



Annual Report



2021-22

Municipal Committee Wazirabad

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Foreword

On behalf of the Municipal Committee Wazirabad, I hereby present this Annual Report for the financial year 2021-22. The report will give an insight into the performance and achievements of the Municipal Committee achieved during financial year 2021-22. The current Annual Report outlines MCs successes in relation to our mandate as mentioned in the key focus areas of Local Government Act. This can be summarized as; Building a Municipal Committee that is efficient, effective and responsive; Strengthen Accountability and promote fairness in its dealings; Accelerating Service Delivery and supporting the vulnerable; Promoting Economic and Social development; Fostering Development Partnerships, Social Cohesion and Community Uplift Programs. It is pertinent to note that these endeavors' can never be successfully achieved on their own but it becomes materialized by the collective efforts of officers, officials and support staff who work together in identifying challenges and to meet those challenges with rigorous efforts and earnest professional approach.

It is commendable to note the improvements in relation to our spending and expenditure patterns, but we need to do more. The ever-present excuse of lack of resources might be a legitimate one, but the key question is how effectively we use the resources at our disposal to accomplish our goals and attaining set targets. It is clear in this annual report that we are moving in the right direction. It is of paramount importance to synchronize our program plans with quarterly targets to achieve our broader goals effectively and efficiently.

**Administrator
Municipal Committee
Wazirabad**

1. Background:

Wazirabad is an industrial city located in Gujranwala District and is known as city of cutlery because number of cutlery industries are located in and around this city. The city of Wazirabad is the administrative headquarters of Municipal Committee, a subdivision under the control of district Gujranwala. In the year 2001, at the time of promulgation of Local Govt. Ordinance, 2001 the city was divided by 5 Union Councils which still continuously working for sanitation purpose.

The town dates back to year 1760 when it was first taken over by Charat Singh. Maharja Ranjit Singh occupied the town in 1809 and evitable was appointed as the Nazim of the city. During British rule Wazirabad was the headquarters of the old District, broken up in 1852, and was the site of a cantonment which was moved to Sialkot in 1855. The municipality was created in 1867. The population according to the 1901 census was 18,069.

1.1. Location

Wazirabad is situated on the banks of the Chenab River nearly 100 kilometers north of Lahore on the Grand Trunk Road. It is 45 kilometers from Sialkot, 30 kilometers from the district capital - Gujranwala and about 12 kilometers from Gujrat. The city is located at a distance of 190 Kilometers from Islamabad on the Grand Trunk Road. It has 32°26' North latitude and 74° 07' East longitude and elevation of 230 meters (755 feet) above mean sea level.



1.2. The Climate

Wazirabad has a hot semi-arid climate, and changes throughout the year. During summer (May to September), the temperature reaches 36–44 °C. The coldest months are usually November to February, when the temperature can drop to an average of 7 °C. The highest-precipitation months are usually July and August, when the monsoon reaches in Punjab. During the other months, the average rainfall is about 628 millimeters. The driest months are usually November to April, with little rainfall.

1.3. Demographic status

The population census report of year 2017 has not been published by Government of Pakistan. However the provisional data available for this census shows the population of 128,060 persons for the city within municipal limits. A land scan process was done to estimate the population of entire inhabited areas of city in close approximation which was found to be 228,958 persons in the year 2017 with an annual growth rate of 1.89 % and it is expected to rise to 276,104 persons in the year

2027. Some inhabitation has developed outside the municipal limits of the city and the municipal limits need to be extended.

2. Economic Activities in the City

Cutlery in general usage, is the term used collectively for all types of cutting instruments. These include implements that are used for industrial, commercial and domestic purposes. Specifically, cutlery refers to utensils employed in the household like flatware utensils, including knives, spoons forks and other specialized implements, for eating and serving food. Swords, scissors, manicure and pedicure sets & instruments and non-electric razors are also classified as cutlery. Cutlery is broadly divided into two categories i.e. kitchen and table cutlery and non-kitchen and non-table cutlery.

According to the International Trade Center's (ITC) classification, the following items fall under the umbrella of cutlery:

- Sets of different knives/art
- Table knives with fixed blades
- Other knives and swords etc
- Pocket & Pen Knives with folding blades
- Blades for knives
- Handles for knives of base metal
- Razors including safety razors & open blades
- Safety razor blades, blanks in strips
- Parts of nonelectric razors
- Scissors, tailors
- Paper knives, letter openers, erasing knives, pencil sharpeners etc.
- Manicure and pedicure sets and instruments (nail files)
- Kitchen chopper, cleavers & mincing knives & other articles
- Table ware sets plated with precious metal
- Tableware sets without plating
- Plated tableware articles not in sets
- Tableware articles without plating

Cutlery is a branch of the engineering industry that is involved in the business of manufacturing different kinds cutting instruments. The progress of the manufacturing industry has, however, detached from it the fabrication of several kinds of edge tools, saws and similar implements, the manufacture of which is now regarded as forming distinct branches of trade.

2.1. Development of Cutlery Industry in Pakistan

The cutlery sector is an important one. The industry structure reflects that it is purely comprised of Small and Medium Enterprises (SMEs) in nature, and is lacking in modern technology. The major portion of this industry is situated in the locality of

Wazirabad, Nazimabad and Allahbad in the Gujranwala district of the province of Punjab. There are approximately 300 units present in this region - about half of them are registered SMEs with the Pakistan Cutlery & Stainless-Steel Utensils Manufacturers & Exporters Association (PCSSUMEA). Approximately 25,000 people are associated directly or indirectly to this sector, producing 5000 pieces per day manually.

