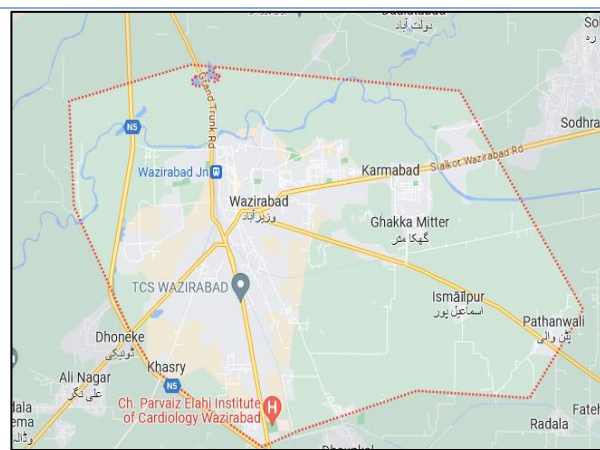


MUNICIPAL COMMITTEE, WAZIRABAD

1. City Profile

City	Wazirabad
District	Gujranwala
Division	Gujranwala
Population 2017	138,433 <i>Notified on 05, Nov 2019</i>
Estimated Population 2024	154,619
Growth Rate	1.86
Household Size	5.95 persons
Major Industrial Activity	Cutlery Rice Mills, Flour Mills,



2. HR Profile

Administrator	Mr. Muhammad Muthar Amin Hayat Watto <i>Posted on 06.01.2024</i>
Chief Officer	Mr. Gulraiz Afzal <i>posted on 12.08.2022</i>
MO – I&S	Mr. Waqar Ahmad <i>posted on 28.06.2022</i>
MO – F	Ms. Maryam Iqbal <i>posted on 29.06.2022</i>
MO – R	Ms. Sumaira Sami Ullah <i>posted on 10.12.2022</i>
MO – P	Mr. Syed Imran Ali <i>posted on 24.02.2022</i>

Section Wise Vacancy Analysis (Per SOE)			
Section	Sanctioned	Filled	Vacant
Chairman / Administrator	4	1	3
Chief Officer	10	9	1
Municipal Officer (R)	16	10	6
Municipal Officer (I&S)	222	194	28
Municipal Officer (F)	16	11	5
Municipal Officer (P)	7	6	1
Total	275	231	44

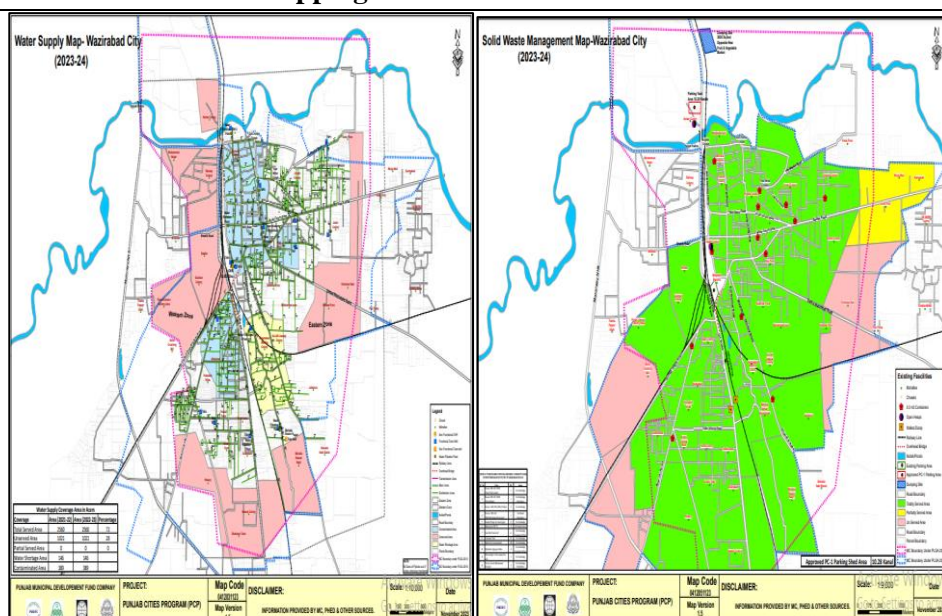
3. Key Results Achieved

a. E-Governance Initiatives at MCs

GIS Mapping

Updated GIS mapping developed for each MC

- Water Supply Network
- Sewerage Network
- Road Hierarchy
- Solid Waste Management
- Streetlight



