



NEWSLETTER

Quarterly Journal

Volume: 3, Edition: 10,

From Nov 2020 To Jan-2021

18th Steering Committee Meeting held at Swat on 17th October, 2020



18th Steering Committee Meeting hosted by WSSC-Swat on 17th October, 2020. Meeting was chaired by Chairman Pakistan Water Operators Network Syed Zahid Aziz, Being a host Mr. Shaida Muhammad CEO Water & Sanitation Services Company Swat welcomed to all participants.

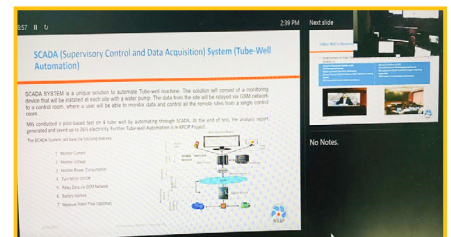
Participants discussed all financial issues, capacity building projects and storm water management in Lahore construction of underground storage reservoirs.

Dr. Anne from GWOPA participated online and gave presentation on EU-

WOP Programme. She explained 7.1 million Euros available for 20-30 WOP Projects led by Water and Sanitation Utilities, and what is the timeline and Project Eligibility.

**Dr. Bente Schiller
from DANIDA
also joined online
and shared her
working experience
with WASA-F and
WASA-L and future
projects.**

Chairman PWON Syed Zahid Aziz informed to all participants to share their requirements of rain water storage reservoirs with site identification, costing and design for consolidation and onwards transmission to MOCC for financing to mitigate urban flooding in next monsoon rain.



Pakistan Water Operators Network is going to organize webinar Meeting series on "Use of IT in Water and Sanitation Utilities Results and Lessons" from 30th Dec, 2020 to 26th Feb, 2021. The aim of the event is designed to showcase the work done by the utilities in the area of Information Technology.

In first webinar meeting, Water & Sanitation Service Peshawar (WSSP) explained briefly IT based initiative, GIS based Applications and Citizen Engagements. Management Information System of WSSP established in 2014 and have advance technological approaches. Adopting new technologies by department improved the WSSP performance and brought transparency in the system.



WEBINARS ON
"Use of IT in
WATER AND
SANITATION
Utilities Results
and Lessons"

Aim of Event: This event is designed to showcase the work done by the utilities in the area of Information Technology.

Webinar Schedule	
KP: WSS-Peshawar: 30-12-2020 (Wednesday) WSS-Mardan: 6-01-2021 (Wednesday) WSS-Absottabad: 12-01-2021 (Thursday) WSS-Kohat: 15-01-2021 (Friday) WSS-Swat: 21-01-2021 (Thursday)	Punjab: WASA-Lahore: 01-02-2021 (Monday) WASA-Faisalabad: 04-02-2021 (Thursday) WASA-Rawalpindi: 10-02-2021 (Wednesday) WASA-Gujranwala: 17-02-2021 (Wednesday)
Baluchistan: WASA-Quetta: 29-01-2021 (Friday)	Sindh: KWSB: 22-02-2021 (Monday) WASA-Hyderabad: 26-02-2021 (Friday)



WSSC-Abbottabad

1. Inauguration of Tube Well

Speaker Khyber Pakhtun Khwa Assembly Mushtaq Ahmed Ghani, Member National Assembly (MNA) Ali Khan Jadoon and Chief Executive Officer WSSCA Engr. Noor Qasim Khan inaugurated **50 Horse Power** Tube Well in Mian De Seri Abbottabad.

This Tube well is havening the capacity of contribution of 7000 Gallon per hour of clean drinking water to the Water Supply System of Abbottabad.

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2. Disinfection Activity

Water and Sanitation Services Company Abbottabad (WSSCA) regularly spraying disinfectants in Government Hospitals, Vegetables Markets, Bus Addas, Bazars, Government and Public dealing offices, Courts and Ehsas Centers.

All Churches in Abbottabad were specially disinfected before and after Christmas 2020 celebrations. WSSCA playing important role in fighting against COVID-19 second wave.

