Engg. WASA Gujranwala
18. Mr. Muhammad Ramzan, Executive Engr , WASA Quetta
19. Mr. Ahsan Kajeess, SDO, WASA Quetta
20. Mr. Muhammad Tanveer, Director – WASA , Lahore
21. Mr. Iftikhar – ud-Din Naeem Director - WASA, Lahore
22. Mr. Muazzam Jamil, DS UD, HUD&PHED , Govt. of the Punjab
23. Mr. Zia Mustafa, Water Specialist Al-Jazari Academy, Lahore
24. Mr. Mubasher Cheema, Technical Skill Training Specialist Al-Jazari Academy, Lahore
25. Ms. Asia Ashraf Chaudhary, WASH Specialist, UNICEF
26. Mr. Touqeer Abbasi, Manager Urban Program , Water Aid
27. Mr. Masroor Ahmad, Sr. Water Specialist, World Bank
28. Mr. Ahsan Paracha, Project Manager – AFD (French Development Agency)

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PWON Steering Committee Meeting 26th November, 2016 – Gujranwala

The PWON Steering Committee Meeting started with the Holy Quran recitation.

Mr. Mohsin Nazar, presented ajrak and Sindhi Cap along with shield to the Mr. Khalid Bashir Butt for being the MD of host utility. He also presented ajrak and Sindhi Cap along with PWON logo badge to Mr. Syed Zahid Aziz, Chairman PWON, to appreciate his chairmanship. Badges were also presented to all meeting Participants. Shawl was presented to NC.

Host of the meeting Mr. Khalid Bashir Butt, Managing Director – WASA Gujranwala welcomed all guest and gave an overview about WASA Gujranwala through a presentation.

A) Approval of Members / Observers Status

Membership request was received to Chairman PWON by Mr. Nasir Ghafoor Khan, CEO WSSP Mardan. Mr. Ahsan Pracha, Project Manager AFD requested for observer statue in PWON

Decision:

- a. With the agreement of all SCM members, membership awarded to Water and Sanitation Services Company (WSSC) Mardan.
- b. Steering Committee also approved unanimously the observer status of French Development Agency (AFD) in PWON.

B) Membership Criteria & Procedure

On the agenda of membership criteria and procedures, Chairman PWON indicated that instead of issuing membership on to big city utilities, keeping in view the international practice like in AWWA, JWWA, IWA and IWWA, similar services providers and small utilities like TMAs etc. may also be considered for membership. Similarly all other stakeholders dealing with water supply and sewerage services including, vendors of machinery and service providers may also be included for PWON membership. There were different opinions from observers and members.

Decision:

It is decided in the meeting that a committee be formed consisting of two steering committee members, one member from observers and one member from utilities to provide recommendations on following:

- 1- Considering of manufacturers, consultants, TMAs etc for membership of PWON
- 2- Membership criteria,
- 3- Membership Procedure ,
- 4- Roles and responsibility of members and observers
- 5- Rules for penalty on late membership / annual fee,
- 6- Define categories of membership with benefits
- 7- Acceptable annual fee and annual fee collection / submission policy
- 8- Definition of Steering Committee structure, size of members and selection procedure, roles and responsibilities of steering committee members.

Action Item

The Steering Committee constituted a Committee of following members for recommendations on membership criteria and procedures.

Persons Responsible

1. Mr. Touqeer Abbasi, Project Manager Urban Program – Water Aid
2. Mr. Shahid Sohaid, Member Engg – Capital Development Authority (CDA)

Deadline

The Committee will submit its recommendations on **31st January, 2017**

C) Membership Status and KPIs

Upon raising the issue of extension of Steering committee by inclusion of new members, by certain participants, the Chairman proposed to freeze size of Steering Committee to existing level while extension of membership. This will enhance the sphere of PWON and also will make it financially viable. It was suggested in the meeting that may be three types of membership, 1) Premium Membership (paid), 2) Regular Membership (unpaid), 3) Interim Membership (Newly established Utilities)

Decision:

Steering Committee unanimously approved that

- 1- SC size freezes to existing level. However PWON memberships can be extended in all three membership categories.
- 2- Fee paying members are premium members.
- 3- Only premium members who updated their KPIs will be considered for training programs, WOPs and other opportunities.

