

ANNUAL REPORT 2017-2018

Punjab Municipal Development Fund Company

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Annual Report

The Board of Directors is pleased to present the annual report of PMDFC along with the audited financial statements of the company for the year ended June 30, 2018. The year may be marked as highly significant for both PMDFC and local governments of the Province due to the challenges faced under Punjab Local Government Act 2013.

PMDFC continued on its path of *“help build healthy cities”* during this year as well by taking along its multiple stakeholders from the public as well as the civil society. Multiple projects were taken up by the company besides making strenuous efforts for preparation/prior actions of the World Bank funded project “Punjab Cities Program”.

PMDFC under its mandate defined by its Memorandum of Association is well poised to assist both the provincial government and local governments in carrying out their functions in line with the letter and spirit of the PLGA 2013. Based on its past record, it can be safely stated that the company can strengthen the institutional capacity of local governments in the province.

Company Overview

PMDFC is one of the premier companies working for strengthening the local government system of Punjab. Since its inception in 1998, it has passed through several phases of organizational realignment in the face of external challenges like change of government in 1999, promulgation of the Punjab Local Government Ordinance 2001, transition to a provincially controlled local governments in 2009, and enactment of the Punjab Local Government Act 2013 etc.

Throughout the 20 year history of PMDFC, the company has strived for excellence in its organizational performance in accordance with the policy guidelines of the provincial framework and in the light of its role defined by its Memorandum and Articles of Association. The Company has not only given valuable policy level inputs to the Punjab Local Government & Community Development, Department but has also assisted the local governments in ameliorating the delivery of municipal services in the province. In summary, PMDFC lived up to its primary objective of improving the quality

of lives of people. Increase in access to the services in areas where sustainability of municipal infrastructure were carried out under the supervision of PMDFC has been another hallmark of organizational excellence.

Under the Punjab Local Government Act of 2013, Tehsil / Town Municipal Admirations have been replaced by Municipal Committees, Municipal Corporations, Metropolitan Corporation and District Councils. Moreover, the rural-urban divide has also been reintroduced by the Act thereby stressing the need for innovative institutional arrangements to cope up with the service delivery needs. In the wake of rapid urbanization, PMDFC is uniquely placed within the fabric of local government system to carve out means for meeting the challenges of urbanization in Punjab in view of its past record.

Corporate Governance

PMDFC is committed to running its operations in accordance with the highest standards of corporate governance and adheres to the principles of transparency and accountability for its entire functionality. Requirements laid down by the Companies ordinance 1984, Securities and Exchange Commission of Pakistan (SECP), and best practices of public sector companies are followed in letter and spirit. As a premier public sector company for local governments of Punjab, the role of civil society has always been acknowledged by the Board. Functioning of the Board has been characterized by broad based and inclusive decision making.

Program Oversight

In accordance with the company policy, projects to be taken up need approval of the Board of Directors. The Board exercises effective oversight of all the projects taken up by the Company. The Board is pleased to report that the oversight function is performed without micromanaging the projects and the Company executives are given managerial freedom to implement projects as per approved guidelines and objectives.

The Board was pleased to approve the projects (*Up-gradation of Municipal Asset Management Information System, Capacity Building for Sustainable Municipal Infrastructure Services, Program Monitoring Unit (PMU) - Monitoring the Cleanliness of 07 Cities under the Waste Management*)

after close scrutiny of the objectives and their alignment with those of the Company's mandate. Successive meetings of the Board also called on the Company management to report on the state of Company affairs including an update on the overview of project progress. It is noted that all the projects taken up by the Company were implemented successfully within the stipulated time.

Human Resource Management

The significance of human resource cannot be overemphasized for any organization aspiring to live up to its vision and goals. The phenomenon becomes even more critical for an organization like PMDFC that has to leverage the delivery of much needed public services in an equitable manner. The challenge of devising means to realize the right of people to safe drinking water, sanitation services, street light, and parks warrants innovative solutions and robust public-private partnerships. Given the public sector landscape of the province and the history of local governments in Pakistan, it is no wonder that there is a dearth of local government experts in the province.

It is PMDFC that has developed a critical mass of local government experts over the past eleven years. Infrastructure development, service delivery improvement through better management, performance measurement, and building capacities of staff of local governments are a few significant areas of expertise developed by PMDFC.

Despite the potential financial challenges after successful completion of Punjab Municipal Services Improvement Project, the Board made it a priority policy action to ensure the retention of valuable and professional human resource of the Company. The Board recognized the leadership role of the Managing Director (Muhammad Aamer Nazeer) in steering the Company skillfully. His contract was extended on the basis of his outstanding performance, professionalism and the need for continuity.

The diversification of expertise developed over the past years have added to the strength of organizational learning resulting in taking up of assignments such as supervision of Third Party Validations (TPVs), development of concept papers, and review of PC-1s besides undertaking top supervision of infrastructure development projects.