Chief Executive Officer WSSCA Engr. Noor Qasim Khan briefed Speaker Khyber Pakhtun Khwa Assembly Mushtaq Ahmad Ghani, Minister Local Government KP Akbar Ayub Khan and Secretary LG&RDD Mian Shakeel Ahmed regarding water Treatment Plant and other projects. Member National Assembly (MNA) Ali Khan Jadoon, Commissioner Hazara Division Riaz Mehsud, Superintending Engineer Public Health, Project Director KPCIP, Deputy Commissioner and Tehsil Municipal Officer Abbottabad were also present.

3. Global Hand Washing Day

Communication and Media Management Department of WSSCA celebrated Global hand washing Day 2020 in Rise Pakistan Public School Murree Road Abbottabad. Assistant Manager C&MM delivered a lecture to the students regarding importance of Hand Washing and also explained the right procedure of hand washing for staying away from Covid-19 and other diseases.

4. 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

5. Monitoring of All Activities

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





WASA-Faisalabad

- > According to the vision of Chief Minister, Punjab, Mr. Usman Buzdar, Daycare center in WASA, Faisalabad was inaugurated by Provincial Minister for Women Development Ms. Afshaa Riaz Fatiyaana alongwith the presence of Member Punjab Assembly, Chairman FDA Ch. Latif Nazar, Vice Chairman WASA Faisalabad, Sh. Shahid Javaid, Secretary Woman Development Ms. Ambreen Raza, Director Woman Development Ms Sajaila Naveed, Managing Director WASA Engr. Jabbar Anwar and other WASA officers.
- > Muhammad Ali Inaugurated the Project Management Unit (PMU), for the monitoring of French Project Phase-II. On this occasion, Managing Director Engr. Jabbar Anwar, Vice Chairman Sh. Shahid Javaid, Additional Director General FDA, Aamir Aziz, Assistant Commissioner City, Syed Ayub Bukhari and other WASA officers were present.
- > WASA Faisalabad with the assistance of UNICEF installed first hand washing unit in District Head Quarter, Hospital Faisalabad which is inaugurated by Dr. Ishrat Hussain, Divisional Commissioner. On this occasion, Director General FDA Mr. Sohail Khawaja, Deputy Managing

Director Mr. Adnan Nisar, Director Administration Mr. Shoaib Raseed, MS DHQ, Mr. Asif Hameed Saleemi, Director Water Distribution Maintenance Mr. Saqib Raza and others were present.

- > This hand washing unit will provide the facility of hand washing to the patients coming in District Head Quarter Hospital.
- > Divisional Commissioner Faisalabad, Mr. Saqib Manaana visited WASA Customer Relation Center, CRC. Deputy Director CRC, Mr. Amin Dogar briefed about Customer Relation Center and complaint resolution mechanism. The Commissioner was satisfied with complaint resolution.
- > Divisional Commissioner paid surprised visit, to French Project. Deputy Director of the Project, Mr. Awais Jamal briefed about the working of the project. Managing Director Engr. Jabbar Anwar, Deputy Managing Director (Engg.), Mr. Ikram Ullah, Deputy Managing Director Mr. Adnan Nisar, Director Administration Mr. Shoaib Rasheed, Director Water Distribution Maintenance Mr. Saqib Raza attended the visit.

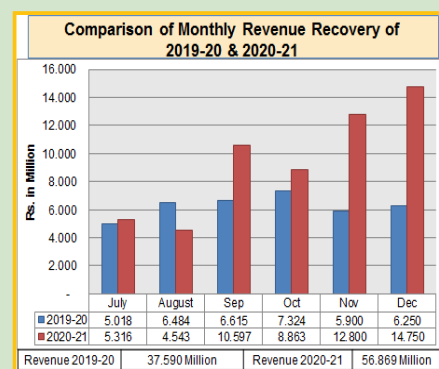
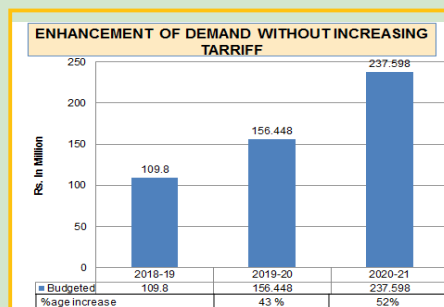


WASA-Gujranwala



WASA Gujranwala has improved Revenue Recovery in this year. Almost 7,000 Nos illegal connections have been detected. The Financial recovery has been increased incredibly in year 2020. Commercial and Industrial consumers having arrears are being watched critically by The Managing Director himself and daily progress is being monitored. In addition to this, recovery is also being made

from Private Housing societies discharging waste water in the system of WASA.





