

JULY, 2019 Vol:1

Healthy Life

WSSC KOHAT NEWS



Water & Sanitation Services Company Kohat
Government of Khyber Pakhtunkhwa

Vision

“To become a regional torchbearer in the provision of quality water and sanitation services at par with best practices of the 21st century

Mission

“To address clean water, sanitation, hygiene and solid waste management needs of the people of Kohat through a focus on self-sufficiency, sustainability and strategic management of assets and resources”



Water & Sanitation Services Company, Kohat

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Kohat Development Authority (KDA)
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Roadside litter negatively impacts our environment, clogs storm drains & often makes its way into our streams

DISPOSE OF LITTER RESPONSIBLY.



**THINK.
DON'T THROW.**



WATER & SANITATION
SERVICES COMPANY KOHAT



@WSSCKOHAT



Message from Chairman

Water and Sanitation Services Company Kohat strive to achieve its set targets and increase access to safe water and related sanitation services as well as promoting good hygiene and behavioral practices in areas that comes under the WSSC's jurisdiction. WSSC Kohat has worked assiduously to ensure that ongoing projects are executed with a high degree of efficiency and effectiveness.

Water and Sanitation Services Company Kohat has played an active role in various sector related activities during the year such as the World Water Day, World Clean Up Day, World Environment Day as well as the Global Handwashing Day. All these activities have provided the opportunity for WSSC Kohat to showcase its achievements, share knowledge with sector stakeholders and to interact with the general public.



Message from CEO

To begin with, Water is a driving force that underpins most social and economic activities within the country including; sustainable health, agriculture, energy, industrialization, and tourism.

It is for the above reason that Water and Sanitation Services Company (WSSC) Kohat strives in its operation to deliver efficient Water and Sanitation Services in its area of operation within the respective Union Councils (6 Urban Union Council) and KDA.

I am glad to welcome our esteemed stakeholders and customers to our annual report which summarizes our operations.

As the adage goes, Information is Power, therefore it is our cardinal principle and objective to ensure that our esteemed stakeholders and customers have real time access to information pertaining to the operations of the company.

In this information age, we want to ensure continued enthusiasm of our website, Facebook Page and other social networks to reflect the changing needs of our stakeholders and customers with regards to the provision of Clean Drinking Water, Solid Waste Management, Sewerage and Drainage services. In this regard, we undergo numerous changes aimed at making it user friendly and customer oriented.

Currently, WSSC Kohat established one stop customer center including information related to; Connections, Tariffs, Bill Payment methods, complaints and useful tips on how to maintain water quality and reduce wastage of water.

It is further, interlinked to our operations Team and Social networks to enable us to serve the customer better.

We believe that our efforts are improving the image of the WSSC Kohat both locally and nationally, through sharing of experiences and information and learning from one another. We will endeavor to ensure that the customers information is up to date, and we are appealing to our esteemed readers to feel free to give us constructive and value additive comments to enable as improve this platform.

About us

Under institutional reform agenda of Government of Khyber Pakhtunkhwa (KP) seven ring fenced and autonomous urban utilities “Water and Sanitation Companies” have been established in Peshawar, Bannu, Kohat Swat, Mardan, Abbottabad and D.I.Khan with the vision to improve service delivery in water and sanitation and solid waste management services and reduce reliance on subsidies. The company in Peshawar has been established in 2014 while companies established in other six divisions in 2015 are going through transformational process including WSSC Kohat.

