








WASA, RAWALPINDI PERFORMANCE BASED QUARTERLY PROGRESS REPORT

**Lt Col Islam-ul-Haque, TI(M) Retd
MD WASA Rawalpindi**

SHORT TERM- ACTION PLAN

ACHIEVEMENTS

- Diagnostic water quality survey of 20 UC's has been completed in collaboration with PCRWR. 
- Re location of distribution lines in different areas of 18 UC's passing through sewer man holes and drains have been carried out. As shown on next slide. 
- Forward planning for clearance of choked sewerage lines and gutter lines is being carried out by identifying hot spot and high risk areas. Fortnightly plan as shown on next slide. 
- A multi- pronged revenue recovery strategy was evolved and implemented. So far we could net 23 commercial defaulters who have deposited the arrears. The flow diagram and list of netted defaulters is shown at next slides.   
- Incremental Increase in Revenue due to aggressive recovery strategy. Three more bill collection sources have been included like MCB, NBP and NADRA KIOSIK . 

Diagnostic Assessment Survey by PCRWR

Location /UC	No. of Samples Consumers	Water Quality at Source			Water Quality at Consumer's End		
		Fit	Unfit	%age Unfit	Fit	Unfit	%age Unfit
33	6/6	5	1	16	4	2	33
42	6/7	4	2	33	2	5	71
43	4/4	3	1	25	3	1	25
44	2/4	0	2	100	0	4	100
45	7/7	4	3	42	2	5	72
11	0/10	-	-	-	8	2	20
12	0/15	-	-	-	10	5	33
10	0/12	-	-	-	6	6	50
46	8/20	6	2	25	11	9	45
Total	31/34	22	9	36	46	39	46

Detail of water supply lines replaced

15 Days contingency Plan for Sewerage

Detail of the Replacement of Water Supply Pipeline w.e.f 02/2007 to 04/2007.


S. No	Name of Area /Location	Length	Cost	Remarks	UC
01.	P/L 3" i/d PVC ishiaya Masjid Abbasi Abad Pindora	350 Rft	31100	Sewerage mixing	17
02.	P/F 3" i/d PVC Dhoke Ellahi Bux Nadeem colony	200 Rft	71000	-/-	42
03.	P/L i/d PVC Aimenabad near PS Banni	20 Rft	36000	-/-	34
04.	Replacement of damaged pipeline commercial Market	08 Rft	36400	Pipe leakage	20
05.	Replacement of damaged pipeline G.I.I.J Principal road	960 Rft	360450	-/-	19
06.	P/L 3" i/d G.I P/line Dhoke Kakoo Shah C-block	140 Rft	42200	-/-	30
07.	P/L 3" i/d PVC P/line Nullah crossing C-Block	10 Rft	9600	-/-	30
08.	P/F 4" i/d PVC Arya Mohallah	70 Rft	15000	-/-	45
09.	P/L 4" i/d G.I Double Road	40 Rft	17100	-/-	
10.	P/L 4" i/d G.I Ammer Pura UC-31	10 Rft	5200	-/-	31
11.	P/L 2" i/d PVC Qasim Market Pindora	300 Rft	21200	-/-	17
12.	P/L 3" i/d G.I pipeline due to construction of Road	20 Rft	6600	-/-	46
13.	P/L 1 ½ i/d G.I P/line Allah Ditta Road	10 Rft	8200	-/-	46
14.	P/L 3" i/d for MC OHR Gulzar-e-Quaid	30 Rft	9900	-/-	85
15.	P/L 3" i/d PVC Amenabad House No. P/1190 to 1192	50 Rft	8600	-/-	34
16.	P/L 3" i/d PVC Dhoke Kakoo Shah UC-30	50 Rft	9900	-/-	30