The cutlery cluster in Wazirabad is world famous for its products. It is situated in the North of Lahore at the triangle of cities of Gujranwala, Sialkot and Gujrat. There is a high concentration of small-scale metal/light engineering industrial units that are concentrated mainly in its suburban areas.

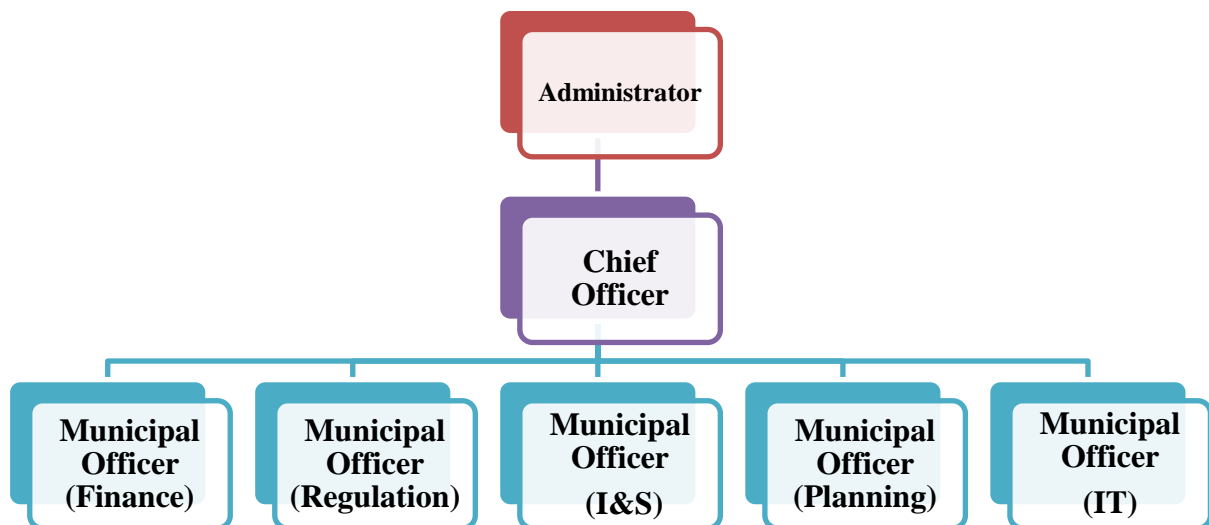
3. Functions of Municipal Committee Wazirabad.

Municipal Committee Wazirabad is responsible for performing the following functions as per new PLGA 2019:

- a) Economic and value chain development;
- b) Management of primary, elementary and secondary education facilities;
- c) School enrolment and universal education;
- d) Monitoring and supervision of primary health care facilities;
- e) Preventive health and hygiene;
- f) Population welfare including population control;
- g) Solid waste collection and disposal;
- h) Sewerage collection and disposal including water management and treatment;
- i) Building control and land use;
- j) Births, deaths, marriages and divorce registration;
- k) Museums and art galleries;
- l) Open markets;
- m) Public parking facilities;
- n) City roads and traffic management;
- o) Public transport;
- p) Abstraction of water for industrial and commercial purposes;
- q) Emergency planning and relief;
- r) Support to provincial agencies in prevention of crime and maintenance of public order; and
- s) Regulatory enforcement in the functions
- t) Establishment and management of pre-schools;
- u) Libraries;
- v) Drinking water supply;
- w) Burials, cremations etc.;
- x) Public conveniences;

- y) Children's services;
- z) Community safety;
- aa) Arts and recreation;
- bb) Public fairs and ceremonies;
- cc) Sports;
- dd) Environmental health, awareness and services;
- ee) Parks and landscape development;
- ff) Slaughtering of animals;
- gg) Street lights; and
- hh) Sign boards and street advertisements.

4. Municipal Committee Organogram



5. Administrative Setup

**Administrator/
Assistant Commissioner**
Mr. Rana Amjad Mehmood



Chief Officer
Gulraiz Afzal Warraich



Municipal Officer (Infrastructure)
Mr. Waqar Ahmad



Municipal Officer (Planning)/ Public Information Officer
Syed Imran Ali



Municipal Officer (Finance)
Ms. Maryam Iqbal
Contact No: 055-6601276



6. Human resource Available at MC

Vacancy Analysis-Section Wise			
Section	Sanctioned (posts)	Filled	Vacant
Chairman	4	1	3
Chief Officer	13	11	2
Municipal officer (R)	26	18	8
Municipal officer (I&S)	199	157	42
Municipal officer (P)	8	5	3
Municipal Officer (IT)	3	0	3
Municipal Officer (F)	27	16	11
Total	280	208	72

MC schedule of establishment is attached as Annex – A

7. Annual Budget:

Abstract of annual budget of Municipal Committee Wazirabad is as under:

Opening Balance			1,157,467,998
Expected Income	Receipts		454,520,445
Total			1,611,988,443
Expected Expenditure	Current Expenditure		331,144,947
	Development Expenditure		1,261,578,362
Total			1,592,723,309
Closing Balance as on June 30th			19,265,134

3. Anti-Smog Activities:

Smog activities are extensively being carried out to prevent smog situation in the city. The activities include walks, seminars as well as awareness sessions for public to get them aware about those activities which lead to smog such as un-necessary smoke, fire work etc.



4. Anti-Dengue Activities

Dengue is a social problem and can be overcome only by including all segments of the society in the anti-dengue drive. By considering need of the hour, MC took steps to create awareness among the people to keep their houses clean and remove stagnant water. MC had been implemented anti-dengue regulations and stern action were imposed on their violators. MC management had given top priority to overcome dengue and special teams had been constituted to keep surveilling high risk areas. In this regard, daily surveillance schedules were prepared, micro plans were developed, field teams were mobilized and social segment of the society were activated to curb the wide spread of epidemic.