SIX MILLION GALLON CAPACITY HUSSAINABAD WATER TREATMENT PLANT



Water that is contaminated with human or animal (including bird) faeces. Faeces can be a source of pathogenic bacteria, viruses, protozoa and helminths. The destruction of microbial pathogens is essential and commonly involves the use of reactive chemical agents such as suspended solids, to remove bacteria, algae, viruses, fungi, and minerals including iron and manganese.

These substances continue to cause great harm to several lower developed countries who do not have access to water purification.

Measures taken to ensure water quality not only relate to the treatment of the water but to its conveyance and distribution after treatment. It is therefore common

practice to keep residual disinfectants in the treated water to kill bacteriological contamination during distribution.

Technologies for potable water and other uses are well-developed, and generalized designs are available from which treatment processes can be selected for pilot testing on the specific source of water. In addition, a number of private companies provide patented technological solutions for the treatment of specific contaminants. Automation of water treatment is common in the developed world. Source water quality through the seasons, scale, and environmental impact can dictate capital costs and operating costs.

WASA Hyderabad has been at the

forefront of customer service, as evidenced by the construction of a state-of-the-art 6 million gallon Rapid Gravity Water Treatment Plant in place of Hussainabad Water Works.

The scheme was included in the provincial ADP at a total cost of Rs. 817.530 million.

Upon completion of this scheme, WASA's water supply system will add 6 million gallons per day. This will definitely improve the water supply in all the units of Latifabad, especially Hussainabad and its surrounding areas will be benefited.

The Physical progress has been completed up to 80% and Insha Allah this will be completed up to June 2022.

WSSC-Kohat



Radio Program

A radio program was arranged for public awareness on sanitation services and water supply services conducted by WSSC Kohat, the program had a good number of listeners and live calls were entertained with complainants and were addressed the special program was also used to inform the public about the scope and services of WSSC Kohat.



WSSC-Kohat



Replacement of Filtration Plants Filters in Kohat City

WSSC Kohat's water supply staff has replaced filters at Sangirh City, Chakar Kot Railway Road, Noor Elahi Colony, New Bus Stand and Bahawalnagar filtration plants in city areas so that residents of Kohat city can get clean drinking water from there.

These filtration plants have been installed for the convenience of the public, the public was requested to use the water from the filtration plants only for drinking and not for washing hands and vehicles.



Mr. Fazal Kareem Khattak was unanimously elected as Chairman BoD WSSCK for the 2nd time consecutively. CEO WSSCK Mr. Arif Rauf and Board members Mr. Yasir Qayyum Khan Deputy Secretary (Admin LG), Mr. Muhammad Farooq Deputy Secretary (Finance LG), Mr. Abdur Rehman Deputy

Commissioner Kohat, Mr. Ahmad Rasool Bangash, Dr. Amna Khatoun Assistant Professor KUST, Mr. Faheem Shah, Mr. Ahsan Imtiaz Paracha, Mr. Muhammad Iqbal and Mr. Muhammad Zafar Khan Afridi participated in the meeting.

WSSC-Mardan



1. Engr. Amir Khan has taken charge as Chief Executive Officer of Water and Sanitation Services Company Mardan. Mr. Khan has 20 years of experience in water and sanitation sector with a leadership record of accomplishment and strong international exposure. He has joined the office with a zeal and commitment towards achieving sustainability and bringing institutional reforms for improved service delivery. Mr. Khan has achieved Master's degree in Urban Planning and Management from ITC, University of Twente Netherlands and Bachelors in Civil Engineering from UET Peshawar.