Major On-going Assignments

- a) World Bank Funded Punjab Cities Program (PCP) - *Annex A*
- b) Up-gradation of Municipal Asset Management Information System - *Annex B*
- c) Capacity Building for Sustainable Municipal Infrastructure Services - *Annex C*
(Water Supply System)
- d) Program Monitoring Unit (PMU) - *Annex D*
Monitoring the Cleanliness of 07 Cities under the Waste Management Companies
- e) Governance Initiatives
 - a. Computerized Financial Management System - *Annex E*
 - b. Performance Management System - *Annex F*
 - c. Computerized Complaint Tracking System - *Annex G*
 - d. Municipal Asset Management Information System
 - e. LG Websites - *Annex H*

Future Outlook

- a) As stated in the previous Directors' Report, the Company is moving towards establishing itself as a consultancy outfit to ensure its financial sustainability. The relevance of experience and expertise make PMDFC the best suited organization to work closely with the local governments of Punjab for capacity building and service delivery improvement.
- b) Financing Agreement between Government of Pakistan & The World Bank and Operation Agreements between Government of Punjab & The World Bank have been signed for the World Bank Funded Project with the title "Punjab Cities Program".
- c) In the light of the foregoing developments, it is reassuring that the organization, with its expertise intact, is well poised to take up future responsibilities of project "Punjab Cities Program" and it can be safely said that PMDFC is on a stable path of sustainability; moving forward with renewed commitment and dynamism. Good governance, accountability and self-executing mechanism of checks and balances with professional excellence would continue to be the future pathways of PMDFC.

Annex A

World Bank Funded Punjab Cities Program (PCP)

Introduction

Government of Punjab prepared “*Punjab Urban Reform Roadmap (PURR)*” with the assistance of the World Bank that analyzes the economic activities in the main cities of Punjab, their per capita GDP and GDP growth rate and compares these parameters with competitive cities in the developing countries. For exploiting the economic growth potential of the cities some policy reforms have been proposed in the “*Punjab Urban Reforms Roadmap*” which are in line with “*Vision 2025*”, *Punjab Growth Strategy 2018* and *Punjab Urban Sector Development Plan 2018*”.

Consequently, it has been proposed that the ‘*Punjab Cities Program*’ may be launched and WB has showed willingness to invest USD 200 million in this Program.

Objective	The Program Development Objective is to strengthen the performance of participating urban local governments in urban management and service delivery.
Project Area	<p>World Bank shared a list of cities based on absolute increase in population, Economic potential of the districts and considered due share for North, South & Central Punjab.</p> <p>The cities include; <i>Okara, Jaranwala, Gojra, Jhang, Kamalia, Muridke, Hafizabad, Kamoke, Daska, Wazirabad, Jhelum, Vehari, Burewala, Khanewal, Bahawalnagar & Kot Addu.</i></p> <p>Selected Municipal Committees of Punjab except falling under the World Bank funded PCGIP and ADB funded PICIIP</p>
Funding agency	World Bank / Government of Punjab
Duration	05 Years
Stakeholders	<ul style="list-style-type: none">• LG&CD Department• Finance Department• Punjab Local Government Board• 16 Municipal Committees• Punjab Municipal Development Fund Company

Key features of PCP

- a) Window-1** will provide Performance Based Grants (PBGs) based on results achieved by the MCs against the Disbursement-Linked Indicators (DLIs).
- b) DLI-1** comprises of Minimum Access Condition (MACs). Compliance with MACs will be a pre-condition to access the PBGs, and failure to satisfy any MAC will disqualify an MC from accessing the PBG that year.
- c) DLI-2** comprises of Performance Measures (PMs). These will build on the foundations laid by MACs, and will challenge the MCs to raise their performance to achieve incremental targets. Together, the MACs and PMs will enable the 16 MCs to access the PBGs allocations. Result areas under MACs and PMs include: *Investment Planning and Budgeting, Human Resources Strengthening, Own Source Revenues, Procurement, Financial Management and Audit, Environment and Social Management, Transparency & Accountability and Urban Infrastructure.*
- d) Window-2** will support provincial government agencies (Finance Department, Local Government & Community Development Department/Local Government Board, and Punjab Municipal Development Fund Company) and the selected MCs with technical assistance and institutional strengthening.

Proposed Cost

Share	USD
Foreign:	200.00
Local: GoPb /MCs co financing	36.00
Total:	236.00

Status

Activity	Status
Concept clearance from CDWP	May 02, 2018
Loan Signing	May 29, 2018

Next steps

- Development of Program Operation Manual to define necessary guidelines and procedures for implementation
- Establishment of central unit and field offices
- Agreed prior actions will be ensured to be accomplished before effectiveness

Annex B

Up-gradation of Municipal Asset Management Information System

Background

Local Government and Community Development Department launched a project **"Asset Management of Municipal Immovable Properties"** (Mar 2015 - June 2016) to introduce transparency, efficiency and accountability through e governance and ICT/GIS based solutions. Accordingly, data pertaining municipal immovable assets of 145 LGs was collected and computerized. After promulgation of PLGA 2013, TMAs were transformed into Metropolitan Corporation (01), Municipal Committees (182), Municipal Corporations (11) & District Councils (35) and subsequently municipal assets were distributed amongst the LGs. Therefore, it was highly needed to update the record of municipal immovable assets and develop the web-based software under the above mentioned Project. Accordingly, LG&CD Department approved a project **"Up-gradation of Municipal Asset Management Information System"** under ADP (2017-18) with the allocation of Rs. 20 Million.

