

NEWSLETTER

Quarterly Journal of
Pakistan Water
Operators Network



Volume: 3, Edition: 9, July to Sep-2020





Online Session organized by BRITISH THINK TANK



British think tank Chesham House from London organized an online communication session. Water experts from around the World participated to express

their viewpoints in dealing with Covid-19 from their respective region. Managing Director WASA and Chairman Pakistan Water Operators Network Syed Zahid Aziz invited by the think tank to express his theory from Pakistan. Syed Zahid Aziz highlighted the challenges aroused by Covid-19 and steps taken by WASA Lahore in response. These include the challenges such as providing of uninterrupted water and sanitation services to the citizens, staff safety, and permission to work from home for non-essential office staff. Syed Zahid Aziz also spoke about the initiatives WASA Lahore taken to safeguard the staff and citizens from Covid-19 such as development of Sanitizers inhouse, supply of chlorinated water to the end users ensured and assembling of Mist Queen to disinfect roads and surroundings. Furthermore, WASA Lahore collaborated with University of

Health Sciences and University of Veterinary and Animal sciences for the sampling of Covid-19 from drains and possibly affected areas. The expert panel highly appreciated the talk and showed interest to incorporate some of the initiatives taken by WASA Lahore in their own countries.



Covid-19 Response Initiatives

- ✓ In House Production of Sanitizers
- ✓ Chlorinated Water Supply
- ✓ Assembly of Mist Queens
- ✓ Covid-19 Sampling from Drains



WASA LAHORE UNDERGROUND WATER TANKS



To combat heavy rainfall in the Monsoon WASA Lahore introduced first Rain Water Storage tank in the country located at Lawrence road Lahore. The Lawrence Road Project has the storage capacity of 1.5 Million Gallons of Rain Water which could be reused for horticulture as per requirement. WASA Lahore planned to construct 11 more tanks of similar nature of projects after identification of

areas and roads which are most affected during rains. The Government Punjab and Federal Government highly appreciated the concept behind the Project initiated by MD WASA Lahore Syed Zahid Aziz. Managing Director WASA delivered a presentation on 5th of October 2020 at the office of Ministry of Water Resources Islamabad upon the request from Chairman Federal Flood Commission Mr. Ahmed Kamal on the subject where water experts from all over Pakistan participated.



CORPORATE FACILITATION CENTER



WASA Lahore stepping closer to digitalization. Managing Director WASA Syed Zahid Aziz inspected the newly formed Corporate Facilitation Center at LDA Plaza Egerton Road. The consumers will avail range of facilities under one roof at the WASA Corporate Facilitation Center. The processing time of queries and complains will be shortened like never before. It has been announced the doors of Corporate Facilitation Center very soon be opened for general public by the Managing Director WASA Syed Zahid Aziz.



ANTI DENGUE ACTIVITIES

In line with Government of Punjab directive WASA Lahore organized anti Dengue walk lead by Managing

Director WASA Syed Zahid Aziz at its Head

Office Lahore. Anti-Dengue activities performed by the officers and staff throughout all the offices, disposal stations and tube wells on the direction of MD WASA Lahore.





WASA FAISALABAD

Citizen Liaison
Cell WASA-F

arranged Seminar on September 16, 2020 to celebrate the Water week with the collaboration of WWF-Pakistan, Projects ILES and NIBGE. All Participants participated actively with full interest belonging to different institutions like NIBGE, Agriculture University, WASA, Environment department etc. After the formal introduction it started with the recitation of Holy Quran. Introduction was delivered by the representative of WWF. Different speakers gave their presentation in this seminar. First of all Mr. Saqib Raza (Director Water WASA-Faisalabad) delivered the presentation he informed that every year World Water Day follows a theme to highlight a cause. This year, the theme for World Water Day is 'Water and Climate Change'. The



theme highlights the urgent importance of strengthening

water security and establishing access to a sustainable water supply in the face of changing climate conditions worldwide. He also briefed about WASA Water Net Work and ongoing projects specially emphasizing on the WASAs master plan on water projects (2038). After that Dr. Muhammad Afzal Principal



scientist, NIBGE Faisalabad was the second guest speaker. His presentation focused on NIBGE's stance on floating treatment wetlands.