Contingency Plan

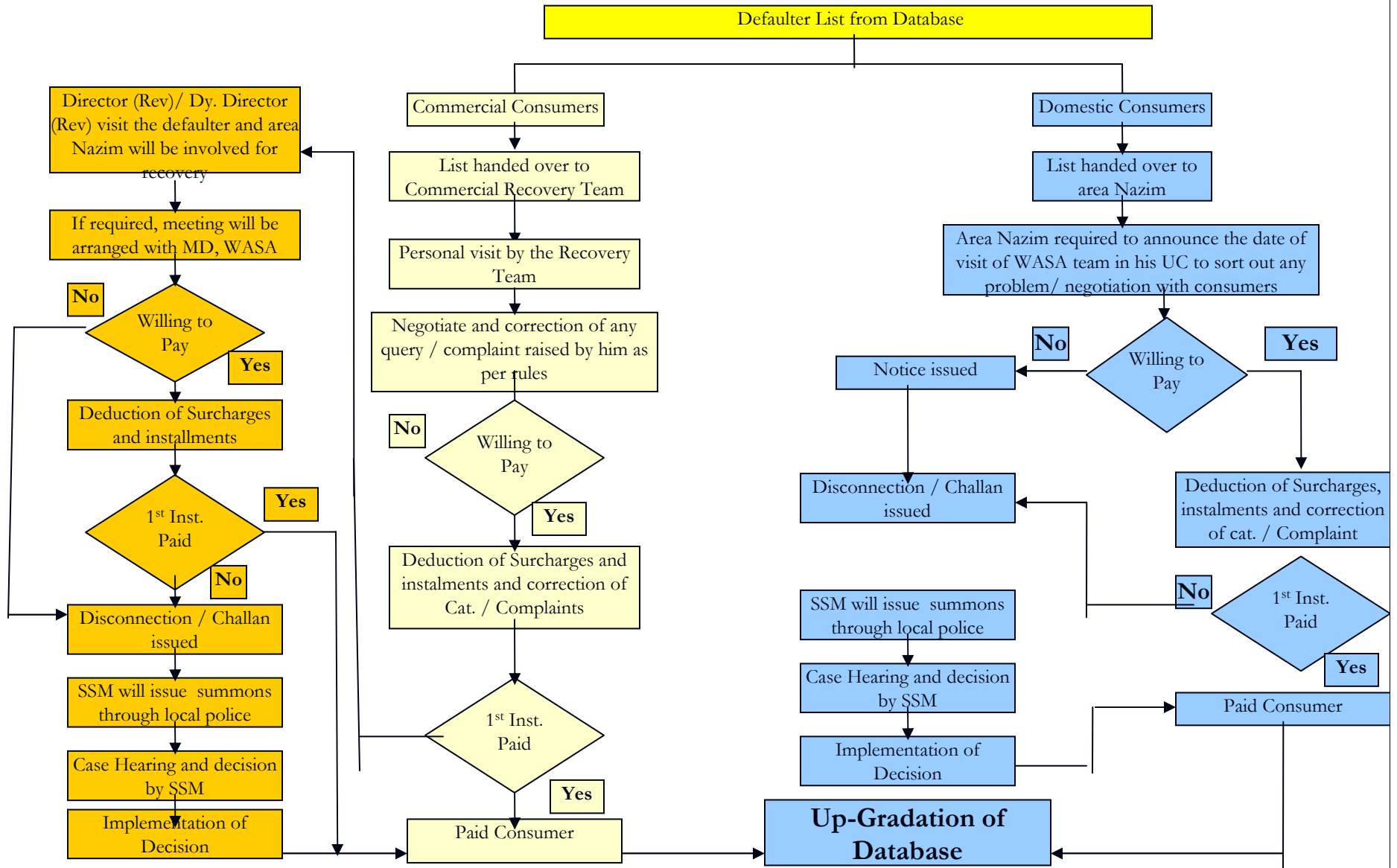
No	Date	Target Area	Concerned	Progress / Remarks
1.	07-05-2007	Dhoke Kakoo Shah	Samual	
2.	08-05-2007	Dhoke Kakoo Shah	Samual	
3.	09-05-2007	Backside of Al-Malik Hospital, From H. No, M-1895	Samual	
4.	10-05-2007	Galli starting from H.No-729D	Moras	
5.	11-05-2007	Post Office wali Galli, F-Block	Wairs	
6.	12-05-2007	Rasheed Colony	Aslam	
7.	13-05-2007	Sunday		
8.	14-05-2007	Katarian Market, F-Block	Waris	
9.	15-05-2007	Haidri Chowk to Aqsa Masjid	Waris	
10.	16-05-2007	Edhi Welfare Walli Galli, F-Block	Pervez	
11.	17-05-2007	Said Pur Road Scheme	Pervez	
12.	18-05-2007	Qasr-e-Zainab Walli Galli, F-Block	Waris	
13.	19-05-2007	Main Holy Family road, E-Block	Waris	
14.	20-05-2007	Sunday		



SHORT TERM- ACTION PLAN

- a. To up-date the data base, a comprehensive questionnaire for the survey was designed and thereafter consumer survey has been started from 4 April 2007 from the available own men and material resources in UCs 10, 11 and 12. The questionnaire, flow diagram and latest progress is shown on next slides. 
- Energy audit and re-evaluation of all the machinery installed at tube wells have been started on gratis terms for five groups of TWs. The recommendations will lower the energy cost. The technical report is under preparation.
- Technical inspection and assessment of water works -1 has been completed also on gratis term by KSB. The inspection report is under preparation.