Objectives

- To introduce transparency, efficiency and accountability through e-governance and ICT/GIS based solutions.
- To achieve higher level of service delivery through timely decision making and improved lateral and vertical communication between various tiers of hierarchy.
- To ensure better service delivery for the citizens enabling them to view assets along with related facilities online and to reduce encroachments, litigation and malpractices; and increase revenue

Scope

- Data Collection & Field Verification of District Councils Properties
- Verification of already collected data for LGs (TMAs) through MC staff
- Designing of survey tool for geo-tagged data collection
- Development of Software by updating database design, adding District Councils Main Dashboard and DCs Local Dashboards

- Updation of data management module for incorporating DC properties and transfer of property among MCs and DCs

Funding Agency	LG&CD Department (ADP 2017-18 at G.S No. 5059)
Implementation Period	01 Year (FY 2017 - 18 - on going)
Cost (PKR)	20.00 million

Progress to date

#	Activity	Progress
1.	Institutional Arrangements	
1.1	Intimation to DCs/MCs for Project Initiation	Completed
1.2	Orientation Sessions with DCs and New MCs	Completed
1.3	Survey proforma preparation for DCs and newly developed MCs assets data collection	Completed
2.	Data Collection, Verification and Uploading	
2.1	Verification of already collected data of municipal assets through MCs Staff	Completed
2.2	Preliminary data collected from district councils and Newly MCs	Completed
2.3	Boundary maps preparation for New DCs and MCs	Completed
2.4	Android application development for field data collection	Completed
2.5	Field data collection for all DCs & 05 new MCs	35 DCs & 04 New MCs
2.6	Data Uploading Status	32 Districts
3.	Software Development & Deployment	
3.1	Software Development	Completed

Planned Activities

Sr #	Activities to be started	Status
1	Software Testing , Debugging & Deployment	Sept-Oct
2	Training of MCs & DCs Staff	Sept-Oct
3	Completion Report	November

Annex C

Capacity Building for Sustainable Municipal Infrastructure Services

(Water Supply System)

Introduction

The poor service delivery level is affecting the residents of these cities/towns and they are constrained to develop alternate source of water for meeting their daily demand. Further the poor water quality has affected the health of the citizen because of water borne diseases which increase their expenditure in treatment of these diseases, waste their man days thus reducing their income and affecting the family and local economy.

Assessing these problems and their adverse consequences on human health and economy, Local Government & Community Development approved the project namely “*Capacity Building for Sustainable Municipal Infrastructure Services (water supply)*” in Annual Development Program of 2017-18 with an allocation of Rs. 21.00 million (GS 5253).

Objectives The project has basically been designed for building the institutional capacity of the ULGs in the sustainability of water supply systems and services by improving the operation & maintenance activities for:

- Efficient service delivery
- Improvement in the collection of user charges to provide better water supply facilities to the general public

Scope

- Collection of data from 10 cities included in the project
- Identification of gaps, shortcomings & bottlenecks hampering the good service delivery
- Updating of the water supply infrastructure maps
- Sensitizing the key offices and training of staff along with practical demonstration
- Addressing the gaps and shortcoming through the MC staff leading to better service delivery

- Introduction of Framework Contracting for cost effective repairs and replacements, reduction of delay in repairs and improved service credibility
- Reduction of gaps between the O&M expenditure and recovery
- Design of interventions for improvement of service delivery level

Project Area Punjab Municipal Development Fund Company will be responsible for execution of this project in 10 cities of the Punjab. The list of MCs region wise is given below:

A	Northern Punjab	1	Chakwal
		2	P.D. Khan
		3	Gujar Khan
B	Central Punjab	4	Kasur
		5	Mustafabad
		6	Bhalwal
		7	Sillanwali
C	Southern Punjab	8	Liaquatpur
		9	Vehari
		10	Mailsi

Funding Agency LG & CD Department, Government of Punjab

Duration 01 Year (FY 2017 - 18 - on going)

Cost (PKR) 21.00 Million

Progress to date:

Sr. #	Activity	Bhalwal	Sillanwali	Mustafabad	Kasur	Mailsi	Vehari	Liaquatpur	P.D. Khan	Chakwal	Gujjar Khan
1	Design of formats & data collection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Workshop for chairmen & C.O	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Workshop for MO(I&S) & MOF	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Site Visit of MCs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Data Analysis	✓	×	✓	✓	✓	○	✓	✓	○	×
6	Updating of maps	✓	×	✓	✓	✓	○	✓	✓	○	×
7	Determination of Cost effective and sustainable solution (Guidelines)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7a	Preparation of Guideline	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7b	submitted to LG & CDD for approval	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

8	Improvement in billing and recovery system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
9	Cleaning and disinfection of reservoirs and water supply systems (Guidelines)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10	Water sample testing	○	○	○	○	○	○	○	○	○	○	
10 a	Advertisement for quotation	○	○	○	○	○	○	○	○	○	○	
10 b	Award of contract	×	×	×	×	×	×	×	×	×	×	
10 c	Sample collection	×	×	×	×	×	×	×	×	×	×	
10 d	Water testing report	×	×	×	×	×	×	×	×	×	×	
11	Design Of Interventions	✓	×	✓	✓	✓	○	✓	✓	○	×	
12	Water by laws & consumer connection survey	Planned in August & September of 2018										
13	Preparation of SOPs & O&M manual	Planned in October 2018										
14	Final Report	Planned in December 2018										
✓Completed			○ In Progress					×				Yet to be started

Annex D

Program Monitoring Unit (PMU)

Monitoring the Cleanliness of 07 Cities under the Waste

Management Companies

- Objectives**
- Reliable and fair monitoring through third party validation of cleanliness of cities under the Waste Management Companies (WMCs)
 - Obtain citizens feedback for cleanliness of cities under (WMCs)
 - Improvement of cleanliness of cities by making them waste free due to monitoring of cleanliness and reporting short comings to WMCs

- Scope**
- PMU monitors the cleanliness of 07 cities in Punjab under WMCs (Lahore, Faisalabad, Rawalpindi, Sialkot, Gujranwala, Multan & Bahawalpur). It through its field staff:
- Rates assigned facilities/locations assigned through very poor to very good scale
 - Identifies sore points/poor condition in each city where heaps of garbage are piled up and causing public nuisance for immediate attention of WMCs.
 - Conducts citizen perception surveys regarding cleanliness of cities, identification of problem areas, collects suggestions, provide Public Awareness about WMCs and compliant registration mechanism etc.