Mr. Sohaib Waseem Anwer, Coordinator, WWF-Pakistan was the final speaker of the session. His presentation revolved around alliance for water stewardship concept for industries and floating wastewater treatment wetlands established at Chokera, Faisalabad. Results of Pre and post water testing at inlet and outlet of the pond was also shared with the participants, which depicted a 60 to 90% decrement amongst the

various parameters that were tested. Afterwards cloth bags that were made by WWF-Pakistan under "say no to plastic" campaign were distributed amongst some of the major stakeholders as a token of appreciation and awareness at same time.

WASA Faisalabad Introduce the On Line Complain System

Managing Director Choudery Jabbar Anwar always ambition to facilitate the WASA consumers to build the confidence on WASA. So considering this point to resolve the complains in minimum time WASA Faisalabad introduced the on line complaint system to facilitate their consumers through this link wasafaisalabad.gov.pk/Home/Complaint/:http. Through this system consumers can note their complains of water quality, main hole cover missing, drainage and O&M issues. This complaint is registered in the WASA On Line complaint Management Cell, which will be resolved on the priority bases.



Every year Faisalabad WASA arranged seminar and walk for Dengue awareness. Managing Director Choudery Jabbar Anwar warmly welcomed Mrs Rai Firdous MPA, Mrs Tahmina Riaz Deputy Sectary of Women Wing and Vice Chairman of WASA Sheikh Shahid Javed and other PTI representatives he also explained the main purpose of seminar. It was started by the recitation of Holy Quran. After that Dr.

Seminar and Walk by WASA Faisalabad on Dengue

Captain Muhammad Ashraf WASA Faisalabad delivered very brief and informative lecture to the WASA officer. Dr. Ashraf further explained that how we will focus on reducing and eliminating larval habitat. like



- Motivate the community to remove and dispose off any water holding containers.
- Cover, dump, modify or treat large water holding containers with long lasting larvicides.
- Reduce adult mosquito resting sites by keeping vegetations trimmed and tall grass cut.
- He further explained how WASA control dengue by environmental modification like Improved water supply system.
- Sufficient supply of good quality water must be ensured to minimize water storage practices.
- Mosquito-proofing of overhead tanks and underground reservoirs
- Filling, land leveling and transformation of impoundment margins
- He also explained about Personal protection:-
- Protective clothing
- Sufficiently thick or loosely fitting cloths. long sleeves and trousers
- Mats, coils and aerosols
- Mosquito coils and aerosols. Electric vaporizer mats and liquid vaporizers are more effective.

After the seminar, a walk was arrange under the P&D by Managing Director Choudery Jabbar Anwar in which the participants raised banners regarding Dengue awareness .

Motivational Campaign

By Citizen Liaison Cell

Citizen Liaison Cell (CLC) team regularly busy with community to create awareness for the proper use of WASA services, to minimize the Non-Revenue Water (NRW) issues and billing in time. Due to Covid 19 CLC team avoid the gathering/meetings, they

prepared the information in shape of Stand-ees/flexes and fixed these on the important places like MNA/MPA offices, DCO office, Circuit-house, Zila council, FDA, PHA, FWMC, T-MA, FMC, Hospitals, Schools, Colleges, Mosques, Rescue office, Complaint centers of WASA etc.



WSSC Abbottabad

Water Supply Projects Department of WSSCA replaced old rising main of AC pipe with the new 8 inch dia PVC pipe. This replacement will improve the drinking water facility for the community of Abbottabad.



Chlorination and Cleaning of Water Tanks



WSSCA chlorinating and cleaning all water tanks after regular intervals.

Dengue Spray

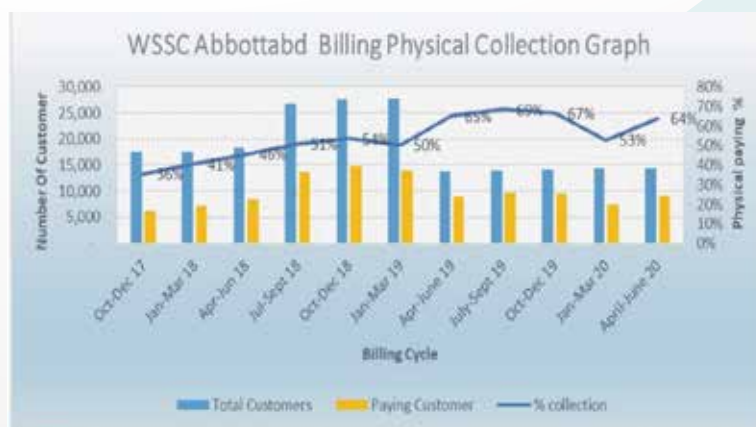


A special team of WSSCA regularly spraying anti dengue medicine in open plots, ponds, flower beds, drains and streets as per schedule provided by the management.