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5. Khidmat Apki Dehleez Per

On the directions of Chief Minister Punjab, Sardar Usman Buzdar, 'Khidmat Apki Dehleez per' program was launched in the Wazirabad City. The basic purpose of the program was to revive government machinery for effective delivery of services. Municipal Committee Wazirabad were also given specific tasks in accordance with the needs of the public to ensure the effectiveness of service delivery mechanisms. The program was truly beneficial for the masses. Weekly schedule was issued in which the officers of municipal committee monitored the sanitation, sewerage and other matters in their allocated areas. The citizens were asked to identify/ highlight the areas that needs quick attention from Government departments, and Government officials will respond to their issues/suggestions. The activities under “Khidmat Apki Dehleez Par” program had been intensified to clean and beautify government buildings as well as parks, intersections and green belts in all areas of the city. Horticultural development was of great importance and for the purpose, MC Wazirabad along with other departments in had taken special measures to beautify the city. The Administrator monitored the activities being conducted under the program Apki Dehleez Par to ensure that there was no delay in the resolution of people’s problems and all targets were achieved well in time.

3. Clean & Green Punjab Campaign

Punjab Government launched an initiative of Clean Green Punjab to make the Punjab clean and green. The Clean Green Punjab campaign included tree plantation, beautification of cities, sanitation, providing safe drinking water, solid waste management and water waste management to its citizens of Municipal Committee Wazirabad. MC took this initiative with full zeal and zest and put its best efforts to turn the city into the clean and green. MC understood that there was a dire need to plant tree to a large extent for ensuring pollution-free environment. MC took practical measures with all financial and human resources. MC also evolved a comprehensive awareness campaign for promoting tree plantation and serious efforts were made in this regard.

4. Trainings & Hands-on Sessions

LG&CD Department with the technical assistance of Punjab Municipal Development Fund Company (PMDFC) often organized training programs and hand on sessions for MC management and staff on need basis. PMDFC team always provides continuous support to MCs’ staff for MCs institutional strengthening and capacity building and to enhance performances. Various institutional interventions such as GIS maps, Computerized Financial Management System, Performance Management System, Computerized Complaint Tracking System and MCs’ websites has been developed, implemented and make functional in MC. However, MC management and staff are putting its best efforts for accomplishing the heightened scope of work against these interventions to obtain the subsequent Performance Based Grants (PBGs) against related Performance Measures (PMs) under PCP. In this

context, to fulfill the MACs and PMs under PCP, the detail of work has been chalked out and mentioned below:

Sr. No.	Interventions	Detail of Work
1	GIS Maps	Updated GIS based maps are available with MCs <ul style="list-style-type: none"> • Base maps, • Municipal Infrastructure maps (water supply, sewerage, solid waste, Road hierarchy & streetlight)
2	Computerized Financial Management System (CFMS)	<ul style="list-style-type: none"> • Budget Entry for the current financial year • Cash book entry for the current financial year <ul style="list-style-type: none"> ▪ Receipts ▪ Expenditures
3	Performance Management System (PMS)	<ul style="list-style-type: none"> • Reports on Performance Indicators to track status of municipal services i.e. Water Supply, Sanitation and Streetlights: • Expenditures details on various municipal services i.e. Water Supply, Solid Waste, Street Lights as per information provided by MCs • Customized reporting as per requirement
4	Computerized Complaint Tracking System (CCTS)	<ul style="list-style-type: none"> • Registration of complaints in the web based software • Sector wise (Water Supply, Solid Waste, Street Light, Sewerage System etc) reports • Different analyses of resolved & unresolved complaints • Information pertaining complaint registration and resolution time
5	MC Websites	Update the links on MC website on regular/ need basis <ul style="list-style-type: none"> • News & Event • Notice & Tenders • Administrative setup (Name of officer, date of joining, qualification, total service, contact No) • Budget • Incumbency • Other website links
Actions accomplished for implementation of the interventions		
A. MCs designated the officials to manage the interventions B. Refresher Trainings. C. Continuous follow-up by PMDFC D. MCs managed requisite hardware E. MC management were sensitized to review systems generated reports on regular basis.		



8. Infrastructure Projects Under Punjab Cities Program (PCP)

Infrastructure projects completed under Punjab Cities Program (PCP) in MC Wazirabad is as under:

(Rs. in Million)				
Sr.#	Project Name	Project Detail	Duration	Project Cost
1	Rehabilitation of Municipal Services in Wazirabad City (Group-A)	I-Water supply 1- Replacement of tube wells 2- Replacement of turbine pumping units 3- Installation of bulk water meters 4- Replacement of hypo chlorinators 5- Construction of pump houses 6- External electrification 7- Replacement of motor control units 8- Installation of power factor improvement equipments 9- Replacement of non return valves 10- Replacement of sluice valves with chambers II-Sewerage 1- Replacement of sullage pumping unit 2- Installation of power factor improvement equipments 3- Replacement of penstocks 4- Replacement of bar screens 5- Replacement of delivery pipes 6- Replacement of sluice valves 10" dia 7- Replacement of non-return valves 10" dia 8- Replacement of manhole covers 9- Raising of manholes 10- Replacement of RCC sewer pipes 15" dia III- Street Light 1- Replacement of conventional lights by 120 watt LED lights on main roads 2- Replacement of copper conductor cables 3- Installation of photo electric sensor switches 4- Replacement of street light double arm pole of 25' height IV- Office Building 1- Replacement of existing lights by LED lights in office building. 2- Replacement of 1.5 ton Invertor air conditioner	6	88.582