Funding agency Government of Punjab

Approved cost

Sr.No.	Financial Year	Amount
1	2017-2018	Rs.71.813 million
2	2018-2019	Rs.66.243 million
3	2019-2020	Rs.72.749 million

Duration The PMU was established for the period of three years (2017-18- to 2019-20).

Implementation Arrangements

PMU has been established at Punjab Municipal Development Fund Company (PMDFC) with an oversight role of parent department LG&CD Department. The PMU

has hired a core team based in Lahore supported by 53 Monitoring & Evaluation Analysts (MEAs) and 4 Provincial Monitoring Officers (PMO) for seven project cities. Special Monitoring Unit (SMU), CM office provides input in design and improvement in program and Punjab Information Technology Board (PITB); provides technical input by developing and maintaining Android based data collection application and monitoring Dashboard.

Progress to Date

- PMU set-up at PMDFC with hiring and trainings of staff and procurement of equipment and furnishing etc.
- Facilities/locations data/information collected and Geographic Information Systems database developed
- Android based application developed by PITB in close coordination with PMU to assess the cleanliness level of each city through MEAs/PMOs
- User friendly dashboard developed by PITB on the format designed by PMU to monitor facility ratings, citizen surveys, management of field staff and generation of multiple reports for data evaluation and planning
- A module developed on dashboard for WMCs to analyze rating of their facilities, perception of community about their teamwork and submission of compliance report to PMU about poorly rated facilities / locations identified for immediate cleanliness
- Brainstorming sessions with WMCs, PITB, SMU and LG & CDD by PMU for periodic improvement of PMU design and results

Impacts

Improvements in facility ratings and citizen surveys about cleanliness are as below:

Activity	December,2017	June 2018	% Change
Facility Ratings*	70 %	83 %	13 % +
Citizen Satisfaction**	62 %	68 %	06 % +

**111,459 facilities visited for cleanliness rating by PMU (June, 2018)*

*** 127,915 Citizen Surveys conducted by PMU (June, 2018)*

Annex E

Computerized Financial Management System

Background of FMS

- FMS was developed keeping in view the PLGO requirements.
- The system specifications were developed in consultation with TO (F) and his staff, keeping in view their practical problems.
- Transition from a laborious, manual, time taking process to a modern but simple and efficient book keeping system for the TMAs.

Advantages of FMS

- Recording of Payments and Receipts.
- No duplication of work - voucher is entered only once in the system to produce the following:
 - Cash Book
 - Establishment Check Register
 - Contingencies Check Register
 - Classified Abstract
 - Register Municipal Works
 - Civil works contractors' ledger
 - Budget entry and comparisons - balance budget can be checked from the system before payment.
 - Automatic calculation of monthly installments, staff salary, advance and security deposits.
 - Maintenance of Demand and Collection Register
 - Maintains a database of all shops and other rented property.
 - Maintenance of Demand and Collection Register
 - Rates table for commercial and domestic
 - Automatic calculation of demand for each consumer
 - Entry of receipts against each consumer
 - Instant access to reports at a click of a button resulting in reduced wait time for reports and information

- Financial Reporting Console for summarized information
- Automatic Cash and Bank reconciliation

Readiness Requirements for FMS

- Computer awareness
- At least two computers, printers, UPS etc.
- Preferably email facility
- Full time computer operator for TO (F)
- At least two willing workers from TO (F) staff to work on computers
- Computer training for TO (F) staff, including TO (F), Accountant, Taxation officer, Water rate clerk and others.
- Willingness to work hard and learn new technologies

Financial Management System

Financial Budget Abstract

Division:
 District:
 Local Body:
 Calendar Year:
 List Past Year Budgets: Yes No
 Budget Types: Estimated Actual Revised
 Estimated (Jan-Jun) Actual (Jan-Apr) Revised (Jan-Jun) Actual (Jan-Jun)

Municipal Committee Burewala
 Financial Position
 Annual Budget Estimates For The Year 2017 - 2018

	Estimated (Jan-Jun) 2016 - 2017	Revised (Jan-Jun) 2016 - 2017	Actual (Jan-Jun) 2016 - 2017	Estimated 2017 - 2018
Opening Balance as on July 1st.	-	-	-	74,162,000
Expected Income				
Local Receipt	120,840,000	145,074,000	122,556,094	150,809,000
PFC Award Grant	140,250,000	140,250,000	140,250,499	275,931,000
Total	261,090,000	285,324,000	262,806,593	500,902,000
Expected Expenditure				
Current / Non Development Expenditure	184,346,000	157,447,000	118,813,618	354,406,000
Development Expenditure	48,294,000	47,910,000	10,724,619	96,479,000
Total	232,640,000	205,357,000	129,538,237	450,885,000
Closing balance as on June 30th.	28,450,000	79,967,000	133,268,356	50,017,000