Flow Diagram - Recovery Strategy



Defaulter List Published in Newspapers

فہرست نادہندگان واساراوپنڈی

محکمہ واساراوپنڈی نے کمرشل نادہندگان کو 20 مارچ 2007 تک اپنے واجبات ادا کرنے کی ہدایت کی تھی۔ مقررہ تاریخ تک واجبات جمع نہ کروانے والے کمرشل نادہندگان کی فہرست مشہور کی جارہی ہے۔

DEFAULTER LIST

Sr.No.	Wasa No.	Name Address	Amount
1	01-13	Haji Hayat Kh.No.25, K.S.S.	79279
2	10-02	M. Nawaz Pindora Chowk	399418
3	11-583	Haji Allah Dita	99754
4	12-282	Khalid Mirza, Al-Hamra Plaza	106709
5	11-303	Malik Arif, National Market, Asghar Mall Road	157628
6	11-561A	Kausar Rashid, Gulf Plaza	231710
7	12-619	Sh. Nasir, Khan Plaza	373321
8	13-374B	Irshad Baig, Asma Centre	875211
9	13-40A	Daud Jan, Jan Motor Service	622403
10	13-420	Farooq Butt, Shaheen Plaza	313654
11	13-481	Dr. Afsar Khan	88166
12	13-499A	Tahir Khan, Jinah Business Centre	602520
13	13-585A	Munawar Plaza	340699
14	13-785A	Ch. Irshad, Azan Plaza	547172
15	14-367	Haji Hameed, Asad Plaza	254970
16	14-417	Malik Azhar, Queen Plaza	319791
17	14-473A	Ch. Ibrar	81487
18	14-482	Mehmooda Begum Plaza	716410
19	14-494A	Kh. Fahim Shehzad, Mr. Burger	100663
20	14-500	Mushtaq Nazar Plaza	655408
21	14-501A	MST. Robina Naveed, Atta Plaza	369592
22	14-501	Mian Rafique, Atta Plaza	597365
23	14-514	Imtiaz Grace Plaza	461892
24	14-516	Raja Hussain Akhtar	84106
25	15-21	Anwar Mehraj Medical Centre	619934
26	15-21A	Anwar Mehraj Medical Centre	828875
27	42-986	Rehmat Ali	100940
28	44-26	M. Shahid, Bejing Plaza, College Road	613896
29	45-212	Shokat Ali, H.No.243, Liaqat Road	172232
30	45-236	Khawaja Classic Hotel, Liaqat Road	296405
31	45-245	RMC Khawaja Filling Station, Murree Road	485455
32	46-159	Shahid Ali, Mehran Plaza, College Road	192829
33	47-06	Nabbi Baksh Awais, Mehran Hotel, Liaqat Road	382736
34	47-17B	Javed Cafe, Raja Bazar	80696
35	49-728	Hasnain Cafe, H.No.A-44, Mohan Pura	79963
36	60-1238	Umair Autos, Lari Adda, Pirwadhai	83655
37	60-179A	Fazal Din, Dibai Hotel, Pirwadhai	11497
38	60-179A	Fazal Din, Dabi Hotel, Pirwadhai	104112
39	60-1888	Gulbahar, ZB-7549, Pirwadhai	109463
40	60-1890	Amjad Ali, Pirwadhai	109463
41	60-1892	Raja Tariq, Prime Hotel, Pirwadhai	123005
42	60-2447	M. Sabir, Islam pura, Pirwadhai	87048
43	62-476	Wali Dad, AA-1140, Akalgar	81764
44	64-284	M. Sharif, BB-644, Eidgah	401638
45	69-01	M. Asif, Circular Road	378673
46	69-301	Zahoor Ahmed, Bhabara Bazar	378673
47	71-248	Zillah Khan, Miran Cafe, Jamia Masjid Road	88349
48	73-121	Haji Zafar, Sarafa Bazar	305990
49	73-123	Chand Market, M. Shahid, Sarafa Bazar	790054
50	74-350	Farooq Malik, Ghulam Nabi Sons, Iqbal Road	305990
51	76-1175	Syed Qazi Abbas, Novelty Cinema	333211
52	76-1232	Mian Farooq, Mohi uddin, Rose Cinema	334608