Performance Management System (PMS)

Water Supply & Sewerage		Solid Waste & Streetlight	
Average hours of water supplied to households (HH) per day	8.28	Solid waste generated per day	61 Ton
No. of HHs connected with Water Supply	8378	Solid waste lifted per day	21 Ton
Percentage of Pop. Served	71%	Percentage of solid waste lifted daily	33%
Total No. of Tube wells	15	Total No. of Streetlight	3493
No. of tube wells working	15		
Sewerage Connections	11246	% Streetlight working	80%
% of HH connected with sewerage	22%	No. of Parks	05

Local Government Financial Management Information System (LGFMS)

CFMS is fully functional and requisite reports under Minimum Access Conditions (MACs) and Performance Measures (PMs) are being generated including;

- Cashbook, classified abstract
- Contingency Check register, Establishment Check register
- Water Consumer, and Shop Demand & Collection record
- Water & Shops arrears list
- Bank reconciliation

Description	Estimated 2023-2024
Opening Balance	1,480,873,758
Receipt	1,411,334,007
Current / Non Development Expenditure	435,606,478
Development Expenditure	2,311,990,899
Total Expense	2,747,597,377
Closing Balance As On June 30th	144,610,388

Grievance Redress Management (GRM) System

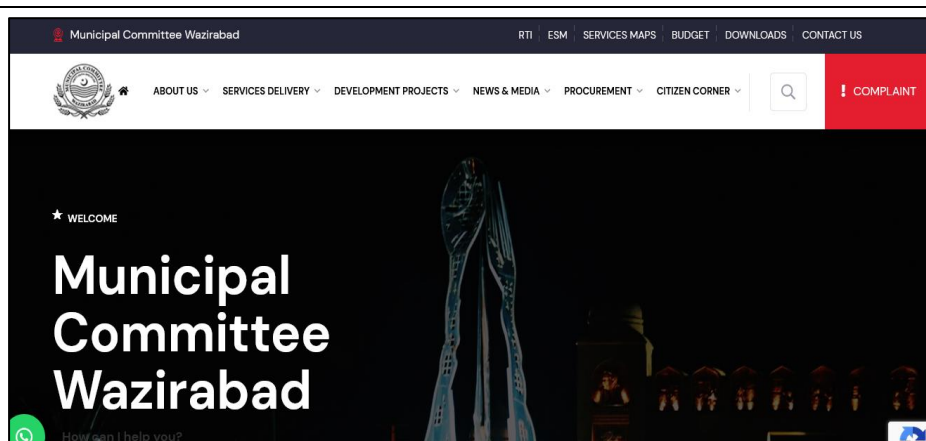
1. Complaint Tracking System (CTS) has been transformed into GRM
2. GRM App (Android & IOS compatible) is fully functional
3. Login has been created for all related Officers to have access for complaint handling process
4. Citizens can register their complaints in writing, through voice messages, or in person.
5. Action and response timelines are laid down