Celebration of Recovery Team

The Chief Executive Officer WSSCA Engr. Noor Qasim Khan cutting cake on 101% recovery along with recovery team. The CEO WSSCA appreciated the efforts of recovery team and hoped that the team will work with same zeal and honesty in future as well.

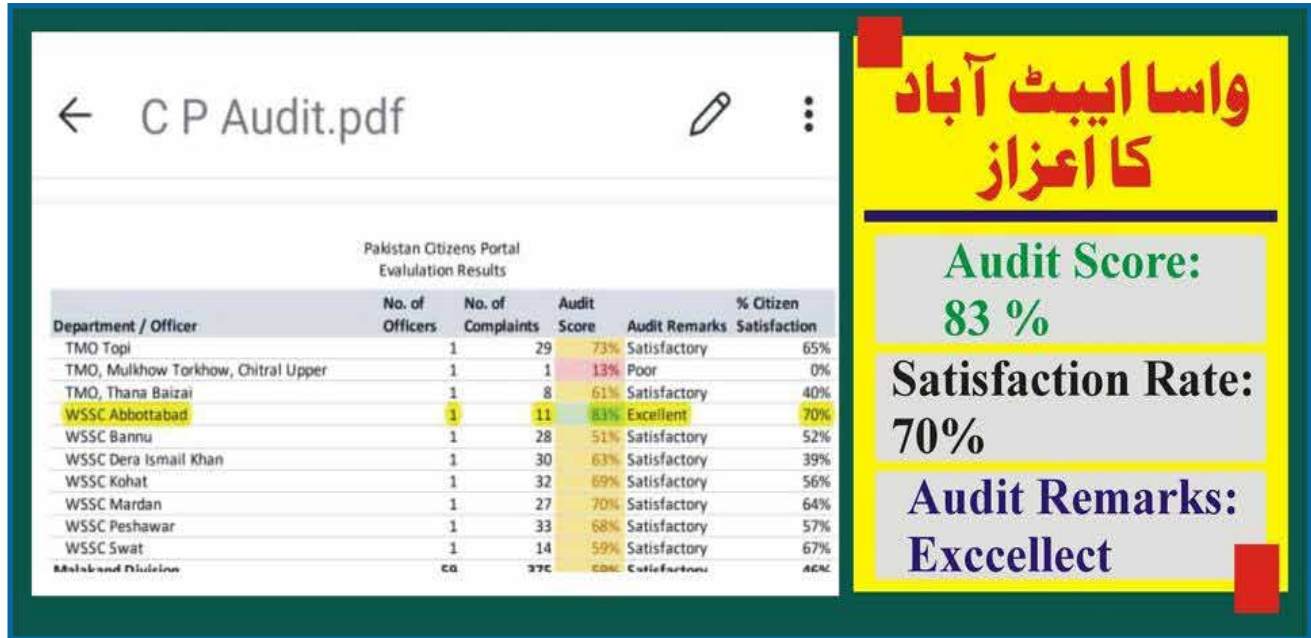




Excellent Performance of WSSCA on Pakistan Citizen Portal

On the directions of Prime Minister of Pakistan Imran Khan the performance audit of all departments. WSSCA secured 83% audit score and got first position among all