Shop - Tenant Occupancy Search / List

Tehsil:
 Sector:
 Property Type: Property Status:
 Description: Search by Description
 Records Per Page:

Page No: 1 2 3 Page: 1 of 3

Sector	Shop Code	Description	Name	Property Type	Area (Sq. Ft)	Start Date	Renewal Date	Rent	Arrears	Status
01 - Near TMA Office	01001	Shop No.1 (Hotel)	Muhammad Sadique S/O Khan Bahadar	Shop	128	01/04/2009	01/04/2017	8854	25680	
01 - Near TMA Office	01002	Shop No. 2 (Photo State Machine)	Abdul Ghafar S/O Muhammad Ghafoor	Shop	128	01/04/1999	01/04/2017	6038	0	
01 - Near TMA Office	01003	Shop No. 3 (Photo State Machine)	Ishtiaf Hussain S/O Ishtiaq Hussain	Shop	128	01/04/2006	01/04/2017	5187	0	
01 - Near TMA Office	01004	Shop No. 4 (Juice Machine)	Mureed Ahmed S/O Noor Khan	Shop	128	01/04/2014	01/04/2017	5946	0	
01 - Near TMA Office	01005	Shop No. 5 (Photo State Machine)	Saqib Ameer S/O Muhammad Ameer Zahid	Shop	128	01/12/2014	01/12/2017	6202	0	
01 - Near TMA Office	01006	Shop No. 6 (Fruit Merchant)	MUHAMMAD SHAFIQUE S/O MUHAMMAD RAFIQUE	Shop	128	01/01/2017	01/01/2018	9400	0	
01 - Near TMA Office	01007	Shop No. 7 (Printing Press)	Raza Ahmed Khan S/O Aziz Ahmed Khan	Shop	128	01/04/2014	01/04/2017	6039	0	
01 - Near TMA Office	01008	Shop No. 8 (Photo Studio)	Rashid Ali S/O Muhammad Rafique	Shop	128	01/04/2008	01/04/2017	5187	0	
01 - Near TMA Office	01009	Shop No. 9 (Photo Studio)	Atique Ahmed S/O Muhammad Rafique	Shop	128	01/12/2010	01/12/2017	5316	0	
01 - Near TMA Office	01010	Shop No. 10 (Fruit Merchant)	Khalid Mahmood S/O Shahanchi Khan	Shop	0	01/04/2013	01/04/2017	6030	0	
01 - Near TMA Office	01011	Shop No. 11 (Chicken Shop)	Pervaz Akhtar S/O Sher Muhammad	Shop	128	01/04/2006	01/04/2017	6039	0	
01 - Near TMA Office	01012	Shop No.12 (Photo Studio)	Sheikh Nasir Hussain S/O Sheikh Zaqr Hussain	Shop	200	01/07/2005	01/07/2017	10772	0	
01 - Near TMA Office	01013	Shop No.13 (Photo Studio)	Arshed Butt S/O Hafiz Muhammad Yaqoob	Shop	200	01/01/2006	01/01/2018	11615	0	
01 - Near TMA Office	01014	Shop No. 4/64 (Sports)	Bashir Ahmed S/O Mehar Muhammad	Shop	120	01/07/1987	01/07/2017	9898	0	
01 - Near TMA Office	01015	Shop No. 5/65 (Sports)	Bashir Ahmed S/O Mehar Muhammad	Shop	120	01/07/1999	01/07/2017	9833	0	



Municipal Committee Burewala



Property Rent Challan - Regular

Sector: Arif Bazar		Bill Number: 170926
Property: (01001) Shop #1		Billing Period: 01/05/2018 TO 31/05/2018
Address: Arif Bazar		Issue Date: 01/05/2018
Area: 0 sq. ft.		Due Date: 22/05/2018
Tenant Information:		
Name: Muhammad Iqbal		Rent: Rs. 2191 Arrears: Rs. 0
F/H Name: Mehir Din		Bill Amount: Rs. 2191 (within Due Date)
CNIC:		Fine: Rs. 200
		Bill Amount: Rs. 2391 (after Due Date)
Account History		
Bill Date	Rent/Paid	Receive Date
01/04/2018	2191 / 2191	18/04/2018
01/03/2018	2191 / 2191	19/03/2018
01/02/2018	2191 / 2191	12/02/2018
01/01/2018	2191 / 0	
01/12/2017	2191 / 2191	18/12/2017
N O T E		
For Inquiry Please Contact to Mr. Iftikhar Bazar Chikan 0333-6090216 or Mr. Irfan Haseem 0342-6280161 Rent Branch or Mr. Mohsin Shah 0314-6017183 Computer Branch		

نوٹ: مذکورہ بل دورانیہ Billing Period ختم ہونے پر کالعدم قرار پائے گا۔ بل جمع کروانے کی صورت میں قابل قبول نہیں ہو گا۔



Property Rent Challan (Regular - Shop) - Bank Copy

Municipal Committee Burewala
Billing Period 01/05/2018 TO 31/05/2018

Bank A/C No. 9721-0

Bill Number: 170926	Due Date: 22/05/2018	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Receiving</td> </tr> <tr> <td style="text-align: center;">Sign / Stamp</td> </tr> <tr> <td style="text-align: center;">No Receiving After 18/06/18</td> </tr> </table>	Receiving	Sign / Stamp	No Receiving After 18/06/18
Receiving					
Sign / Stamp					
No Receiving After 18/06/18					
Property: Shop #1	Rent: Rs. 2191 Arrears: Rs. 0				
Sector: Arif Bazar	Bill Amount: Rs. 2191 (within Due Date)				
Tenant: Muhammad Iqbal	Fine: Rs. 200				
F/H Name: Mehir Din	Bill Amount: Rs. 2391 (after Due Date)				