Note:

To avail facilities offered by PWON including WOPs and training etc, it is mandatory for Premium Members to Update Key Performance Indicators (KPIs) on PWON website through given username and password quarterly.

On the update requirement of KPIs, WASA Lahore complained that they are facing problem in updating data into website as it doesn't show data when we update. They have already complained to ex-National Coordinator on the issue. On the inquiry ex-National Coordinator explained that complaint was forwarded to the concerned website administrator of Urban Unit but no response was received.

Decision:

It was decided that from now onwards if any utility face issue in data updates entry, they must immediately contact National Coordinator.

Action Item

NC will forward the complaint to concerned website manager in Urban Unit to resolve the issue.

Person Responsible

1. Ms. Maqsooda Fatima, National Coordinator – PWON
2. Ms. Asif Ghori, Website Administrator – Urban Unit

D) PWON Business Plan and Future projects with local and international Observers / Perpamsi Visit

Mr. Masroor Ahmad, WASH Specialist – WSP-SA World Bank, announced support and sponsorship to Perpamsi - PWON workshop that is going to be held in Karachi from 14th to 16th December, 2016. In this workshop PWON plans to develop its work plan under the of Perpamsi facilitation guidelines from Perpamsi experts who are coming to join this workshop from Indonesia. PWON member utilities heads, focal persons and PWON observers are likely to attend this workshop to feedback / Suggestion in work plan and to exchange experience with Perpamsi delegation on working of water operators in Pakistan and vice versa. On a suggestion from member utilities to extend visit of Indonesian delegation to visit WASA Hyderabad and WASA Faisalabad for on ground observation of working performance of W&S operators in Pakistan, chairman PWON directed NC to discuss this possibility with GWOPA.

Mr. Touqeer Abbasi, Urban Program Manager – WaterAid shared a long-term partnership with the network in order to achieve the pathways set during the last theory of change. The engagement of WaterAid would be more focused on pro poor service delivery and improving the performance benchmarking of the utilities. The support of WaterAid would encompass on service delivery, provision of technical support to utilities and city wide hygiene campaigning. Member utilities appreciated the under discussion project and showed their interest.

Ms. Asia Ashraf Chaudhary, WASH Officer –UNICEF, endorse UNICEF support with PWON as it was proposed On 8th Nov, 2016 in “consultation on UNICEF urban WASH strategy finalization workshop” UNICEF urged working on future strategy plan with PWON as High Level Advocacy, Benchmarking of Key performance Indicators (KPIs), Strengthening Capacity of W&S Utilities through Trainings, Knowledge sharing, Exposure visits, or sharing of resources, Resource Mapping etc. Support on policy and regulations, Development of SOPs and Technical Standardization of WSM systems, helping PWON in expanding its memberships.

Ms. Anne Bousquet, GWOPA – UNHABITAT shared future Training and WOP plans with PWON, through e-mail that NC communicated in the meeting, plans are as:

1) Global Water Operators Partnership Alliance (GWOPA) is currently working with Catalan operators to propose 5 days training in Barcelona for technicians from Pakistani operators on Non-Revenue Water and/or Water Quality.

The training will be sponsored by Diputacio De Barcelona (Local Government of the Barcelona agglomeration), the selection of the trainees will be through applications and selection.

We hope to be able to hold the training in February or March 2017. GWOPA will keep P-WON informed about the progress made in the design of the training. We should receive the description of the technical contents of the training soon and this will be shared with P-WON members

2) GWOPA has proposed a pilot WOP between a Pakistani operator and an operator from Indonesia, in relation with the current exchange between Perpamsi, the Indonesian WOP platform and utility association, and P-WON. A champion operator from Indonesia has been already approached and is ready to be mobilized for the exchange. GWOPA has shared with PWON the profile of this utility (ATB) and a draft call for interest for the WOP. It includes a description of the objective and implementation process of the proposed WOP. If any observer interested then we can share through e-mail.