Tracking Id	Nature of Complaint	Complaint Title	Complainant Name	Phone Number	Date	Resolved Date	Resolution Time	Status	Action
Sewerage-5417176	Sewerage Blockage	Sewerage Blockage...	Asif Hameed Hashmi S/O M Qadeer Hashmi	0308-6878998	07-03-2024 00:00:00	-	-	IN REVIEW	
Water-5417175	Non Availability of Water	Water Supply...	Zafar Ali Malik S/O Barkat Ali Malik	0302-6254633	07-03-2024 00:00:00	-	-	IN REVIEW	
Solid-0417174	Non Collecting of Solid Waste	Cleanliness...	Shoab Shafique S/O Shafique UI Islam	0323-7567287	07-03-2024 00:00:00	-	-	IN REVIEW	
Solid-7417173	Cleanliness	Removed the dirty water...	Hassan Maria S/O Bashir Ahmad	0345-6188676	07-03-2024 00:00:00	-	-	IN REVIEW	
Sewerage-6417101	Sewerage Blockage	Sewerage Blockage...	Bilal Ahmad S/O Ijaz Ahmad Khan	0332-1557575	06-03-2024 00:00:00	-	-	IN REVIEW	

MC's Website

www.mcwazirabad.lgpunjab.org.pk

1. Website of MC Wazirabad has been upgraded from static to dynamic
2. Information useful for citizens has been uploaded including budget, development sub projects, procurement, RTI-related data, , regulatory mechanism, construction permits related information, services maps, Environment & Social sector related information etc.
3. Citizens can complain through website, can share feedback, and can request access to information per RTI Act 2013