List of Paid Defaulters


WASA #	Name / Address	Amount Outstanding	Amount without Compound Interest	Amount Received
53-759	Safdar Hassan / H. NO. Z-1236-C, New Abadi Dhoke Ratta	75,142		20,000
49-722	Abdul Aleem / h. NO. A-783 St. 2, Mohanpura, Novelty Chowk	94,360	97,245	20,000
49-728	Hasnain Café / H/ NO. A-44, St. 2, Mohanpura, Kashmiri Bazar	75,780	78,863	25,260
01-13	Haji Hayat, Kh. 25, St. 10, Sec. 2, Khayaban-e-Sirsyed	80,279	49,067	20,000
14-494A	Kh. Fahim Shahzad, B-4/8, Mr. Burger, Commercial Mkt	100,663	41,793	13,931
53-737	Nadir Khan, Z-1239/A, St. 1, Dhoke Ratta	75,142		5,000
53-735	Muhammad Khan, Z-681-9 St. 1 New Abadi, Dhoke Ratta	59,711		5,000
14-484	Shafiq Ahmed, B-11, Commercial Market, S.Town	44,613	44,613	16,000
47-76	Nageena Bibi, G-67, St. 7, Usmanpura	43,055	39,693	28,704
60-1238	Umair Authos, N.YA, Lari Adda, Bangash Colony	83,655	83,655	10,000
11-303	Malik Muhammad Arif, 45/46, National Mkt, Ashghar Mall	157,628	157,628	22,000
60-1787	Hakim Khan, ZB-7625, Lari Adda	17,058	17,058	8,000
47-244	Haji Muhammad Hussain, Tariq Hotel, Fawara Chowk	66,041	60,406	60,406
14-434	Kh. Sanauallah, B-70, Commercial Market	76,546	71,046	35,524
74-480	Javed, I-343, St. 5, Qutabdin	23,101	23,101	10,000
	TOTAL	1,072,774	764,168	299,825

RECOVERY COMPARISON**(2005-06 & 2006-07)****Paid Scroll**

Session	2005-06	2006-07
Jan-Mar (90 Days)	46448	50719
Apr-Jun (90 Days)	48022	48769
July-Sep (90 Days)	48893	53297
Oct-Dec (In 50 days)	 48569	49515*

Recovery from Chronic Domestic Defaulters

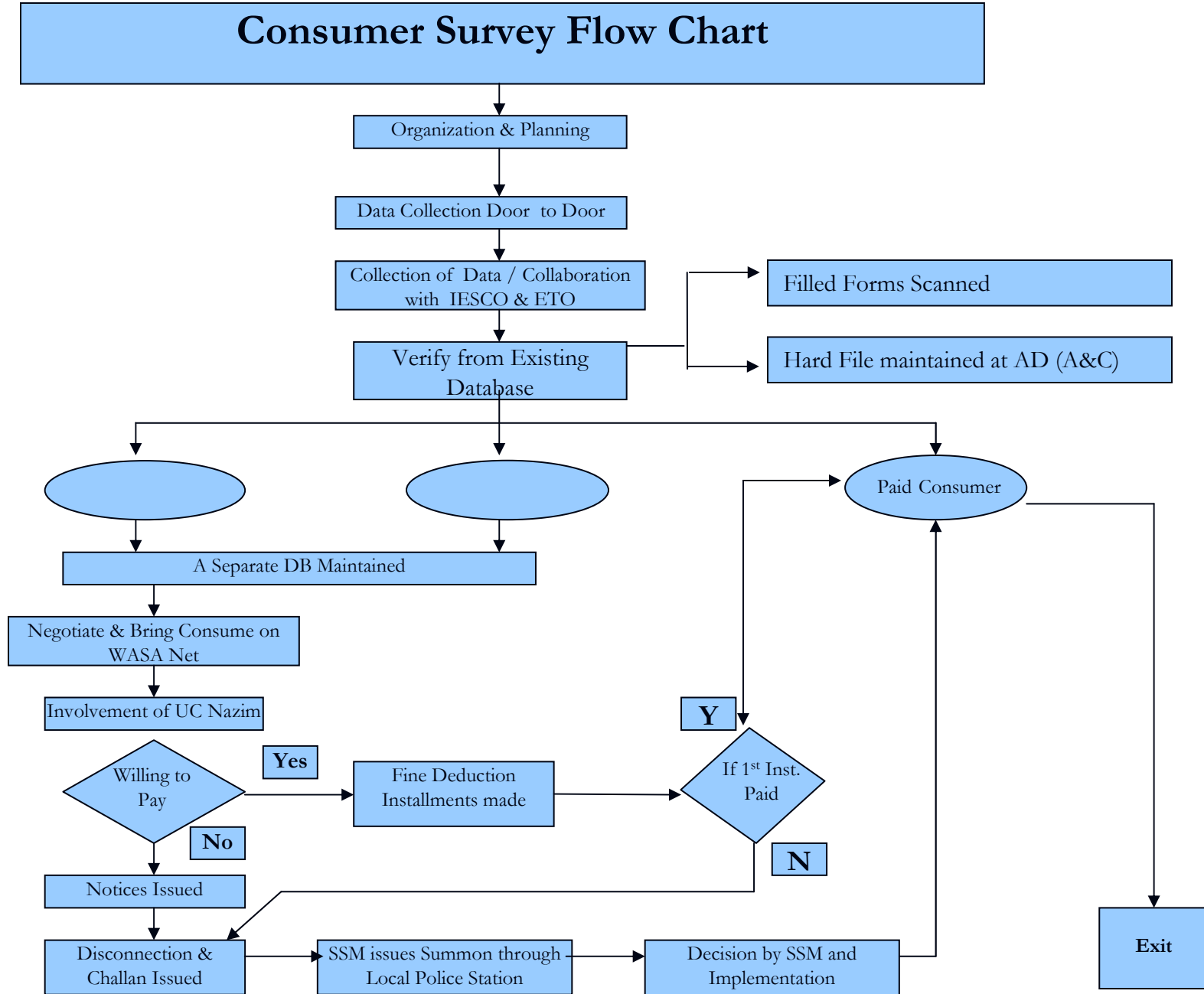
Number of consumers approached for installments	1669 Nos
Number of installments made	4375 Nos
Total amount paid by these consumers in easy installments	Rs. 5662762 m