Property Rent Challan (Regular - Shop) - Office Copy

Municipal Committee Burewala
Billing Period 01/05/2018 TO 31/05/2018

Shop Code: 01001

Bank A/C No. 9721-0

Bill Number: 170926	Due Date: 22/05/2018	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Receiving</td> </tr> <tr> <td style="text-align: center;">Sign / Stamp</td> </tr> <tr> <td style="text-align: center;">No Receiving After 18/06/18</td> </tr> </table>	Receiving	Sign / Stamp	No Receiving After 18/06/18
Receiving					
Sign / Stamp					
No Receiving After 18/06/18					
Property: Shop #1	Rent: Rs. 2191 Arrears: Rs. 0				
Sector: Arif Bazar	Bill Amount: Rs. 2191 (within Due Date)				
Tenant: Muhammad Iqbal	Fine: Rs. 200				
F/H Name: Mehir Din	Bill Amount: Rs. 2391 (after Due Date)				



Property Rent Challan (Regular - Shop) - Computer Section Copy

Municipal Committee Burewala
Billing Period 01/05/2018 TO 31/05/2018

Shop Code: 01001

Bank A/C No. 9721-0

Bill Number: 170926	Due Date: 22/05/2018	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Receiving</td> </tr> <tr> <td style="text-align: center;">Sign / Stamp</td> </tr> <tr> <td style="text-align: center;">No Receiving After 18/06/18</td> </tr> </table>	Receiving	Sign / Stamp	No Receiving After 18/06/18
Receiving					
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Property: Shop #1	Rent: Rs. 2191 Arrears: Rs. 0				
Sector: Arif Bazar	Bill Amount: Rs. 2191 (within Due Date)				
Tenant: Muhammad Iqbal	Fine: Rs. 200				
F/H Name: Mehir Din	Bill Amount: Rs. 2391 (after Due Date)				



Municipal Committee Vehari



Water Bill - Regular

Type: Water 1/4 Domestic	Connection No. 01010010	Old Conn. 22
Name: Bashir Ahmad C/O Afzal	CNIC: 0	
F/H Name: Rehmat Ali	Order# 3061	
Sector: Zone No.1	Locality: U Block People Colony	
Address: H. No.61 Street No.30 Block U Vehari		
Bill No 493914	Connection Date 06-11-2017	Bill Period Apr 2018 - Jun 2018
Arrears Water: 150	Sanitation: 65	Issue Date 28-04-2018
Surcharge: 0	Total 0	Sanitation 65
		Due Date 18-06-2018
Total Bill (within due Date) Rs. 215	Late Fee 0	Total Bill (After due Date) Rs. 215

Account History		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">N O T E</td> </tr> <tr> <td style="text-align: center;">Municipal Committee Vehari is hereby starting computerized billing for Water rate Consumer for your convenience. The bill must be deposited in A/C No. PLS 16339-4 Bank of Punjab within Due Date.</td> </tr> <tr> <td style="text-align: center;">N O T E</td> </tr> </table>	N O T E	Municipal Committee Vehari is hereby starting computerized billing for Water rate Consumer for your convenience. The bill must be deposited in A/C No. PLS 16339-4 Bank of Punjab within Due Date.	N O T E
N O T E					
Municipal Committee Vehari is hereby starting computerized billing for Water rate Consumer for your convenience. The bill must be deposited in A/C No. PLS 16339-4 Bank of Punjab within Due Date.					
N O T E					
Bill Date	Receive Date				
01/01/2018 780/780	19/03/2018				
01/10/2017 265/0					

نوٹ: مذکورہ بل دورانیہ Billing Period ختم ہونے پر کالعدم قرار پائے گا۔ بل جمع کروانے کی صورت میں قابل قبول نہیں ہو گا۔



Water Bill - Regular (Office Copy)

Municipal Committee Vehari
Sector: Zone No.1 - U Block People Colony

Bank A/C No. 16339-4 Bank of Punjab

Billing Period 01-04-2018 TO 30-06-2018

Bill No 493914	Conn. No. 01010010	Old Conn. No. 22	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Receiving</td> </tr> <tr> <td style="text-align: center;">Sign/Stamp</td> </tr> </table>	Receiving	Sign/Stamp
Receiving					
Sign/Stamp					
Name: Bashir Ahmad C/O Afzal					
F/H Name: Rehmat Ali					
Water Fee 150	Arrears 0	Sanitation Fee 65			
Misc. Fee 0	Late Fee 0	Due Date 18-06-2018			
Total Bill (within due Date) Rs. 215	Total Bill (After due Date) Rs. 215				



Water Bill - Regular (Bank Copy)