GWOPA has put aside some funding for this WOP and is looking for (a) co-funder(s) for this pilot initiative. GWOPA invite any interesting party to contact to discuss further about this initiative.

PWON member utilities showed their interest in the training and WOP. In response to CO-funder request for GWOPA WOP program Mr. Ahsan Paracha, Project Manager – AFD, suggested that a co-funding proposal letter for WOP may be issued by the Chairman PWON to all observers country heads to move the process further.

Decision:

1. PWON members advised to participate in PWON PERPAMSI workshop in Karachi.

2. NC Will discuss with GWOPA, the possibility of PERPAMSI Visit to member Utilities like WASA Hyderabad and WASA Faisalabad
3. The SC showed interest in project proposal from Water Aid
4. The SC appreciated the valuable plans sharing from UNICEF
5. The SC fully support the GWOPA training and WOP plan.
6. Regarding the selection process for the WOP Mr. Zahid Aziz, Chairman PWON suggested that to make this process unbiased a committee of observers must be form. Being Managing Director of a utility he wants to keep himself aside for a fair decision.

Action Item

A selection committee consisting of four members constituted to make decision on selection of Utility for WOP, on the behalf of PWON.

Person Responsible

1. Mr. Touqeer Abbasi , Water-Aid
2. Ms. Asia Ashraf Chaudhary, UNICEF
3. Mr. Masroor Ahmed, WSP-SA –World Bank
4. Mr. Ahsan Paracha, AFD

Deadline

As per announcement of GWOPA

E) Cohesive Groups/Working Groups

It was proposed by WASA Quetta that focused discussion groups must be formed under PWON coordination where problem area specific discussion may be possible.

Decision:

Cohesive groups either in what's App or Facebook will be formed under PWON coordination for problem specific discussion for example Engineering and Finance groups. The groups will be consisting of respective department's directors / managers from all member utilities.

F) Inclusion of Planning Departments and Secretaries /Ministers as Stakeholder in PWON

On the agenda item of inviting Chief Secretaries and Additional Chief Secretaries of all provinces it was discussed that it might not be feasible in their presence for all head of member utilities to share their views openly and discuss issues in their respective utilities. An objection was raised by CEO WSSP , Mr. Khanzeb Khan that when we want to send our representative on any international meeting or training we find it difficult to get approval from higher authorities if PWON invite them too then it might be in their knowledge and notice already and easy to get approval. Mr. Masroor pointed out that in KPK W&S companies' structure is different and they don't need to get permission for such decisions.

Decision:

It was decided to write PWON Introductory letters to Chief Secretaries of all provinces, however high ministerial officials might not be invited in the SC Meeting.

G) Resource Mapping

Mr. Chairman, requested members to nominate resource persons from all areas pertaining to functioning of Water & Sanitation utilities for the completion of resource mapping exercise. This resource mapping will enable PWON to utilize the expertise whenever required for improvement of capacity within member utilities. The areas of expertise may include but not limited to 1- Water Meters, 2-Pipes, 3- Pumping Machinery, 4-Water & Waste Water Treatment.

After the discussion a Proforma was circulated during the meeting to collect name of resource persons from the present utilities.

Decision:

After Circulation of proforma during the meeting following resource persons were identified:

Resource Mapping List			
Sr.	Name	Expertise	Organization
1	Mr. Shahid Sohail	Wast Water Treatment	CDA
2	Mr. Muhammad Hafiz	Water Meters + Pumps	WASA - Faisalabad
3	Mr. Saqib	Non-Revenue Water	WASA - Faisalabad
4	Mr. Khuram Nabeel	Pumps	WASA - Gujranwala
5	Mr. Saleem Uddin	Electric -Billing /	WASA - Gujranwala
6	Mr. Bilal Rauf	IT- Billing	WASA - Multan
7	Mr. Muhammad Rafiq Ch.	Electric Equipments / Energy Audit	WASA - Lahore
8	Mr. Muhammad Ather	Pumping / NRW	WASA - Lahore
9	Mr. Azizullah	NRW , WWT	WASA - Rawalpindi
10	Mr. Taimur Ahmad	Media / Communication	WSSCM - Mardan
11	Mr. Idress Khan Marwat	Municipal Sources	WSSCM - Mardan

H) Development of SOPs

PWON has developed three SOPs so far including last SOP on Mechanical and Electrical Safety Procedures prepared very dedicatedly by Mr. Rohan Javed, Deputy Director Technical, WASA Faisalabad. The SOPs were already circulated to all PWON members and revised according to suggestion.