RECOVERY COMPARISON**(2005-06 & 2006-07)****Paid Scroll**

Session	2005-06	2006-07
Jan-Mar (90 Days)	46448	50719
Apr-Jun (90 Days)	48022	48769
July-Sep (90 Days)	48893	53297
Oct-Dec (In 50 days)	 48569	49515*

Consumer Survey Flow Chart





QUESTIONNAIRE FOR CONSUMER SURVEY OF
CONNECTIONS / BILLS / QUALITY OF WATER

WATER & SANITATION AGENCY RAWALPINDI
SURVEY 2007

NAME: _____

ADDRESS: _____

WARD # _____ SERIAL # _____

UC # _____

Water Connection Exist Not Exist

Own Water Source Exist Not Exist

Sewerage Line Exist Not Exist

Sewerage Flow Good Flow Rarely Blocked

Frequently Blocked

Type of Category Domestic Commercial

Category

Checked By

Name: _____

Designation: _____

Signature: _____

Date: _____

Surveyed By

Name: _____

Designation: _____

Signature: _____

Date: _____



Questionnaire for Consumer Survey 2007

Name of Occupant: _____ Own Rent

Name of Owner: (if rental) _____

Number of Family Members Male Female Total

Number of Partitions: _____

Address: _____

UC # WARD # SERIAL

Source of Water Consummate
 WAS Ground Water If yes Size of boring OR Handpump
 Both

WASA Bill Paid Not Paid

Reason if not Paid Lack of water Difficulty to access payment center
 inefficient office Non-redressal of complaints
 Cannot afford

Are you satisfied with WASA Tariff Yes No

Size of Water Connection (Ferrule Size)
 Number of WASA Connection

Quality of Water Good Satisfactory Not Satisfactory

Quantity of Water Sufficient Not Sufficient

Water Pump Installed Not Installed

Water Pressure Satisfied Not Satisfied
 Water is being used Own Water Filter Installed After Boiling
 For drinking Without any Treatment

Condition of underground Excellent Good Satisfactory
 water Tank Not Satisfactory Date of cleaning

Overhead Water Tar Date of cleaning

Occupation

Others Problem if any

Category: Domestic in Marla No. of stories

Commercial Name

Nature of Business in detail

No. of units Name & Owner of the unit

Water Meter Installed Not Installed

Do Consumer accept the installation of water meter Yes No

Reason if do not accept water meter

Is your complaint about water and sewerage attended
 In time After continuous reminder Not attended