9. Municipal Services Delivery Detail

9.1. Water Supply System

9.1.1. Water Supply Hours

On an average MC is supplying 05 hours of water to households daily as per given schedule

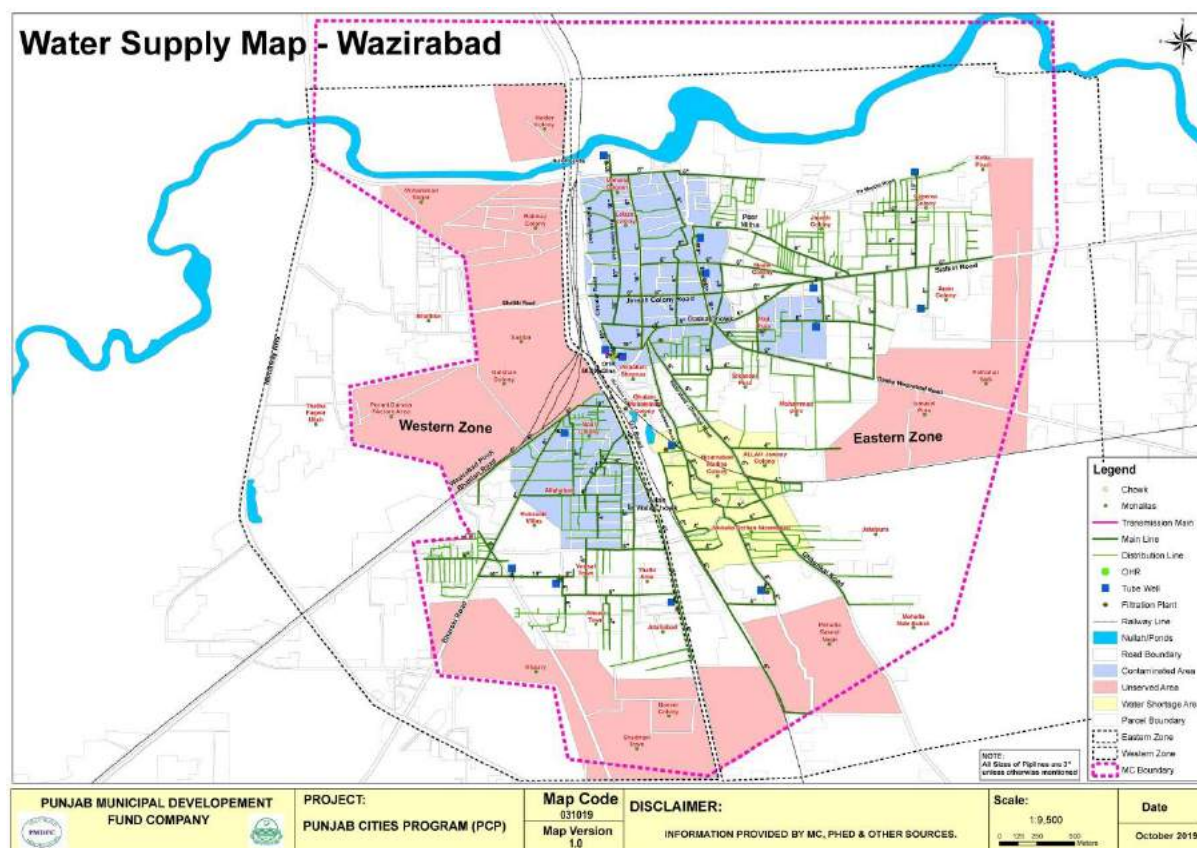
Water supplied hours

Morning	Midday	Evening	Total
4	2	4	10

9.1.2.Total Coverage of the City

The total area coverage of water supply in the city is approximately 60%. Out of served area 15 % area falls under water shortage and 40 % under the water contamination.

No. of connections				%age connected
Domestic	Commercial	Industrial	Total	
8563	60	Nil	8623	39.6%



9.1.3.Tariff Structure

The consumer connections are not metered and hence water. The water rates are given below;

Tariff Rates per month		
Domestic	Commercial	Industrial
Rs. 200	Rs. 525	Nil

9.1.4.Water Filtration Plants:

6 Nos. filtration plants are being maintained by the Municipal Committee, all of which require repair of certain important components to supply potable water to the inhabitants of the city.

9.1.5.The Water Source & Storage

Around 25% of the area of the Eastern Zone is unserved. Rest of the area is served with water supply facility. The system in this zone comprises of 14 tube wells, one OHR and a network of distribution system.

9.1.6.Manpower Deployment

Slot	Sanctioned strength	Existing strength	Vacant post	Manpower on daily wages	Total manpower deployed	Additional MC demand
Tube-well operators		14	-	-		
Chowkidars		5	-	-		
Electricians		0	-	-		
Plumbers		2	-	-		
Plumber helpers		2	-	-		
Water Superintendent		0	-	-		
Total		23	-	-		

9.2. Solid Waste Management

9.2.1.Solid Waste Generation & Disposal

The solid waste management efficiency along with present dumping sites is given below;

Solid Waste Generation & Disposal F.Y. 2021-22	
Avg. Generation of Solid Per Month	1,807 Tons
Avg. Solid Waste disposed of Per Month	1,160 Tons
% age of Waste Disposed of Per Month (% Efficiency)	64%

9.2.2.Equipment & Machinery

Under mentioned collection and transportation machinery is available with MC to handle the solid waste.