2. Water quality testing of 14 urban Union Councils Mardan was carried out through PCRWR. In total 247 samples were collected from source, network, and consumer level. Samples were also collected from domestic bores for comparison purpose. The water quality testing was carried out as per annual plan. As per the water quality analysis all the source were safe and fit for drinking, however number of domestic bores were unsafe and contaminated with biological contamination. Information

dissemination workshops are planned to be held in those areas where domestic bores water was found unsafe so as to sensitize the public on using safe drinking water from government supply line.

WSSC Mardan management is cognizant of the important role of social mobilization in revenue generation and improved service delivery. In this regard, revenue collection teams are formed and police force has been engaged for recovery from defaulters. Along with these measures, social mobilization activities have been initiated for public awareness regarding paying bills, discouraging illegal connections and water conservation. These measures helped in making recoveries and timely submission of bills.

3. Civic engagement teams have been formed for awareness raising and mass mobilization. In this regard approximately 1300 shopkeepers have been sensitized regarding water conservation, cleanliness and to avoid throwing garbage into the canals and drains. Around 300 fruits and vegetables vendors and members of the association have been sensitized along the banks of Canals and streams for pollution control. 120 flexes and banners have been placed 5000 brochures and posters have been distributed for public awareness.





Automation of Tubewells in Johar Town

WASA Lahore adopted real time SCADA system based on information technology for the operations of its tube wells. In the ground breaking ceremony held at Johar town provincial minister housing Mian Mehmood ur Rasheed invited to inaugurate the system. In the presence of vice chairman WASA Shiekh Imtiaz Mehmood, Managing Director WASA briefed the media about the reliability and benefits of the system and how this will result into better and productive utilization of human resource.



MD WASA Lahore attendees water conference in Karachi

Government of Sindh organized a two days conference on Water and Sanitation issues in Karachi on 22nd and 23rd October 2020 at Karachi. Managing Director WASA Lahore Syed Zahid Aziz called in the forum to speak on "Rain Water Management System". In the brief presentation Syed Zahid Aziz conveyed potential sustainable solutions to resolve water and sanitation issues in cities. Syed Zahid Aziz further informed the conference about the successful project WASA Lahore completed at Lawrence road Lahore for the efficient drainage of storm water during heavy rains.



Mobile Labs

WASA Lahore introduced mobile water testing Labs to test quality of water at the door steps of the consumers. Well known politicians took part in the ceremony to praise the initiative. Automobiles redesigned to perform the tasks involved in water testing. The mobile labs made equipped with the apparatus and trained staff to reach the houses located in dense streets.

FFC Meeting Islamabad

In the gathering of profound water experts from all over the country at Federal Flood Commission Islamabad, Managing Director WASA Syed Zahid Aziz delivered lecture on the subject of urban flooding. On the invitation from Chairman FFC Mr. Ahmed Kamal Managing Director WASA Lahore Syed Zahid Aziz highlighted the innovative steps WASA Lahore took over to combat urban flooding especially in the Monsoon season. Chairman Federal Flood Commission praised the initiative of constructing underground water reservoir introduced by WASA Lahore first time in the country. The participants unanimously agreed to incorporate such projects all over the country to minimize the impact of urban flooding in the cities.



Cycling Initiative

Lahore faces dense smog from the start of November till the end of December every year in recent times. To curtail the impact of smog WASA Lahore decides to cycle. The first and only organization in the city decided to limit the use of automobiles for official duties. Reliable reports from environment protection agencies describe 45 percent of air pollution contributed from traffic in Lahore. Managing Director WASA Syed Zahid Aziz among all WASA officers adopted cycling once a week from 31st October to 16th January 2021 to play the part.



MD WASA Quetta Visits WASA Lab

Managing Director Quetta Water Mr. Jahanzeb Khan Ghorzai along with Director Technical Imran Durrani visited WASA Laboratory which is recently been awarded certification of ISO 17025. A guided tour conducted by Chief Chemist WASA Lahore Dr. Zainab Abbas for the visitors. Mr. Jahanzeb Ghorzai warmly appreciated the standard parameters and steps WASA Lab follow for water testing. The trained staff from the Laboratory briefly explained the routinely procedures WASA Lab follows. Mr. Jahanzeb Khan Ghorzai disclosed his plans to incorporate identical Laboratory in Quetta Water Authority.