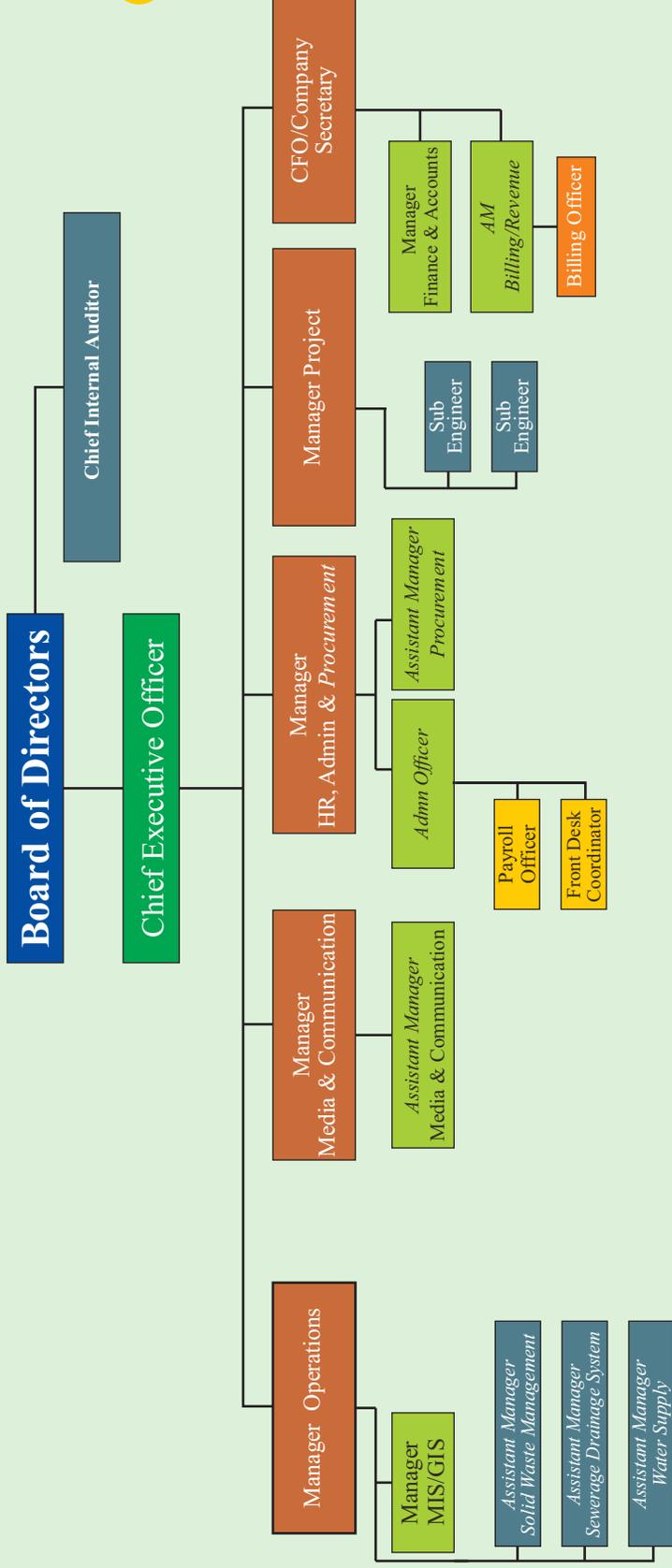
Water and Sanitation Services Kohat is registered with SECP under section 42 of the companies ordinance 1984.

The ceremony of signing of Services and Asset Management Agreement (SAMA) between party one Tehsil Municipal Administration (TMA) and Kohat Development Authority (KDA) and party two WSSC Kohat took place on the **25th day of January 2017** in Chief Minister Secretariat Peshawar in presence of Honorable Chief Minister KPK, Mr Parvaiz Khattak. After signing the agreement WSSC Kohat officially took over the provision of water and sanitation services in the 6 urban union councils of Kohat, at divisional headquarter, Kohat.





WSSC Kohat Organogram



This is present Organogram of WSSC Kohat and can be change with approval and consent of

Scope of Work

The company is using the following mediums/tools for improving the situation of water and sanitation services in Kohat:

- 1. Provision of Solid Waste Management Services.**
- 2. Provision of Sewerage and Drainage Systems and O&M services.**
- 3. Provision of Drinking Water Supply.**

- Daily cleanliness of roads and streets
- Daily Mechanical sweeping of main roads
- Scheduled Cleaning of drains and Mechanical Dredging of primary and secondary drains.
- Daily water Supply to 6 Urbans and Kotal Township
- Daily repair and maintenance of water pipe lines system
- Repairing of malfunctioning of tube well's pumping machinery and electrification
- Daily supervision of tube well operators and field staff for smooth performance
- Redressal of community complaints regarding water related issues
- Issuing of warning notices to the general public against misuse/wastage of water which can causes damage to roads, street and other public assets.
- Provision of water supply connection to the water deprived community or for the new townships or colonies.
- Environment friendly disposing off 140 tons of solid wastage on daily basis
- Daily Water Sprinkling in main markets
- Complaint Redressal on daily basis regarding Sanitation
- Scheduled washing of main roads
- Provision of sanitation kits and equipment to the sanitation staff when required
- Regular supervision of sanitation staff and services day and night
- Scheduled awareness campaigns and community mobilization regarding clean and safe environment
- Weekly assembly session in different schools about keeping environment safe