S.N	Equipment/machinery	Total available No	Working but requiring repair (Nos)
1	Tractor	10	-
2	Trolleys	3	-
3	Arm roll truck	-	-
4	4-5 m3 containers	20	-
5	Compactor	-	-
6	1.0 m3 containers	-	-
7	Front end loader	1	-
8	Water bowsers	2	-

S.N	Equipment/machinery	Total available No	Working but requiring repair (Nos)
9	Mechanical sweeper	1	-
10	Mini tippers	3	-
11	Front blade tractor	1	-
12	Hand carts type-I	90	-
13	Hand carts type-II	-	-
14	Steel bins	-	-
11	Loader truck Mazda (GAG/1061,1062	2	2

The existing machinery is neither sufficient nor cost effective and efficient giving rise to low efficiency of collection and disposal of the waste and as a result of that MC is facing higher waste management cost as well as complaints regarding the insanitary conditions in the city. Efficient and cost effective machinery is needed to increase the efficiency of collection and transportation for improving the sanitary conditions and lowering down the operational and maintenance costs.

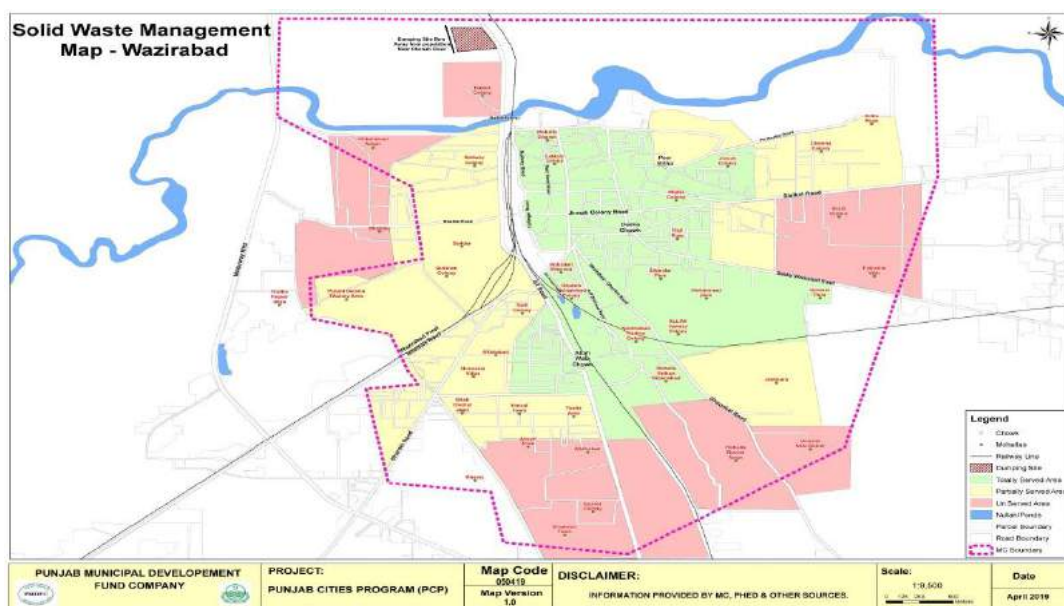
9.2.3.Manpower Deployed

The manpower deployed for collection, transportation and disposal of the solid waste is given in the table below. As indicated by MC Officers, this manpower is not sufficient to serve the entire city at the given standards. Additional manpower required by the MC is also given here.

Slot	Sanctioned strength	Existing strength	Vacant posts	Manpower on daily wages	Total man power	Additional MC demand
Total Manpower	145	134	11	3	137	25

9.2.4. Coverage Detail

The entire city is not served with solid waste collection and disposal. 40% area of the city is fully served, 30% is partially served and 30% is un-served as marked on the map. In partially served areas service is rendered intermittently depending upon availability of manpower and transportation machinery.



a) Partially served areas

No regular service is rendered in the under mentioned areas. The main complaints are attended by sending the machinery & labor once or twice a week

1	Mohallah Peer Mithan	2	Mohallah Kotla Peeran	3	Cheema Colony
4	Railway Colony	5	Saddar Area	6	Purani Darson Factory Area
7	Gulshan Colony	8	Spal Colony	9	Allahabad
10	Hussain Villas	11	Basti Qadrat-abad	12	Yousaf Town
13	Thathi Area	14	Mohallah Jalalpura		

b) Unserved areas

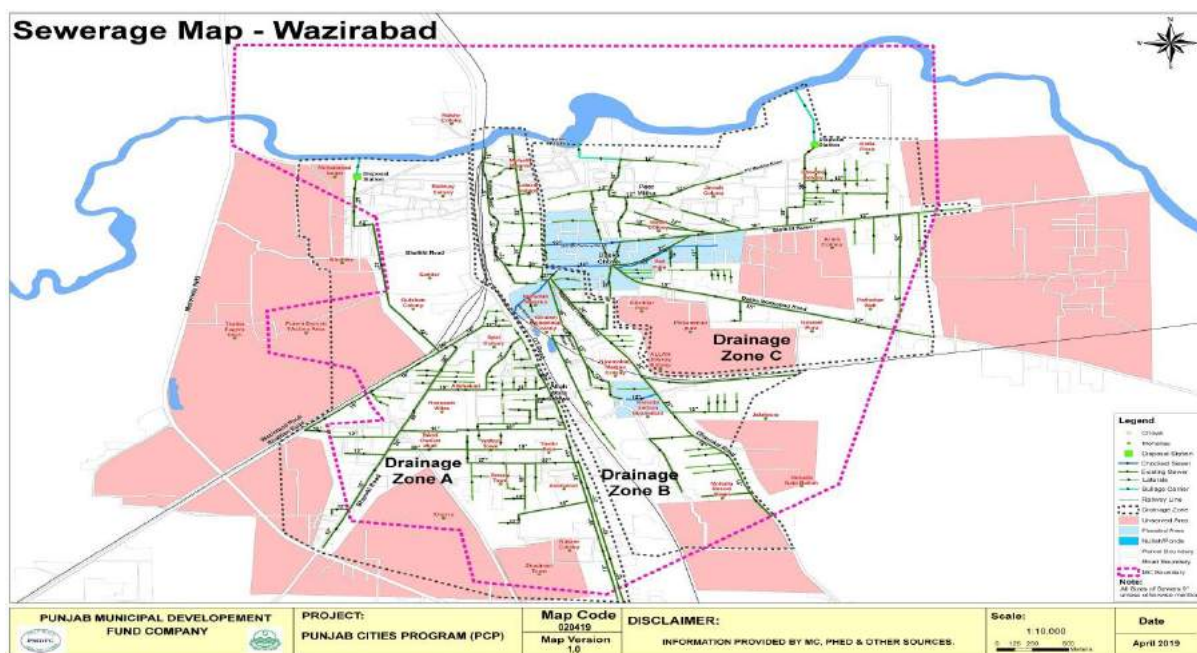
Under mentioned areas are still unserved;