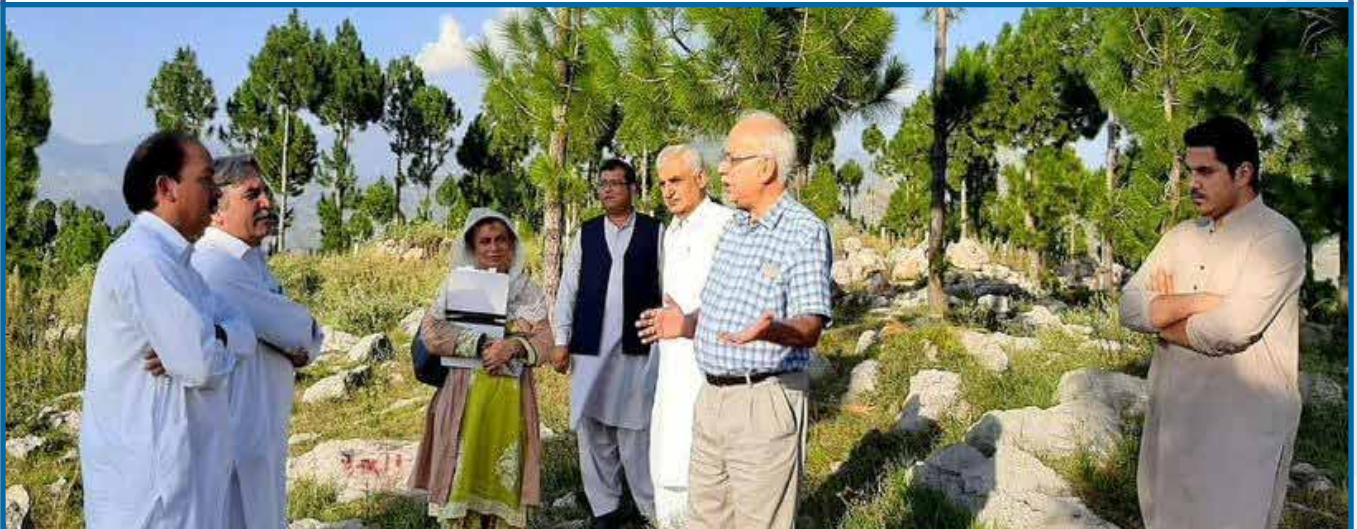
WSSCs KP.



Water Treatment Plant

Representatives of Local Government, Elections & Rural Development Department KP, Khyber Pakhtunkhwa Cities Improvement Projects (KPCIP), Public Health Engineering Department (PHED) Abbottabad and Water & Sanitation

Services Company Abbottabad (WSSCA) visited Chona along with officials of Planning and Development Department KP to evaluate site for expansion of Water Treatment Plant.





WSSC MARDAN

1. Water quality testing of 14 urban Union Councils Mardan were carried out through PCRWR. The 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.

2. Awareness raising campaign regarding precautionary measures against Corona virus and anti-dengue carried out through pamphlets distribution and social media. Besides using social media, field operations



including removal of shrubs, larvicidal spray on stagnant waters, and disinfection of hospitals and public areas with chlorinated water were also carried out.

3. During the pre-monsoon cleanup activities, around 200 sanitary staff was engaged, and around 100 KM drains in urban Mardan has been desilted and 500 tons of silt removed and disposed off. In the monsoon season, some areas of urban Mardan were flooded with rainwater. For emergency response, sanitary staffs were on alert day and night and used all available

resources (including dewatering pumps, jetting machines, and excavators) for dewatering of flooded area particularly in Union Councils like Gulibagh Gulshanabad, Bicket Gunj and Baricham. For awareness raising and community mobilization, social media campaign was also launched for cooperation with WSSCM and identification of areas where rainwater was accumulated.



WSSC KOHAT

Eid Ul Azha Plan was shared with the Journalist community of Kohat on 28th July, 2020 in a press briefing at Kohat Press club, where, Advisor to CM on Science and Information Technology Mr. Zia Ullah Bangash and CEO WSSCK Mr. Arif Rauf shared the Eid Ul Azha plan. A Pit was excavated at Muhammad Zai Dumping site



of 3261 Cubic Meter. A Total of 2610 tons of waste was disposed of during 3 days of Eid Ul Azha, in which 2180 tons of animal lashes were safely disposed/dumped in the pit specially excavated for safe and environment friendly way.

Proper SOP's of COVID-19 were implemented and awareness pamphlet were distributed after Eid Ul Azha prayer.

Advisor to CM on Science and Information Technology Mr. Zia Ullah Bangash, Additional Deputy Commissioner Mr. Bashir Ahmad and CEO WSSCK Mr. Arif Rauf formally inaugurated the Eid Ul Azha Cleanliness drive on the first day of Eid around 13.00 hrs by lifting



Aerial view of Pit excavated for safe disposal of animal waste during Eid Ul Azha by WSSCK

a communal waste bin with the compactor vehicle at Kata Kanri collection point near Jungle khel UC 3 Peshawar road.

Fleet was distributed by Operations team to different Urbans for carrying out smooth operation on the first day of Eid Ul Azha.