Before

Total Expenses incurred by TMA for SWM was PKR 4240 per Ton which is less then 30 % compare to current disposal rate of WSSC Kohat (without Management Salaries).
Ghost Employees.
Old backlogs of open dumps with less than 30% SW disposal.
Unserviceable fleet.
Blocked and damage sewerage and drainage system.
Damage sanitation and water supply infrastructures.
No Complaint redressal system.
Broken and missing iron gratings.
Lack of baseline and operational records.

After

Solid Waste disposed off in Operations is 138693 tons since inception.
Total Solid waste Disposed-off in cleaning Campaign is 20,944 tons (92 Old Dumps).
PKR 2782 per Ton expenses with more than 70% disposal rate with Management Salaries.
Door to Door Collection & Mechanical Sweeping.
Chocked drains have been cleared by WSSC.
Damaged sewer lines have been repaired.
Complaints redressal have been improved.
Broken and missing iron gratings has been installed.

Fleet/Equipment Before & After



Before



After



Before



After



Before



After

Fleet/Equipment Before & After



Before



After



Before



After



Before



After

Solid Waste Management Before & After



Before



After



Before



After



Before



After



Before



After

T

Since inception of Water and Sanitation Services Company, **1,38,493 tons** of Solid Waste was disposed-off in daily cleanliness **Operations**.

Average waste disposed-off per day of the company is **140 tons** (80%).

In Kotal Township (KDA), door to door collection of garbage was started on trial basis which will be extended to other union councils in future.

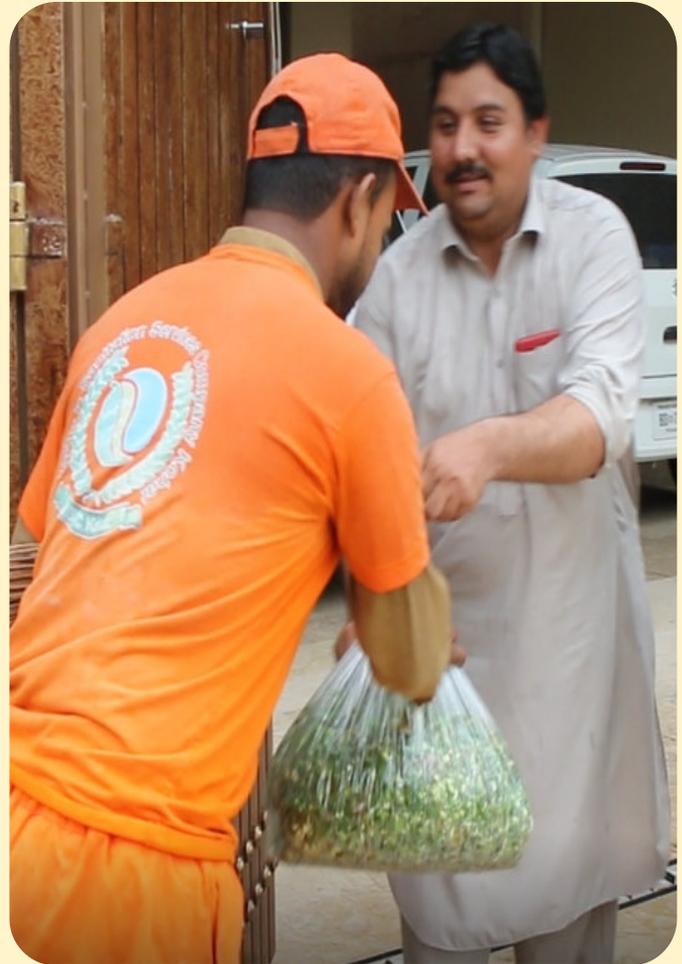
Mechanical Sweeping of Main Roads are included in daily cleanliness operation.

Per Ton Solid waste disposal Cost of the TMA was PKR: 4200 with less than 30% disposal. However, WSSC Kohat is Disposing Solid waste at rate of 70% disposal at the rate of PKR 3200 per tons.