1	Mohallah Nabi Baksh	2	Mohallah Rasool Nagri	3	Bhattike road
4	Anasari Town	5	Naseer Colony	6	Shadman Town
7	Arain Colony	8	Pothohar Wali	9	Thatha Faqir Ullah Road
10	Mohammad Nagar	11	Haider Colony	12	Shera Kot

9.3. Sewerage

9.3.1.Coverage

The city has 65% coverage of Sewerage System but only the main and branch sewers have been laid and the lateral sewers have been provided in small area of the city. Some areas are served by the surface drains discharging into the sullage carriers, or main sewers. The sewerage system is equipped with two disposal stations



9.3.2.Existing Pumping/ Disposal Stations

The detail of each pumping station already working in the city is given below;

Location	Nos of collect. Tanks		Nos of pumps	Discharge each (cusecs)	Total discharge (cusecs)	Motor BHP	Working status	S. carrier	Ultimate disposal	
Size				Length (ft)			Cond.			
Railway colony	1	3	4.5	13.5	50	Fair	2.5'x3'	100'	Fair	Nullah palkhu
Cheema colony	1	3	4.5	13.5	50	poor	2.5'x3'	1200'	Poor	Nullah palkhu

9.3.3.Sucker & Jetting Machines

01 No sucker and 01 No jetting machines are being used by MC to remove blockades and cleaning of sewers. The sucker machine is quite old and requires repairs along with supply of suction pipes. However, jetting machine is working in good condition.

9.3.4.Manpower Deployed

The manpower deployed presently for the operation & maintenance of the system is given below against the total regular strength of 52 persons.

Pump operators	4
Baildars	-
Supervisors	1
Sewer men	1
Total	6

Seven regular post of sewer men exist with MC but these slots cannot be filled due to ban on recruitment which should be lifted to fill these slots. MC has deployed sanitary works from

the solid waste discipline for sewer complaints. The sewers are slowly choking/dying and additional manpower should be sanctioned for the MC to clean and save these sewers.

9.3.5. Tariff Structure

All the sewer connections are not being charged. Only new connections being installed now are charged at the rate of Rs 600 per connection per annum.

9.3.6. Drainage Zones.

The city has been divided in 3 zones in respect of the waste water drainage. Each zone with its coverage is described below;

a) Drainage Zone-A

This zone consists of the western part of the city. The liquid waste of this zone is collected through a 42" main sewer in to Railway Colony disposal works, and is then disposed off into Nullah Palkhu through a drain. The detail of the sewers of the zone has been marked on the map.

b) Drainage Zone-B

This zone consists of the middle part of the city. The liquid waste of this zone is collected and disposed off into Nullah Palkhu by two main sewers of 33" & 18" under gravity. The detail of the sewers of the zone has been marked on the map

c) Drainage Zone-C

This zone consists of the eastern part of the city. The liquid waste of this zone is collected through a 30" main sewer in to Cheema Colony disposal works, and is then disposed off into Nullah Palkhu through a drain. The detail of the sewers of the zone has been marked on the map

9.3.7. Sewer Lengths

The approximate length of old sewers is given below;

Sewer dia. (inch)	9	12	12	12	24	24	24	Total length in Km
Length in Km	1.2	3	4.4	2.4	3.5	2.5	2.7	
Sewer dia (inch)	30	33	36	42	48	54	66	23.7 Km
Length in Km	1	-	1	2	-	-	-	