Name of Interviewee

Relation with head of house hold

BILLING STATUS

Paid Defaulter Illegal Connection

Nature of Default: _____

Amount of Default: _____

Remarks: _____

Checked By: _____

Verified By: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

Signature: _____

Signature: _____

Date: _____

Date: _____





CONSUMER SURVEY INFORMATION ANALYSIS

CONSUMER SURVEY DATABASE

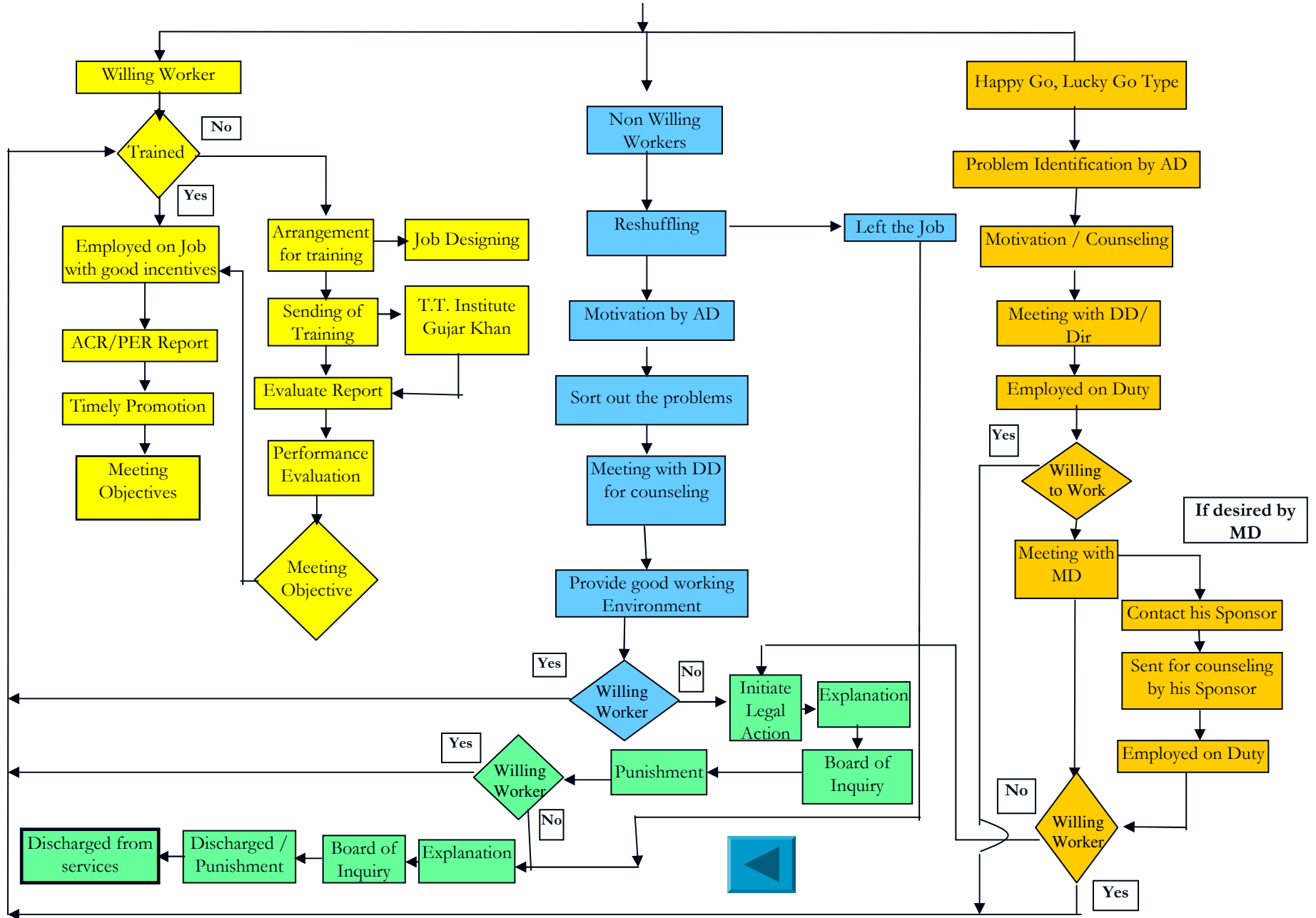
2007

Sr.#	Name	Address	Owner / Rental	Ward	WASA Sr. No.	UC No.	Connection Held / Not Held	Sewerage Held / Not	Billing Status	Domestic / Commercial	Category
1	Shafqat Ali	13-A, Sector-II, K.S.S	Owner	01	01	10	Held	Held	Paid	Domestic	105
2	Abdul Ghafoor	14-A, Sector-II, K.S.S	Owner	01	02	10	Held	Held	Paid	Domestic	105
3	Haji Rehman	15-, Sector-II, K.S.S	Owner	01	03	10	Held	Held	6931	Domestic	105
4	Syeda Azra Javed	16-A, Sector-II, K.S.S	Owner	01	04	10	Held	Held	Paid	Domestic	105
5	Jamia Masjid Makki	Jamia Masjid Makki, K.S.S	Owner	01	4A	10	Not Held	Not Held	Not Exist	Commercial	34
6	Sajjad	26/B, Sector-II, K.S.S	Owner	01	05	10	Held	Held	Paid	Domestic	103
7	M. Tahir	27/B, Sector-II, K.S.S	Owner	01	06	10	Held	Held	Paid	Domestic	103
8	Begum Sher Muhammad Yousaf	28/B, Sector-II, K.S.S	Owner	01	07	10	Held	Held	Paid	Domestic	103
9	Wazir Ahmed	29/B, Sector-II, K.S.S	Owner	01	08	10	Held	Held	Paid	Domestic	103
10	Shamim Akhter	30/B, Sector-II, K.S.S	Owner	01	09	10	Held	Held	Paid	Domestic	103
11	Abdul Hakim	31/B, Sector-II, K.S.S	Owner	01	10	10	Held	Held	7977	Domestic	103
12	Ch. Shehbaz	32/B, Sector-II, K.S.S	Owner	01	11	10	Held	Held	Paid	Domestic	102
13	Ghulam Qadeer	33/B, Sector-II, K.S.S	Owner	01	12	10	Held	Held	Paid	Domestic	102
14	Sh. Atiq	Kh.No.25/1, K.S.S	Owner	01	13	10	Held	Held	Paid	Commercial	46
15	Haji Fayaz	Shop No.6, K.S.S	Owner	01	13A	10	Not Held	Not Held	Not Exist	Commercial	
16	Haji Fayaz	Shop No.5, K.S.S	Owner	01	14	10	Held	Held	Paid	Commercial	10
17	Javed Ali	Shop No.6, K.S.S	Owner	01	14A	10	Not Held	Not Held	Not Exist		

SHORT TERM- ACTION PLAN