Dumping Side



Door to Door Collection



Mechanical Sweeping



Establishment of Complaint Cell and Short Code 1334

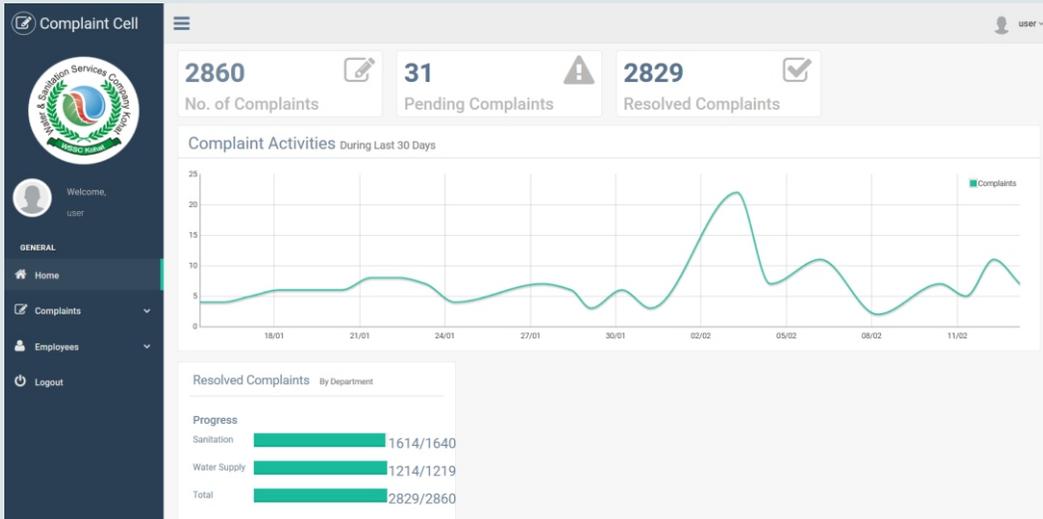
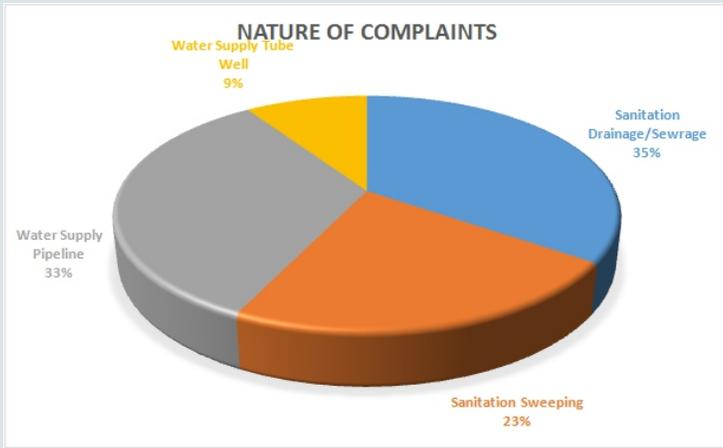
A separate complaint cell with dedicated land line as well as mobile line is established with inhouse made computerised complaint redresal system to generate reports on daily, weekly and monthly basis, two dedicated computer cum telephone opertators are also made to sit to receive complaints and register them.

- 5538 nos of total complaints since inception.
- 493 nos complaints received on PMDU, 480 nos of complaints resolved.
- 99% of Redressal Rate.
- Maximum of 28% complaints are of Leakage & rusted pipelines.
- Most of the Pending complaints (39 nos) are:
- Replacement of Leaked/rusted pipelines (71%).
- Placement of Waste Bins/Containers (13%).



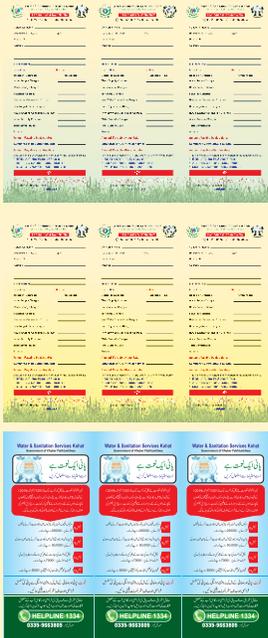
1334

Lack of Developmental Budget is the major reason for the pending Complaints



Billing and Revenue

1. A separate Billing department was established and two posts (AM Billing & Revenue & Billing Officer) were hired to run the operations of billing department smoothly.
2. All customer data converted from manual to system.
3. Computerized bills printing started from November 2018 covering the first cycle of finance year 2018-2019.
4. Discounts ranging from 5% to 30% were offered to customers having huge arrears in order to recover the arrear amounts.
5. Timely recording to paid bills into the system in order to know the exact recovery position.