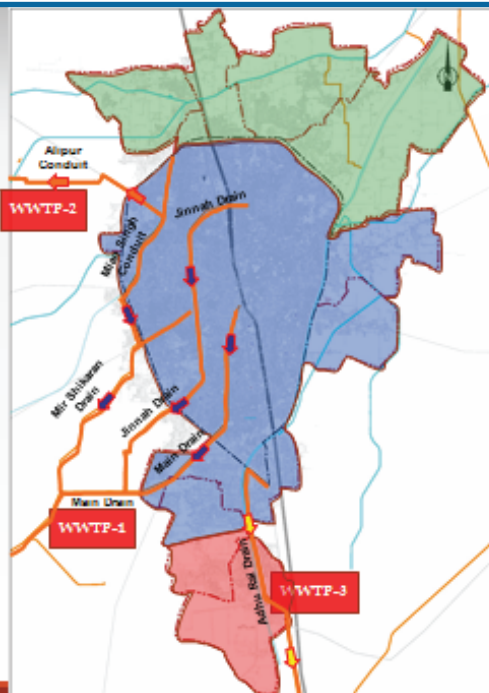
WASA GUJRANWALA

Presently, no sewage treatment facility exists in Gujranwala and raw wastewater is being disposed off without any treatment in to above drains. Raw waste water is being disposed into irrigation channels/drains. Provision of treatment facility is an obligation as per Pakistan Environmental Protection laws

and regulation for discharge of effluents. The Feasibility Study, Planning and Designing of Waste Water Treatment Plant is being carried by M/S JERS ENGINEERING CONSULTANTS up to the design year 2044. The detailed engineering design, preparation of PC-I and tender documents will be completed by March 2021.

Catchment Zones

- ☐ Zone-1
- ☐ Zone-2
- ☐ Zone-3



9/12/2010

Jers Consultancy (Pvt) Ltd.

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WASA QUETTA

In a high level meeting chaired by Chief Minister Balochistan Jam Kamal Khan to review the development and administrative affairs of Public Health Engineering and Balochistan WASA, to present Balochistan Water Act 2020 in the meeting of the Provincial Cabinet for approval, to make sanitation bye-laws of WASA, PHE and WASA NOC required for transfer of water supply schemes to solar energy and installation of tube wells in Quetta, Provincial Minister PHE Noor Mohammad Damdar, Additional Chief Secretary Planning Development and Development Abdul Rehman Bazdar, Information Secretary Shah Irfan Gharshin, Secretary Planning and Development Abdullah Khan and Chief Engineers of PHE attended the meeting while Secretary PHE Saleh Baloch and Chief Engineer Wasa Imran Durrani briefed the meeting on relevant issues. Informing about the progress of development projects of the department, it was informed that PSDP of the current financial year includes 98 ongoing projects of PHE with an estimated cost of Rs. 14467 million while 491 projects costing Rs. 8151 million are also included. Important projects include Turtle Plain Water Supply Scheme Phase II, CDWA Project with Solar System Phase II, Solariza-

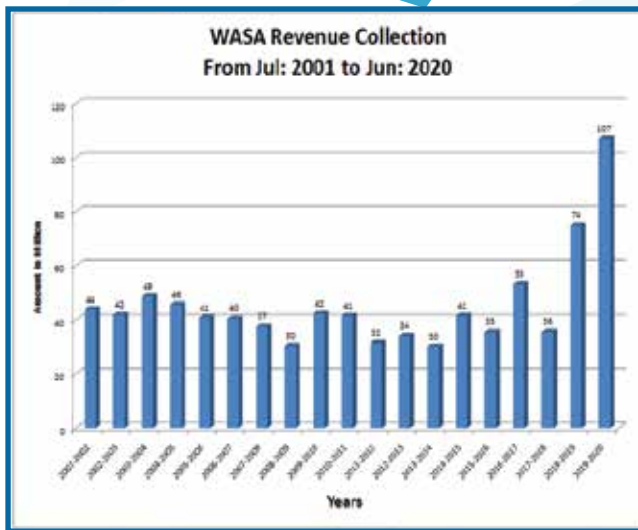
tion of 250 Water Supply Schemes, Collection of Bills and Establishment of Software and Computer Cell for Consumer Database, Drinking Water Feasibility study for construction of small and medium sized dams, completion of Quetta Water Supply and Environment Project, installation of water supply scheme and filtration plant in Kot complexes, colleges and government buildings and installation of water quality and surveillance system. The meeting was informed that work on construction of Mangi Dam at a cost of Rs. 9334 million for drinking water purposes is underway and progress is 38% while feasibility of projects of Burj Aziz Khan Dam, Babar Kachh Dam and Halak Storage Dam. The report is being prepared. The meeting was