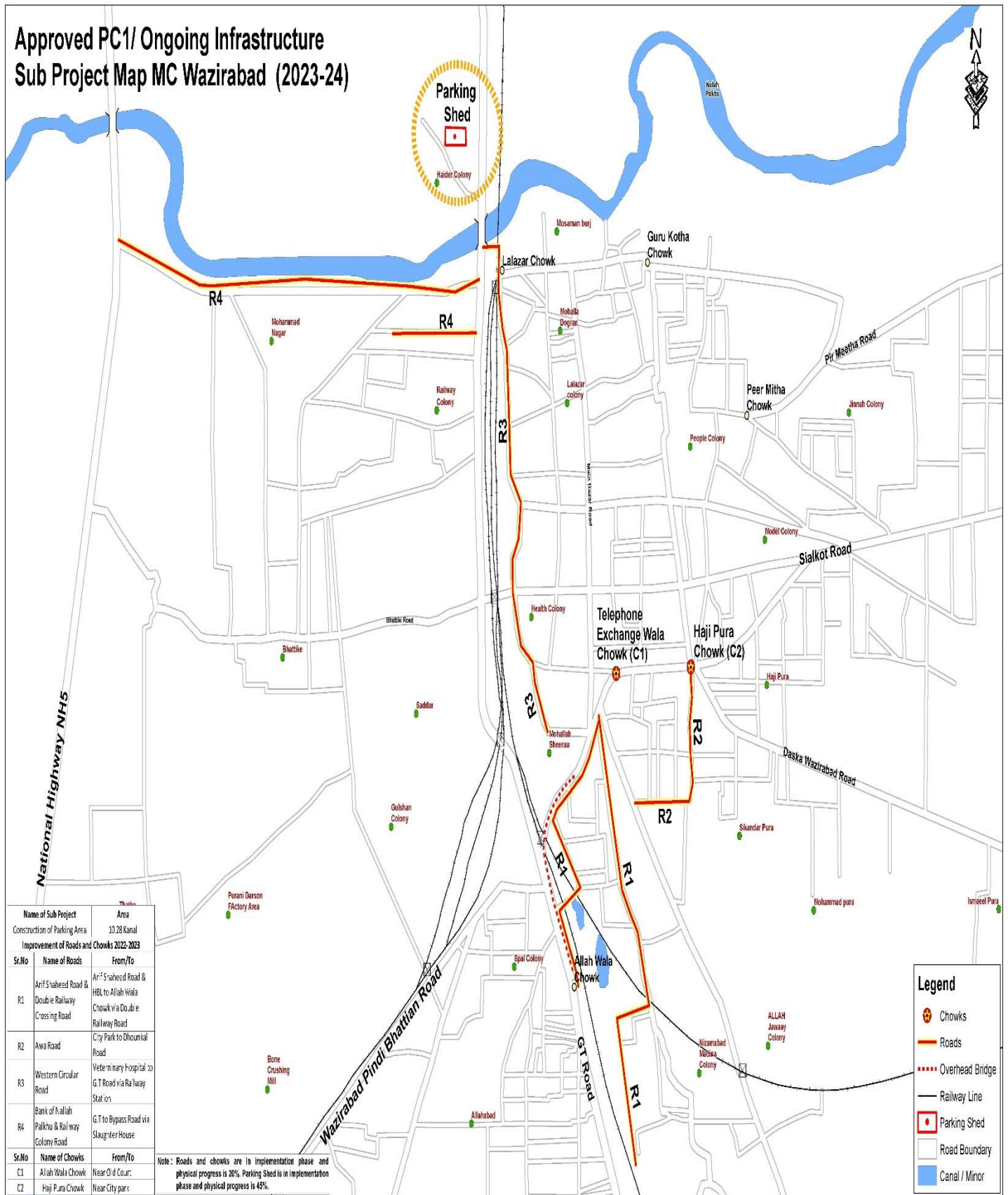
b. Other Initiatives

- i. **Revenue Enhancement Plans** prepared for each MC. Own Source Revenues increased between 3-9% year-on-year.
- ii. **Asset inventory** prepared/updated indicating: a) age; b) condition; and c) book value of assets.
- iii. **Gap Analysis** of infrastructure and services undertaken in Muridke city for each municipal service.
- iv. **Fuel & Energy Audit and Energy Management Plans** developed two years ago and their recommendations implemented through PCP funds. Have led to *savings of 94,921 kWh in tube wells*. The MC has undertaken replacement of 6 pumps which has resulted in significant reduction in the KPI for water supply. The effect of this reduction is reflected in the energy bills for the MC as well. Currently, the exercise is being undertaken along with MC staff training to replicate it in the future.
- v. **Three-year, rolling, Integrated Development and Asset Management Plans (IDAMPs)** being developed for MC. The GIS-based asset inventories, Energy Audits, and EMPs are providing the data and evidence for them. Their development follows a highly participatory process, and IDAMPs are envisaged to replace the Annual Development Planning processes
- vi. **Procurement SOPs developed** to assist MCs adhere to PPRA Rules in procurements from all sources of funding.
- vii. **Incremental application of environmental and social screening** including gender considerations, assessment, and mitigation processes on all infrastructure investments. Environmental and Social Instruments prepared and implemented as needed for social and environmental impacts.
- viii. **Manuals for Operations & Maintenance** of assets developed earlier being updated to ensure optimum service provision. These lay down requirements for periodic and routine maintenance of assets for all municipal services.

6. Infrastructure Development Sub-Projects

Sr. #	Sub project	Cost (Rs. Million)	Status
1.	Rehabilitation of Municipal services in MC Wazirabad.	93.79	Completed
2.	Provision of Equipment and machinery for improvement of Solid Waste in MC Wazirabad.	178.44	91% Completed
3.	Improvement and rehabilitation of 4 roads and 2 chowks.	201.00	Ongoing, Physical Progress 62%
4.	Construction of Vehicle Parking Area.	120.63	Ongoing, Physical Progress 80%
5.	Solarization of 02 Tube wells & 01 Disposal Station	58.40	Yet to Start
6.	SCADA System for Tube wells	32.00	Yet to Start
7.	Strom Water Facilities	259.62	Yet to Start
8.	Comprehensive Sewerage System	1972.0	Yet to Start

Approved PC1/ Ongoing Infrastructure Sub Project Map MC Wazirabad (2023-24)



PUNJAB MUNICIPAL DEVELOPMENT FUND COMPANY

PROJECT:

PUNJAB CITIES PROGRAM (PCP)

Map Code
0412021123

Map Version
1.0

DISCLAIMER:

INFORMATION PROVIDED BY MC, PHED & OTHER SOURCES.

Scale: 1:5,500

0 100 200 400 Meters

Date

06 November 2023