Municipal Committee Vehari
Sector: Zone No.1 - U Block People Colony

Bank A/C No. 16339-4 Bank of Punjab

Billing Period 01-04-2018 TO 30-06-2018

Bill No 493914	Conn. No. 01010010	Old Conn. No. 22	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Receiving</td> </tr> <tr> <td style="text-align: center;">Sign/Stamp</td> </tr> </table>	Receiving	Sign/Stamp
Receiving					
Sign/Stamp					
Name: Bashir Ahmad C/O Afzal					
F/H Name: Rehmat Ali					
Water Fee 150	Arrears 0	Sanitation Fee 65			
Misc. Fee 0	Late Fee 0	Due Date 18-06-2018			
Total Bill (within due Date) Rs. 215	Total Bill (After due Date) Rs. 215				

Annex F

Performance Management System (PMS)

Introduction

PMS regularly collects and reports data on pre-defined indicators for better understanding of the performance of LGs in providing municipal services to public. PMS also enables the establishment and maintenance of a standardized, regularly updated municipal service database that allows the systematic monitoring of municipal services provided by LGs for efficient operation & maintenance of infrastructure and improved municipal service delivery

- PMS is a tool to promote monitoring and accountability
- Performance measurement and reporting system provides information to help Local Government officials / leadership and citizens to assess the level of municipal service
- Availability of comparable set of performance measures for several service areas, data collection guides and reporting mechanisms. Equipped with these tools, municipalities have the capacity to generate and analyze data on services to produce better results
- Improvement through comparing municipal services achievements across the municipalities
- Comparing the periodic results with the municipal service delivery targets to achieve governance goals

PMDFC introduced PMS in 105 Local Governments (LGs) with the aim of better management of municipal service delivery

Need/Legal Mandate

PMS supports Local Governments to fulfill the following functions of municipal bodies under PLGA 2013:

- Maintain municipal records and archives; (Section 81-2y)
- Identify and develop criteria in terms of which progress in the implementation of the strategies, programs and services can be evaluated, including key performance indicators: (Section 83-2a)

- Evaluate progress against the key Performance indicators (Section 83- 2B)

PMS to facilitate LG&CDD

PMS can provide a platform to rank cities on the basis of municipal service delivery and that ranking may help Local Government & Community Development Department (LG&CDD) to give a quick insight of the cities' business in this context. The ranking will be ultimately facilitating LG&CDD to make certain decision for effective municipal service delivery.

- avoid duplication of infrastructure
- optimal investment towards municipal infrastructure
- expenditure rationalization staff accountability

Performance Indicators: PMS is based on the indicators focus upon priority areas of municipal service delivery where performance is to be measured. Municipalities collect and report quantitative information against these indicators at regular intervals using pre-defined, standardized arrangements.

Municipal Service	Core Performance Indicator	Reporting Frequency
Water Supply	% of households connected with water supply	Annually
	Average hours of water supplied to households per day	Monthly
Solid Waste disposal	Percent of solid waste disposed-off daily	Monthly
Sewerage	Percent of households connected with sewerage system	Bi-annually
Street Lights	% of roads & streets with streetlight	Bi-annually
	Percent of street lights working	Monthly
Roads	Percent of LGs roads in good condition	Annually
Parks	Average number of people visiting LG park daily	Annually
	Percent of people satisfied with condition of LG park	Annually

Readily Available Reports

- Reports on status and coverage of municipal services i.e. water supply, sanitation and street lights sector
- Average hours of water supplied to household
- Waste disposal efficiency
- Working / not working street lights
- Municipality inventory reports
- Expenditure details on various municipal services i.e. water supply, solid waste, street lights
- Cost analysis reports
- Other customized reports

Performance Management System Prospects

In future, PMDFC will plan horizontal expansion of PMS include other Urban Local Governments across Punjab i.e. Municipal Committees, Municipal Corporations & Metropolitan Corporations established under PLGA 2013. More indicators may also be introduced as per actual requirement of the LGs to deal with municipal services.

Already implemented PMS may gradually act as a helping tool to frame Service Improvement Plan the information extracted through PMS will define baseline for achieving certain targets.