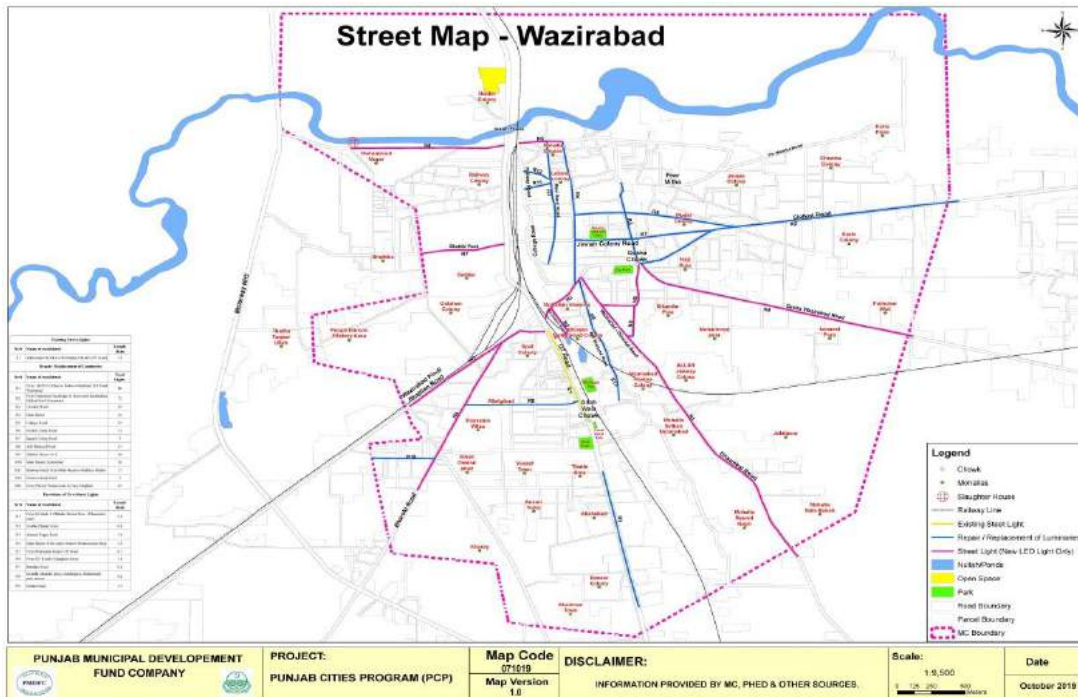
9.4. Streetlight

Street light facility is available on only a very few roads in MC Wazirabad. Replacement of existing sodium lights with the LED lights is required for the two roads and provision of new street light facility is required for 16 roads.

9.4.1. Ward Wise Detail of Existing Street Lights

Energy saver bulbs are being used instead of LED lamps which are fulfilling the requirements in different Mohallas.


Detail of Street Lights in Interior Streets of City							
Ward No	Area	Type of luminaries			Total	Operational	Non-Operational
		LED Bulb (12 W)	(100 W) Bulb	Energy Saver (24 W)			
1	Mohallah Mohammad Nagar	35	-	25	60	45	15
2	Mohallah Bhattike	30	-	30	60	40	20
4	Basti Qudrat-abad	5	10	10	25	15	10
5	Mohallah Allabad, Bazar no 2	10	-	15	25	12	13
11	Balochi Galla no 2, Public school Galla	50	15	30	95	60	35
12	Galli Sanyaryan wali, Galli Hannuman, Galli Ghurukotha	40	22	80	142	100	42
13	Galli Chiryan wali, Galli Sachran, Rail Galla	50	30	20	100	70	30
14	Galli Gurukotha, Galli Chawlian	40	60	130	230	200	30
15	Allabad bazar no 2 and allied steets	30	7	10	47	28	19
16	Galli Arayan, Koocha Goll Andazan, Koocha Lal Deewara	10	30	60	100	65	35
17	Galli Mashkian	5	5	10	20	15	5
19	Galli Gurukotha, Mohallah Sheikhan Mashraqi	30	30	90	150	70	80
20	Galli Kohlian, Galli Hannuman	20	50	80	150	115	35
21	Bakarian wala Galla, Mohallah Suleh Shah	8		20	28	25	3
22	Mohallah Suleh Shah	4	5	10	19	10	9
23	Mohallah Shah Sidaq, Sabzi mandi, Gallah Mandi	4	7	10	21	18	3
24	Mohallah Karimpura, Mohallah Jogian Syedan, Balochi Galla no 1	20	20	80	120	110	10
25	Kawan Wali Galli, Sheeshyan Wali Galli	25		90	115	100	15
26	Sheru Mohallah, Ghulam Mohammad Colony	50		21	71	48	23
27	Mohallah Sikandarpura	30	20	90	140	120	20
28	Mohallah Gondal Pura	2	10	15	27	10	17
29	Mohallah Islamabad Mor	15		10	25	20	5
30	Mohallah Hajipura, Daska Road	10	20	50	80	30	50
31	Mohallah Mian Sahib, Mohallah Wayan	60	30	60	150	90	60
32	Mohallah Sethan	10	4	30	44	30	14
33	Mohallah Sethan, Christian Colony	10	10	20	40	25	15
34	Mohallah Pakistan Tanry		4	15	19	5	14
35	Mohallah Rasool Nagri	13		15	28	15	13
		Total			2131	1491	640



10. Complaint Management

Municipal Committee Wazirabad has established a centralized complaint cell for complaints registration, its tracking and resolution. The primary objective of establishing complaint cell was to enhance MC's efficiency in addressing citizens' and building confidence of citizens.

The complaint cell has been provided with telephone line to facilitate the complaint registration over the phone without walking in to the office. Every complaint, whether received in writing or verbally, is recorded in the software by a designated complaint cell in charge. Each recorded complaint generates a unique number already printed on the complaint slip. The complainant also receives the complaint number for the follow up, if required. Once the complaint is resolved by the relevant staff, he returns his part of the complaint slip to the complaint cell with his remarks and the complaint cell in charge updates the status of complaint in the software accordingly. The complainant may inquire the status of his complaint at any time just by calling the complaint registration office with reference to his complaint number. This process ensures the registration and tracking of all the complaints, thus keeping MC staff accountable to the MC management as well as the citizens.