PWON looking forward for the development of more authenticated and research based SOPs on W&S related issues. For this it was discussed in the meeting to contact with education institutions for research purposes and signed MOUs. Through this with the help of observers may offer research scholarship to students who adopt W&S related issue for thesis / research as final project. PWON will support selected student to interact /visit PWON member utilities for practical on field experience / data collection.

Decision:

The SC approved SOPs on Mechanical & Electrical Safety Procedures.

For development of SOPs PWON will coordinate with

1. *Educational institutions* (if observes may support) to provide financial support to selected PhD research students to interact within PWON member utilities for procedures comparisons and analysis on give research topic).
2. French Development Agency (AFD) offered international scholarships for W&S officials

During the discussion on SOPs representative of Al-Jazari Academy Lahore, pointed out that Al-Jazari academy is facing difficulty in getting nominations from utilities for training programs. On the reply MD WASA Multan Mr. Rao Muhammad Qasim observed the problem that most of the time courses duration overlap with other courses and it's very difficult to utilities to spare more officials on more than one course at the same time.

It was discussed in the meeting that there are some ambiguities about quota allocation and mode of nominations invitation, so it would be appreciable if a well-defined process can be communicated to PWON for cooperation in training programs with Al-Jazari Academy. Deputy Secretary HUD Punjab pointed out that he understands that the allocation of training facilities for PWON members in other provinces of the country by Al-Jazari. So, Steering Committee is interested to know the quota allocated to PWON in Al-Jazari academy for provinces other than Punjab.

Action Item

Provides answers on:

- 1 How much nominations are in PWON quota in Al-Jazari Academy training programs?
- 2 What Standard procedure of cooperation between PWON and Al-Jazari Academy, are suggested by Al-Jazari authorities?

Person Responsible

- 1- Mr. Zain Mustafa, Water Supply Specialist – Al – Jazari Academy, Lahore
- 2- Mr. Mubasher Cheema, Technical Skill Specialist, Al-Jazari Academy, Lahore

Deadline

Within seven days, answers to be submitted through e-mail.

I) Budget Allocation

It was discussed that Public Accounts Committee in Punjab held a meeting where it was decided on deduction of outstanding WASA arrears from respective Govt. departments at source by Finance Department. This meeting MoM could be helpful for other provinces for advocacy of their issues on the same grounds in their respective provinces.

Decision

On budget allocation issue, WASAs in Punjab to share minutes of meeting of Punjab Public Accounts Committee (that made decision on deduction of outstanding WASA arrears from respective Govt. departments at source by Finance Department, with PWON platform for reference and information purpose for other provinces member utilities.

J) Budget Deficit

It was discussed in the meeting Government of Baluchistan is being provided annual grant-in-aid to Q-

Action Item

Share with PWON minutes of meeting of Punjab Public Accounts Committee that made decision on deduction of outstanding WASA arrears from respective Govt. departments at source by Finance Department

Person Responsible

All WASAs in Punjab

Deadline

Within two weeks

WASA with direction to increase revenue and be self -sufficient. On the other hand they are maintaining around 400 tube wells, 1500 KM piped network with 81225 consumers. WASA hardly earns Rs.5.00 million per annum whereas it has to pay more than 500 million on account of electricity charges of tube wells. If 100% revenue/billed amount is collected it will be only 120 million. We have to find way out as residents of the area cannot be deprived from basic human need.

Decision:

On the WASA Quetta subsidy issue it was decided to write a letter by Chairman to Chief Secretary Baluchistan, to consider their budget deficit and subsidy enhancement issue

K) Regulatory Authority / Subsidy / Tariff

On the agenda of formation of regulatory authority to regulate tariff, it was discussed that there was already proposed tariff review mechanism under the Municipal Water Act in Punjab, moreover, a tariff regulatory authority is already proposed in KPK Province.