REVAMPING OF WATER SUPPLY AND SEWERAGE FACILITIES IN MULTAN

Water and Sanitation Agency (MDA) Multan has prepared a scheme "Revamping of Water Supply and Sewerage Facilities in Multan" to deal

with the issues relating to Outlived Water Supply & Sewerage Networks. The scheme was proposed under the funding through Japanese International

Corporation Agency (JICA) Grant-in-Aid Assistance program. The main components of the scheme are as under:-

S#	Description	
1	Replacement of outlived trunk & lateral sewer	300km
2	Replacement of old and life expired water supply lines	250km
3	Replacement of outlived tube wells of 4 cusec discharge	20 Nos.
4	Rehabilitation, augmentation and up-gradation of civil & electro mechanical system of disposal stations of Multan	07 Nos.
5	Establishment of drinking water testing laboratory	01 No.
6	Establishment of waste water testing laboratory	01 No.

The concept paper of the said scheme was prepared and sent to PDWP for approval. The forum approved the concept proposal in its 13th PDWP

meeting held on 10-11-2020 and recommended this concept proposal for consideration / approval by CDWP. The CDWP has also approved the concept

proposal in its meeting held on 29-12-2020. The JICA has already expressed its strong intent to finance the instant project.



WSSP hands over handwashing points to KP ESED

- > The water and sanitation utility, in collaboration with UNICEF had installed 100 water tanks at different localities of the city when the Covid-19 broke out.
- > WSSP had assigned teams to ensure its timely filling and provision of soap so that people could be facilitated to wash their hands. The tanks were branded properly to promote sanitation and importance of clean hands.
- > The handwashing tanks were given to the department for installation at schools to protect students from Covid-19.
- > The decision was taken after consultation with UNICEF with sole aim to promote hand washing among children and stem the spread of outbreak at schools.
- > With reduction in corona cases, the sanitation company in consultation with UNICEF had decided to help the department in implementing standard operation procedure in schools.



WSSP starts portable water testing laboratory

- > To become a role model for the rest of water and sanitation company, Water and Sanitation Services Peshawar (WSSP) has launched mobile water testing laboratory. The company is the first to have taken the initiative in Khyber Pakhtunkhwa to quality of the drinking water.
- > The company has trained the concerned staff and started testing of water for quality with getting positive results of tests being conducted at all zonal offices. Earlier, WSSP used to test water samples at Pakistan Council of Council of Research in Water Resources (PCRWR). The initiative is helping the company save resources as well as conduct more and more tests throughout localities under its jurisdiction. The laboratory is equipped with facilities to test biological (check bacterial level) and physical quality (to check odor and colour) of water.
- > The laboratories collect and check samples on complaints apart from routine tests. The step was taken to ensure supply of clean drinking water to consumers and consumers would receive results immediately. The initiative is helping the sanitation utility to discover contamination in water and take steps for its control.

WSSP switches to ERP

- > To digitize data and get rid of extensive file work, Water and Sanitation Services Peshawar (WSSP) has implemented Enterprises Resource Planning (ERP). The implementation of ERP will help make official matters easy, transparent and consume less resources and time. The project is completed with financial assistance of USAid under Government of Khyber Pakhtunkhwa's Municipal Services Development Programme (MSDP). Staff at head and zonal offices have been trained to run official matters under ERP, a comprehensive computerized mechanism to run affairs at offices and store data of routine matters.
- > ERP has been helpful in decision and policy making and makes it easy for the concerned department to access to data it stores. This was a step towards digitization of record and utilize the available manpower in an efficient manner.
- > "This system will also help the company in procurement, finance and provision of comprehensive data for future planning," said Manager Communication and Media Management.