In the briefing given regarding the functioning and problems of the organization approved some important decisions regarding WASA and directed WASA to take immediate steps to increase the water supply of Quetta city. The meeting also approved the implementation of online system plan for collection of bills in WASA. The meeting agreed to work out a plan of action for the commercial tube wells installed in the vicinity of Quetta in consultation with the tube owners for the management of WASA. The meeting also discussed the functioning of WASA's water treatment plant on Sabzal Road. A review was also conducted and WASA was directed to take steps in this regard. Expressing his views on the occasion, the Chief Minister said that their efficiency



also briefed on the outline of the Drinking Water Policy Strategy and Action Plan. The meeting directed to ensure its immediate completion and implementation, addressing the financial and administrative matters of WASA and the problems facing the institution.

and effectiveness could be enhanced by strengthening the departments financially and administratively. He said that there was a need to regularize water related issues, especially by solving the problems faced by Balochistan WASA. The water shortage in Quetta city



could be alleviated. The Chief Minister said that the capacity of WASA and the infrastructure of the institution Will be set up on modern lines, the Chief Minister directed Departments should start preparing development plans for the next financial year now and PC-1 should be set up so that implementation of projects can start from the beginning of the new financial year which will save time, especially on projects in cold areas. Delays in the commencement of implementation are a waste of time and resources. The Chief Minister also stressed the need for co-ordination between the PHE Department and the Irrigation Department for the construction of dams and preparation of other development projects in the water sector Act according to your jurisdiction.



WASA Rawalpindi

performed dredging
desilting activities

before and during Mon-

soon in Nullah Lai and its 11 tributaries to prevent urban flooding. Nullah lai has 08 K.M length and 07 critical reaches that was cleared by WASA Rawalpindi.



WASA Hyderabad

Digital Based
Survey Of Wasa-
Hyderabad

an independent survey by WASA Hyderabad reviews the attitudes of more than 4500 water consumers across 03 Urban Towns of Hyderabad. The survey, undertaken in collaboration with a number of WASA Hyderabad's member organizations, asked respondents to talk about a range of important subjects, including drinking water quality, water security, pricing, customer service, and the future of water in Hyderabad. The survey report presents the findings of the survey and includes analysis of

issues across the following key areas:

- **Consumer outlook**
- **Water use and efficiency**
- **The price of water**
- **Customer experience**
- **Future of water**

We have developed a complementary data visualization tool to enable interested parties to view and interrogate the survey data. The tool allows users to break down the data by geography and other demographics, enabling in-depth analysis of what consumers think about water. We believe that this tool will prove valuable to water suppliers, industry groups and the government – particularly in relation to understanding regionally based findings.

Please note that the data visualization tool is intended to be used on a computer and may not provide an optimum experience if viewed on a mobile device. The purpose digital surveys is to make it easier to plan for the future and formulate policies for the future in the light of consumer information. That is why WASA Hyderabad has come up with the country's first water safety plan.



TRAINING SCHEDULE

Fall 2020 (September ~ December)

During the semester following technical courses will be offered whose details are as under:



Asset Management and GIS Applications

Duration: 03 Days
15-17 Sept. 2020



O&M of Sewerage & Drainage System

Duration: 03 Days
29 Sept.- 1 Oct. 2020



O&M of Mechanical & Electrical Equipment

Duration: 03 Days
13-15 Oct. 2020



O & M of Water Supply

Duration: 03 Days
27-29 Oct. 2020



Leakage Detection & Repairing

Duration: 03 Days
10-12 Nov. 2020



Quantity Surveying

Duration: 02 Days
17-18 Nov. 2020



Environmental Impact Assessment & Environment Monitoring of Development Projects

Duration: 03 Days
24-26 Nov. 2020



Procurement, PPRA, Contract Management Tendering

Duration: 04 Days
1-4 Dec. 2020



Solid Waste Management & Preparing SWM Plans

Duration: 03 Days
8-10 Dec. 2020



Project Planning & Scheduling of Large Projects

Duration: 02 Days
15-16 Dec. 2020



Occupational Health & Safety (OHS)

Duration: 03 Days
22-24 Dec. 2020

AL-JAZARI
WATER AND SANITATION
ACADEMY
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