- To enhance the capacity of the technical and line staff, liaison with WR dte GHQ was made for availing trade training for WASA Rawalpindi at vocational centre Gujar Khan (run by the corps of army engineers). List of trade training categories is shown in the slide. 
- Redesigning of job for technical work force is in progress.
- A major management shake-up strategy has been evolved and implemented for segregate non-committed and incompetent of the line staff. 

Management Strategy



LIST OF TRADE TRAINING CATEGORIES AT VOCATIONAL INSTITUTE GUJAR KHAN

- Plumber
- Electrician
- Pipe Fitter
- Motor Winding
- Electronic Equipment Repair
- Civil surveyor/Quantity surveyor
- Store keeper-Inventory Manager
- Diesel Engine Mechanic





NOMINATION FOR TECHNICAL TRAINING

Sr. #	Name & Father's name	Qualification	Trade
1.	Muhammad Safdar S/o Kala Khan	Middle	Plumber
2.	Muhammad Afsar S/o Sakindar Khan	"	Plumber
3.	Muhammad Saghir S/o Muhammad Sakhi.	"	Plumber.
4.	Bashir Ahmed S/o Muhammad Iqbal	"	Plumber.
5.	Muhammad Saeed S/o Muhammad Siddique	"	Plumber.
6.	Khalil-ur-Rehman S/o Muhammad Ashaq	Metric	Electronics.
7.	Mahmood Ahmad S/o Karam Din	Middle	Electrician
8.	Qaisar Mansoor S/o Mansoor	Middle	Diesel Engine Mechanic
9.	Muhammad Sajjad S/o Mohammad Sadiq.	Middle	Motor Winder
10.	Aamir Javed S/o Javed Iqbal	Metric	Storekeeper
11.	Hamid Akhtar S/o Nazar Muhammad	Metric	Electrician
12.	Muhammad Rizwan S/o Muhammad Ramzan	Metric	Plumber
13.	Muhammad Mushtaq S/o Muhammad Yousaf Khalid	Metric	Electrician
14.	Sarfraz Hussain S/o Lal Hussain	Metric	Plumber
15.	Amjad Hussain S/o Mian Khan	Metric	Electrician
16.	Shahid S/o Jan Muhammad		Plumber



SHORT TERM- ACTION PLAN

- Aggressive mass awareness campaign in the form of field demonstrations.
 - Celebration of world water day 
 - Community meeting with UC- 7 on 13th April, 2007.
 - Interaction with UC-1 community on 26th February, 2007.
 - Field demonstration of ill-impacts of installations of suction motors, free distribution of stock chlorine solution for water disinfection, on site alteration/correction of defaulters bills and spontaneous restoration/ reinstallation of water connections- on 1st May 2007 in UC-30. 