- Promotion activity to adopt LOGO “ **SAVE WATER FOR FUTURE GENERATIONS**”
- Prepared Concept paper for augmentation of water supply by having control and linkage of all registered and non-registered/illegal water supplies in and around Quetta city estimated cost: 711.94 million with status submitted for approval to GOB.
- Prepared Concept paper for the installation of water recycling plants at the car washing service stations in Quetta city estimated cost: 21.75 million with status submitted for approval to GOB.
- Prepared proposal for the re-strengthening of Water Testing Laboratory of Q-WASA 15.00 million status approved by GOB
- Prepared Concept paper for the restoration of automation system already installed in Q-wasa estimated cost: 9.924 million submitted for approval to GOB.
- Preparation of Proposal for the Installation of Water Bottling Unit following the concept of Faisalabad existing bottling project. The Managing Director and Director Technical visited Faisalabad WASA to assess the feasibility for the installation of water bottling unit by Q-WASA.
- Preparation of proposal for the upgradation of revenue enhancement with the support of information obtained from Lahore and Rawalpindi WASA's.



Fix A Leak Week By

WASA Rawalpindi has arranged a “Fix a leak week” as per the directions of HUD & PHE department to create awareness among people for water conservation.

Digitalization of Record:

WASA Rawalpindi has started to digitalize all the record of WASA Rawalpindi however it will take a few months for completion. Demand notice will be online after the completion of project.

Rain water harvesting:

WASA Rawalpindi has started rain water harvesting projects as a pilot projects in different public offices and intended to add it in RDA By laws for new housing societies and houses to combat flood threat and restoration of ground water table.

Operation against defaulters of pending arrears:

Revenue department of WASA has started a comprehensive operation against chronic defaulters of water supply and sewerage consumers.



Water & Sanitation Services Company Mingora Swat is a public sector company established in 2018 by The Government of Khybar Pakhtoonkha u/s 42 of The Company Ordinance 1984. The company is working for provision of quality water and sanitation services to the urban Union Councils of Tehsil Babuzai, a population of more than 0.300 Million. The Company is a consumer oriented organization responsible for production, transmission and distribution of potable water to citizens of the city, managing sewerage system within the city to ensure hygienic environment, development of scheme to cover short falls in services and collection of revenues for sustained economic viability.

Quarterly Progress Report Operation & Maintenance (Water Supply)

Converting Improper Connections to Proper

Month	Oct-2020	Nov-2020	Dec-2020
Illegal Connections Disconnected (Count)	102	29	65

Removal of Leakages

Month	Oct-2020	Nov-2020	Dec-2020
Leaks Repaired	147	153	304

New Connections

Month	Oct-2020	Nov-2020	Dec-2020
New Connections	235	128	149

Replaced/ Repaired/ Newly Installed Valves (different sizes)

Month	Oct-2020	Nov-2020	Dec-2020
Valves Replaced/repaired / Newly Installed (diff: sizes)	8	17	29

Blocked Pipes Unblocked

Month	Oct-2020	Nov-2020	Dec-2020
Blocked Pipes Unblocked	6	16	16

Pipes relocated from drains/ other vulnerable points in meter (Diff: Sizes)

Month	Oct-2020	Nov-2020	Dec-2020
Pipes relocated from drains/ other vulnerable points in meter (Diff: Sizes)	133	59	19