Complaints: Received Summary Year – 2021-22		
Sector	Complaints	
Water Supply	17%	
Sewerage and Drainage	70%	
Streetlight	12%	
Miscellaneous	1%	
Percentage Received	100%	

11. MC Website (www.mcWazirabad.lgpunjab.org.pk)

Municipal Committee Wazirabad has also developed its website for dissemination of information for general public. The information contain all major categories of information for citizen's interest like information about the officers with their telephone numbers, budget detail, Development projects, news and events



12. MC Response to the Requests of Citizens under RTI Act 2013

No request received from any citizen during the current year

**SUMMARY OF RESPONSE TO CITIZENS REGARDING RTI REQUESTS
(2019-20)**

MC Section	No. of Requests Received	No. of Requests Attended	Average No. of Days/ Time span to Attend Request	No. of Requests Refused/ Not Fit for Sharing Information	No. of Requests Forwarded to Other Departments for Seeking Information	Total No. of Requests In Progress	Total No. of Requests Pending	Citizen's Satisfaction Feedback	Remarks
Chief Officer	x	x	X	x	x	x	x	x	X
MO (I&S)	x	x	X	x	x	x	x	x	X
MO (F)	x	x	X	x	x	x	x	x	X
MO (P)	x	x	X	x	x	x	x	x	X
MO (R)	x	x	X	x	x	x	x	x	X
Total	x	x	X	x	x	x	x	x	X

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)		
			Sanctioned	Filled	Vacant
Office of Mayor	Mayor	Fixed	1	0	1
	Junior Computer Operator	12	1	0	1
	Naib Qasid	3	1	1	0
	Office Boy	1	1	0	1
	Sub Total	-	4	1	3
Chief Officer	Chief Officer	17	1	1	0
	Office Assistant	16	1	1	0
	Senior Clerk	14	3	2	1
	Junior Computer Operator	12	1	1	0
	Octori Clerk	11	2	2	0
	Driver	4	1	1	0
	Octori Naib Qasid	2	1	1	0
	Daak Runner	1	1	1	0
	Chowkidar	1	1	1	0
	Office Boy	1	1	0	1
	Sub Total	-	13	11	2
Municipal Officer (Regulation)	MO (R)	17	1	0	1
	Senior Clerk	14	1	0	1
	Senior Octori Clerk	14	2	2	0

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)		
			Sanctioned	Filled	Vacant
	Junior Clerk	11	3	3	0
	License Inspector	9	1	1	0
	Driver	5	1	1	0
	License Clerk	5	1	1	0
	Naib Qasid	2	2	2	0
	Naib Qasid	5	1	1	0
	Encroachment Clerk	11	2	2	0
	License Clerk	11	2	2	0
	Junior Tax Collector	11	4	0	4
	Gang Man	3	1	1	0
	Gang Man	4	1	1	0
	Legal Advisor	Fixed	1	1	0
	Office Boy	1	2	0	2
	Sub Total	-	26	18	8
Municipal Officer (Finance)	MO (F)	17	1	1	0
	Computer Operator	12	1	1	0
	Junior Clerk	11	5	5	0
	Octori Clerk	11	3	3	0
	Senior Clerk	14	1	1	0
	Slaughter House Clerk	11	1	1	0
	Water Rate Clerk	11	2	2	0
	Naib Qasid	4	1	1	0

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)		
			Sanctioned	Filled	Vacant
	OSD	11	1	1	0
	Junior Tax Collector	11	8	0	8
	Office Boy	1	3	0	3
	Sub Total	-	27	16	11
Municipal Officer (Planning)	M O (P)	17	1	1	0
	Building Inspector	14	2	0	2
	Computer Operator	12	1	1	0
	Octori Clerk	11	1	1	0
	Niab Qasid	4	2	2	0
	Office Boy	1	1	0	1
	Sub Total	-	8	5	3
Municipal Officer (IT)	MO (IT)	17	1	0	1
	Junior Computer Operator / IT Assistant	12	1	0	1
	Office Boy	1	1	0	1
	Sub Total	-	3	0	3
Municipal Officer (Infrastructure & Services)	MO (I&S)	16	1	1	0
	Sub Engineer	14	2	1	1
	Draftsman	13	1	1	0
	SDC	11	1	1	0
	Octori Clerk	11	1	1	0
	Naib Qasid	2	1	1	0

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)		
			Sanctioned	Filled	Vacant
	Naib Qasid	1	2	0	2
	Tubewell Operator cum Chowkidar	2	7	6	1
	Tubewell Operator cum Chowkidar	3	2	2	0
	Tubewell Operator cum Chowkidar	1	10	10	0
	Tubewell Operator cum Chowkidar	4	1	1	0
	Disposal Operator cum Chowkidar	2	1	1	0
	Disposal Operator cum Chowkidar	1	1	1	0
	Disposal Operator	2	4	0	4
	Electrician	5	2	0	2
	Plumber	6	1	1	0
	Plumber	5	1	1	0
	Plumber Quli	5	1	1	0
	Plumber Quli	4	1	1	0
	Helper Electrician	4	1	1	0
	Mali	1	10	4	6
	Mali	5	1	1	0
	Mechanic	9	1	1	0
	Sanitary Inspector	11	1	1	0

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)		
			Sanctioned	Filled	Vacant
	Supervisor	5	3	2	1
	Supervisor	8	1	1	0
	Tractor Driver	5	8	2	6
	Driver Mini Pickup	4	3	0	3
	Driver Sukar Machine	5	1	0	1
	Driver Jetter Machine	5	1	0	1
	Spray Man	1	2	1	1
	Sanitary Worker	4	15	15	0
	Sanitary Worker	3	7	7	0
	Sanitary Worker	5	7	7	0
	Sanitary Worker	2	2	2	0
	Sanitary Worker	1	86	80	6
	Sewer Man	1	8	1	7
	Sub Total	-	199	157	42
Grand Total			280	208	72