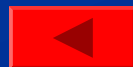
WORLD WATER DAY

22nd MARCH



COMMUNITY MEETING – UC-30

1st May, 2007



SHORT TERM- ACTION PLAN

- Installation of Automatic Vehicle Tracking (AVTs) system including Geo Fencing of AOR on WASA Special Vehicles – Trials for two weeks in progress. This will stop the unauthorized use of these vehicles.
- Installation of electronic locks on fuel tanks to minimize the pilferages of POL.
- Incentives for lower staff worker - School books and note books have been provided to the 60 children of employees of grade 1-4
- Mr. Wajid Hayat and Maj Naeem Shahzad, PhD Scholars NUST University have been involved in research activities, Multifaceted ground water quality and recharge mechanism in Mega City Rawalpindi.

MID TERM ACTION PLAN

ORGANIZATIONAL

Establishment of District offices (WS-East Zone, WS West Zone and S&D), Manned by Executive Engineers with following functions/ resources

- Full administrative, Technical and financial powers as admissible under financial discipline.
- Proactive approach instead of passive in addressing the problems
- Establishment of water quality monitoring and limited water testing facilities for critical parameters
- Provision of sufficient transport, Equipment, material and T&P for speedy redressal of public complaints
- Maintenance of up to date database of their of area of responsibility

MID TERM ACTION PLAN

- Billing and Monitoring of Revenue Collection
- Ensure operational worthiness of all water supply and sewerage related infrastructures.
- Zoning regulation and installation of water meters for equitable and judicious supply of water.
- Preparation of water safety, risk assessment and water management plan based on Right based integrated holistic approach as shown in the model.
- Organizational Restructuring – Process rather than one time measure.
- Capacity building of all tiers of existing staff for efficient and smooth functioning tapping all the mil and civil vocational institutions.

MID TERM ACTION PLAN


OPERATIONAL

- Outsourcing of tube wells – as pilot project a group of 20 TWs will be out sourced if proved successful, the same will be expanded to 260 TWs.
- Replacement and relocation of out lived, rusty, leaking distribution lines and secondary water supply lines (under gastro package).
- Procurement of water bowzers, sewer suction and jetting machines, and installation of chlorinators
- Activation of abundant OHRs
- Replacement of profusely leaking Old PRCC Pipe line major cause of contamination of water.

MID TERM ACTION PLAN

- Rehabilitation of water purification plants installed by TMA, CDWI, NGO's and LGs. The major impediments as envisaged will be the provisioning of funds by the executors
- Performance based incentives and promotions for efficient workers especially for revenue recovery and consumer survey staff.
- Procurement of T&P and activation of motor rewinding workshop
- Procurement of stand by and running spares and machinery i.e. electric motors, starter, main switches, transformers etc
- Operationalization of non functional 6 No. water bowzers, 2 nos suction machines and 5 nos of mobile dewatering sets.

MID TERM ACTION PLAN

- Re-activation of online complaint centre and helpline 1334.
- Reconciliation of electric bills with WAPDA to resolve the issue of over billing
- Installation of water meters has been made mandatory for new connections
- Free of cost supply of stock chlorine solution to consumers for disinfection of ground and over head tanks at consumer's houses. 

Supply of Free Chlorine Stock Solution



LONG TERM - ACTION PLAN

- Switching over from ground water sources (TW) to more sustainable surface water sources i.e., Chirah Dam, Indus river sources.
- On implementation of water supply project of twin cities of Islamabad and Rawalpindi based on Indus river additional 100mgd water will be available and WASA will be in a position to close all the existing tube wells of Rawalpindi.
- 100% sewerage coverage
- 100% water supply
- Replacement of entire water supply and sewerage distribution network.

RECOMMENDATIONS

- Immediate recruitment of core managerial/technical field staff, along with the policy for hiring of field and line staff.
- Review of REIP in order to extend sewerage coverage to Rawalpindi city at priority rather than going for other sewerage related works like out fall sewer-STP etc.
- Early approval of Water supply project based on Chirah dam source.
- Clarification of legal, technical, administrative and financial status of WASA.
- Ground water ownership legislation.
- Accommodation rationalization.

RECOMMENDATIONS

- Detachment of WASA from Development Authorities
- De linking WASA from RDA to avoid dichotomy of command.
- Uniform service structure for all WASA including inter WASA rotation/transfer of technical, administrative and managerial staff (grade 17 and above)
- Allocation of funds for research activities- PhD scholars NUST.
- Three dimensional ground water prediction mapping – TNO Geological survey of Netherlands.
- Immediate ban on installation of new tube wells and formulation of aggressive strategies to evolve recharge mechanism for fast depleting ground water

CONCLUSION

- Emphasis on institutional development comparable with its missions and objectives.
- Major environmental disaster as regard drastic depletion of ground water resources. Needs immediate ban on groundwater extraction through legislation. Adoption of groundwater recharging techniques along with exploration of alternate water sources.
- Environmentally sustainable waster water collection and management system.

THANK YOU