WASA Hyderabad appreciated that PWON has issued a letter to Chief Secretary Sindh, for the advocacy of WASA Hyderabad restoration of subsidy and tariff issue. He informed the Steering Committee that the summary sent to Chief Minister, Sindh by concerned departments.

During the discussion Ms. Asia - UNICEF suggested that PWON members should agree upon three advocacy points of the most important issues that they want to be advocated on every platform by all observers to raise a strong voice collectively for acceptable solutions.

Decision:

1. It was decided that PWON should take up the case for creation of tariff regulatory authority in all provinces
2. The SC agreed to proposal as proposed by UNICEF and will proceed accordingly.

L) Water

On the agenda of water conservation, need for techniques to save available resources. It is discussed that public awareness is required to conserve and preserve valuable resource of water.

Decision:

An awareness campaign can be run from PWON platform with the cooperation of observers.

M) Donor's Participation

On the agenda of observer's interest on survey, water supply projects etc. In the earlier session of meeting observers showed their support and announced their future plans with PWON member utilities.

Decision:

During the discussion Mr. Khanzeb Khan, CEO WSSP agreed to share WSSP BCC Strategy with all members.

Action Item

WSSP will share BCC Strategy with all PWON members

Person Responsible

Mr. Khanzeb Khan, CEO - WSSP

Deadline

Within two weeks

N) Sanitation Workers Project / Water Aid

The SOPs for safe working of staff in sewerage and maintenance already circulated by PWON were discussed; it was decided to adopt SOPs for utilizing by members. Water Aid also offered to support initiative by any utility for safe working of sewer staff.

Decision:

1. SOPs of safety of workers during maintenance of sewerage system were approved.
2. Members urged to respond to Water Aid Offer for sanitation workers safety Project.

O) Wastewater Treatment Plant –Case Study

On 12th Oct, 2016 a story published in DAWN newspaper with the headline "Capital's only sewage treatment plant closed down" the news story stated "After about seven years in operation, the only

sewage treatment plant (STP) in the federal capital has been closed due to the faulty equipment and the insufficient inflow of sewage.”

To share the real story from CDA perspective, with all PWON W&S member utilities and observers, Mr. Shahid Sohail, Member (Engg) Capital Development Authority (CDA), being member of PWON SC showed interest to share experience with all PWON members in SCM.

Mr. Shahid Sohail, presented the background information of STP. Then he focused on real time problems that CDA faced during the operational phase related to capacity, human resource and public behavior, Reasons for Underutilization of WWTP, options available, advantages and disadvantages of decentralization etc.

Extensive question and answer session was held covering all aspects of WTP including:

- Technical
- Financial
- Institutional
- Administrative

Detailed report will be circulated on this presentation separately after consultation with Mr. Shahid Sohail.

Decision:

SC appreciated the presentation by Mr. Shahid Sohail in the SCM

A dedicated Technical committee constituted to discuss the best practices in planning and development of Water Treatment Plant.

Action Item

A four members committee, formed for formulating recommendations on best practices related to Wastewater Treatment Plant

Person Responsible

1. Mr. Zahid Aziz, MD WASA Faisalabad / Chairman PWON
2. Mr. Shahid Sohail, Member Engg - CDA
3. Mr. Khanzeb Khan, Chief Executive Officer, WSSP
4. Mr. Ayoob Sheikh, Deputy Project Director KIV-Project, KW&SB

On concluding remarks, Mr. Syed Zahid Aziz Chairman – PWON, Thanked all members /Observers / other officials who participated in the meeting. PWON appreciated the height of hospitality by Managing Director - WASA Gujranwala, and showed gratitude to Mr. Touqeer Ahmed, Urban Program Manager – Water Aid for sponsoring the SCM.

At the end of the meeting, Mr. Khalid Bashir Butt, MD WASA Gujranwala, Presented shields and gifts to all participants.

Thank You!