Bills with different colors for KDA and City has been printed to monitor the revenue generated from these localities with the public services message at back



A total of 8,762 new connections were legalized



Total Revenue collected during the year 2018-2019 was



Total revenue collected during the year 2018-2019 was 2,48,67431

Special and Religious Occasions

During the religious occasions , WSSC Kohat also do its best to provide the better sanitation and water supply facilities by different means.

Eid-ul-Azha Cleanliness Campaign

Eid Ul Azha and Eid ul Fitr: Every year, WSSC Kohat chalk out a plan to keep the city clean during Eidul Azha by disposing of the wastes and offal of the sacrificial animals. More than 50 vehicles remain in use to ensure lifting of waste of sacrificial animals in its jurisdiction. Every year WSSC Kohat usually dispose of the 3,000 tonnes of waste from the 6 urban union councils and KDA during the three days of Eidul Azha. Not only staff but officials also mark their presence to inspect the cleanliness during all three days of Eid. For social mobilization, distribution of Awareness materials within the citizens and banners get displayed all over the city, to aware the public about the cleanliness. For awareness. Imams of Masjids are also being sensitized to include the topic of cleanliness in their Friday and Eid day sermons. WSSC also launch awareness programs by arranging stalls. Public services Messages by Social Media and loudspeakers through vehicles. After cleaning the sacrificial places, the process of washing, a sprinkling of lime powder and fumigation is always carried out. Like Eid ul Azha, Staff carries out the cleanliness process during Eid Ul Fitr as well by washing and cleaning the Eid Prayers Places (Mosques) and provide the routine sanitation services.



Muharram

WSSC Kohat carries out special cleanliness arrangements to provide extraordinary cleanliness services during Muharram. Like every other religious occasion, Deployed sanitation and water supply Staff perform the cleanliness process by mechanical sweeping, washing of imam Bargahs, and a sprinkling of lime powder on procession routes and surrounding areas of mourning sessions. Officials also perform the duties on command posts and other main routes to ensure water supply and sanitation services during the processions.



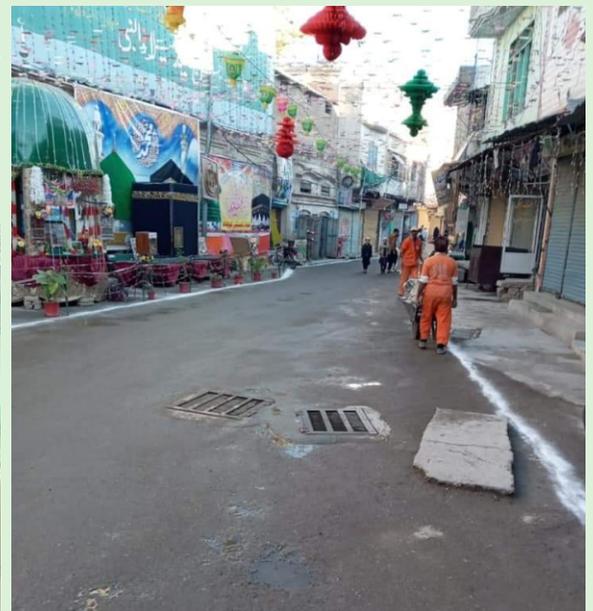
Christmas

to support minority and participate in the celebrations of Christmas, WSSC Kohat staff maintain cleanliness in Christian localities, missionary schools, and churches across the city by collecting and transporting solid waste generated during Christmas holidays.



Christmas

Every year, WSSC Kohat sets its objective to clean sure waste-free surroundings in the city during the Eid Milad ul Nabi. For this purpose, the sanitary crew along with machinery are deployed on the processions' routes to do manual sweeping, mechanical sweeping and washing of the major roads. WSSCK staff also perform special duties in three shifts on 11 and 12 Rabbi Awwal. This cleanliness process are carried out under the supervisions of Officials.