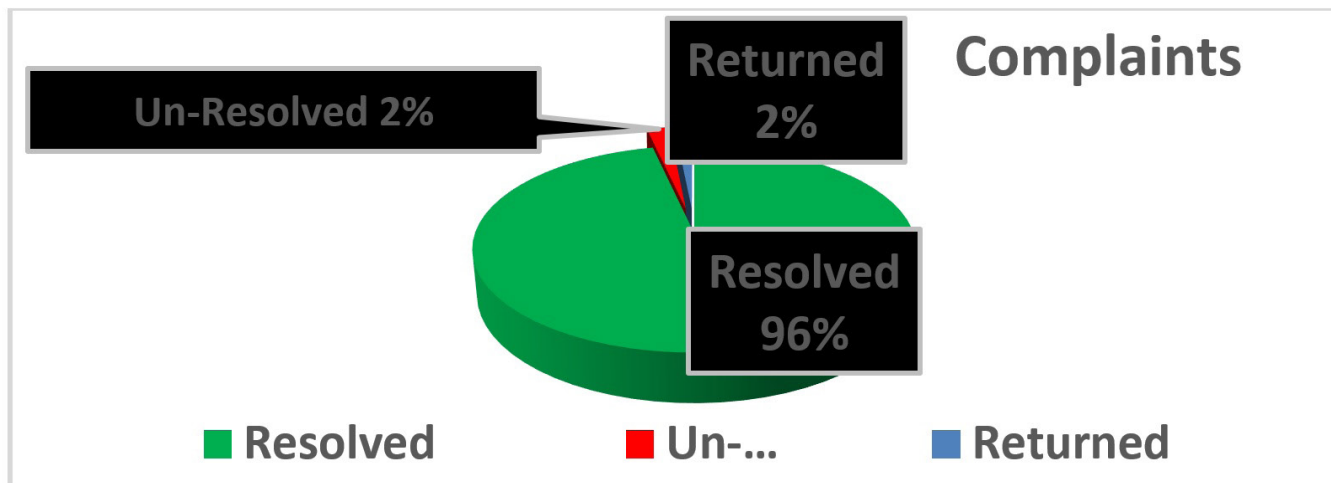
Broken Pipes Repaired

Month	Oct-2020	Nov-2020	Dec-2020
Broken Pipes Repaired	19	30	47

Installation of old/new GI pipes for resolution of different issue including water contamination, Low water pressure, serving the unserved rusted pipes. in meter (Diff: Sizes)

Month	Oct-2020	Nov-2020	Dec-2020
Installation of GI pipes for resolution of different issue like water contamination, Low water pressure, serving the unserved etc. in meter (Diff: Sizes)	42	88	115

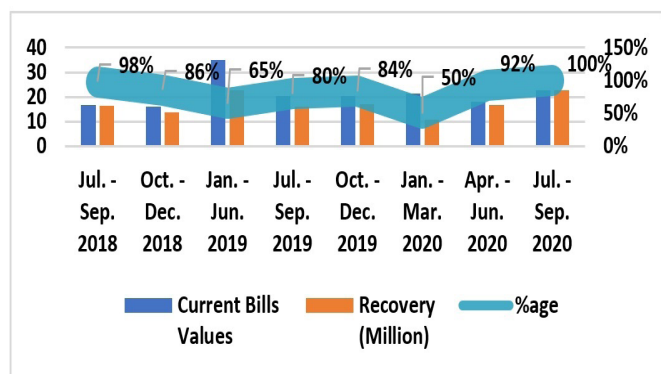
WSSC Swat Complaints



Water Supply				Sanitation				Total				Progress
Resolved	Un-resolved	Returned	Total	Resolved	Un-resolved	Returned	Total	Resolved	Un-resolved	Returned	Total	
1569	36	24	1629	647	9	11	667	2216	45	35	2296	98%

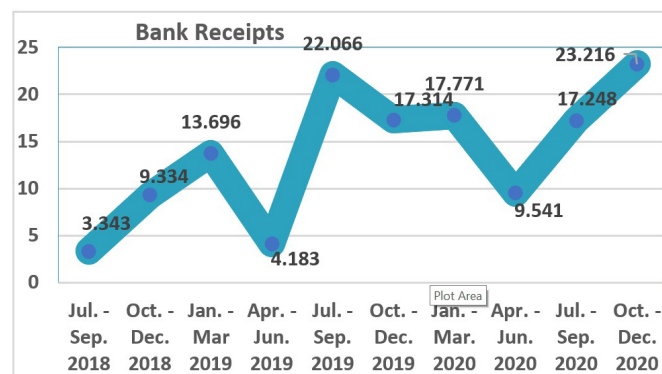
Current Billing Vs Recovery

(Billing Period 2018 to 2020)



Revenue/Recovery Status

(Bank Receipts 2018 to 2020)



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, Public Relation Department Head Office WASA, Lahore