Awareness Drives



Public Outreach and Awareness Campaigns







Staff Encouragement



Policies and Standards for Operation

The operations of Water & Sanitation Services Company Kohat are guided by certain well defined and approved polices and standard procedures to ensure adherence to its values, internal control, transparency, accountability, humanitarian principles and effective service delivery to the target beneficiaries. The BoD has approved the following policies, manuals and guidelines:



A five years business plan has been developed for WSSC Kohat



Public outreach/Awareness Campaign

To create awareness and responsive community a public outreach and awareness using different modes and medium was launched by WSSC Kohat team, In this regard a radio program was launched where people were made aware of the working of WSSC Kohat and different queries were answered live, In addition different awareness pamphlets were also distributed among school children and a drawing competition was also held among different school children, also awareness walks with the traders community and different schools and colleges were also held for awareness purposes from time to time.

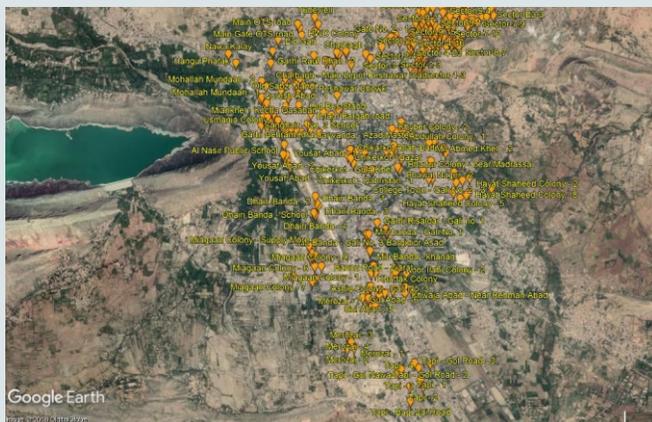
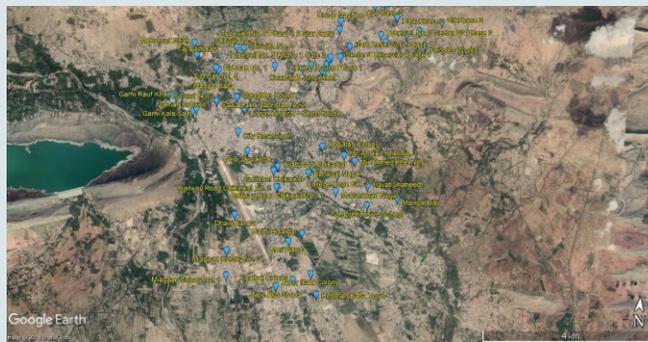


MIS & GIS

Department of Information Technology WSSC Kohat has conducted few GIS surveys regarding digitization of assets in the jurisdiction boundaries of WSSC Kohat. First survey is about digitization of tube wells which includes the current condition of tube wells, specification of machinery, water discharge and power lines. The information is collected and digital map has been compiled to use the information for future developments.

Next survey is about the digitization of solid waste collection points. The data gathered in this survey comprises the location, requirements of bins, and type of bins.

Kohat city has net of streets which is very difficult to manage when allocating human resource and other resources. To overcome this issue a survey is conducted to digitized the street data of Kohat city and gathered the city information for later analysis.



Donors

Grant for establishment of Office from USAID KPG project including office equipment and furniture. Customization and formation of Manuals for the Company (10) and Business Plan by USAID KPG project.

MOU signed for establishment of complaint redressal system 1334 and Monitoring of operational activities with world bank funded Governance Project.



Way forward

Induction of Citizen facilitation and Complaint Center

Establishing of state of the art Monitoring of operational activities with world Bank Funded Governance Project.

Rehabilitation and functionalization of recycling Plant and Sewerage Treatment Plant with Asian Development Bank Intermediate Cities Project.

Integrated solid waste management with advance mechanism.

Redesigning and replacement of existing sewerage and drainage system

Replacement of rusted/damaged water supply network.

installation of water meter to minimize wastage of water.

Installation of new tube wells to extend potable water production.

Development and installation of gravity based water supply schemes.

Redesigned

Expanding to other Urban/Tehsil of Kohat