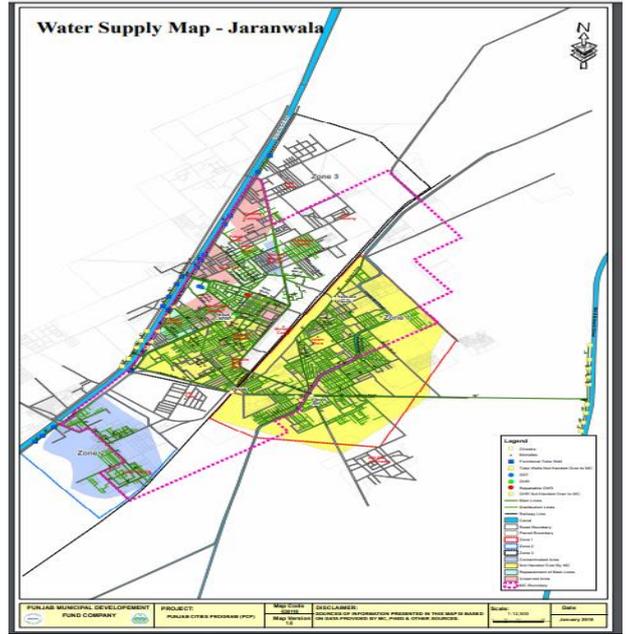
Templates

Water Supply List				
Division: <input type="text" value="Multan"/>				
District: <input type="text" value="Vehari"/>				
Local Body: <input type="text" value="Vehari"/>				
Reporting Month: <input type="text" value="Apr-18"/>				
Show				
Water Source Name	Location	Operational Hours	Time To Fill OHR	Water Supply Hours Per Month
Overhead Reservoir - Tubewell Anwar Abad - 6	Anwarabad	80	0	80
Overhead Reservoir - Water Works Taimoor Shaheed Colony - 1	Taimoor Shaheed Colony	125	0	125
Overhead Reservoir - Water Works Sharqi Colony - 2	Sharqi Colony	110	0	110
Overhead Reservoir - Water Works Madina Colony - 3	Madina Colony	90	0	90
Overhead Reservoir - Water Works H-Block - 4	H- Block	85	0	85
Overhead Reservoir - Water Works 9-11 W.B - 5	9-11 W.B	110	0	110
Tubewell - tubewell 9wb jowanwala - 18	22 WB Pakpattan Canal	70	0	70
Total Hours Of Water Supplied To Households Per Month :		670 Hours		
Average Hours Of Water Supplied To Households Per Month :		95.71 Hours		
Average Hours Of Water Supplied To Households Per Day :		3.19 Hours		

Financial Analysis Of Water Supply For The Year 2016-17 - (Actual (Jan-Jun))										
Division	District	Local Body	Projected Population	Avg. Hours Of Water Supply To Households Per Day	No. Of Households Connected With WS	Cost On Water Supply Per Month (Rs.)	Cost On Water Supply Per Household Per Month (Rs.)	Revenue Collected Per Month (Rs.)	Deficit / Surplus (%)	
1	Bahawalpur	Bahawalnagar	Bahawalnagar	161173	4.43	14519	4,384,259	302	1,106,614	(75)
2	Faisalabad	Faisalabad	Jaranwala	153921	-	1098	877,868	800	18,817	(98)
3	-	Jhang	Jhang	433597	2.77	422	776,202	1839	6,073	(99)
4	-	Toza Tek Singh	Gojra	201228	3.07	7702	3,261,464	423	512,874	(84)
5	-	-	Kamalia	149228	7.16	3698	754,167	204	428,500	(43)
6	Gujranwala	Gujranwala	Kamoke	255260	11.33	1510	951,816	630	89,072	(91)
7	-	-	Wazirabad	130877	9.63	4143	1,310,750	316	121,403	(91)
8	-	Hafizabad	Hafizabad	242743	6.97	4693	717,699	153	84,693	(88)
9	-	Sialkot	Daska	189240	-	4912	2,081,641	424	239,530	(88)
10	Lahore	Sheikhupura	Murdike	293586	11.16	6568	667,538	102	400,762	(40)
11	Multan	Khanewal	Khanewal	246093	6.42	1672	1,216,667	728	46,448	(96)
12	-	Vehari	Burewala	268909	4.82	5674	3,938,707	694	131,125	(97)
13	-	-	Vehari	165256	3.78	6354	2,779,927	438	26,683	(99)
14	Rawalpindi	Jhelum	Jhelum	182613	-	9880	2,597,000	263	36,275	(99)
15	Sahiwal	Okara	Okara	371180	-	6820	3,835,044	562	37,071	(99)

Summary Of Water Connects And Supply For The Year 2017-18

Division	District	Local Body	Projected Population	Water Connections Percentages			Tubewells		OHRs		Avg. Hours Of Water Supply To Households Per Day	Water Supply Coverage					MAP
				Households	Connections	Percentage Connected	Active	InActive	Active	InActive		Fully	Partially	Unreserved	Contaminated	Shortage	
1	Bahawalpur	Bahawalnagar	164339	27620	16791	61%	47	9	4	1	2.88	65	0	12	0	22	
2	Faisalabad	Faisalabad	153921	24240	1098	5%	14	2	0	0	2.2	-	-	-	-	-	
3	Jhang	Jhang	421191	67283	423	1%	2	0	3	0	2.7	14	0	86	0	0	
4	Toba Tek Singh	Gojra	177777	27908	7219	26%	13	0	4	1	3.63	76	0	24	0	0	
5	-	Kamalia	137904	21514	4232	20%	5	0	0	0	7.27	86	0	14	0	0	
6	Gujranwala	Gujranwala	255260	37929	1510	4%	3	2	0	5	6.99	52	28	8	12	0	
7	-	Wazirabad	130877	21849	4143	19%	14	1	0	0	8.19	42	0	35	16	6	
8	Hafizabad	Hafizabad	252651	38339	8092	21%	9	0	0	0	6.21	79	0	21	0	0	
9	Sialkot	Daska	176927	25904	4768	18%	7	0	0	0	11.55	-	-	-	-	-	
10	Lahore	Sheikhupura	170882	25543	4720	18%	16	0	0	0	11.02	-	-	-	-	-	
11	Multan	Khanewal	231180	38854	1774	5%	7	1	2	0	6.61	35	0	35	0	11	
12	Vehari	Burewala	236428	37889	4254	11%	35	14	0	0	4.98	66	2	0	0	31	
13	-	Vehari	148370	23663	6560	28%	9	9	6	0	3.37	80	7	13	0	0	
14	Rawalpindi	Jhelum	176384	30100	10750	36%	27	9	5	0	6.67	73	0	27	0	0	
15	Sahiwal	Okara	365446	57370	7759	14%	19	4	0	0	7.7	63	0	29	9	0	



Water Tariff Report

Division:
 District:
 Local Body:
 Reporting Year:

Reporting Indicator: Water Connections Tariff For The Year Year 2017-18

Division	District	Local Body	Reporting Month	Domestic (Rs.)	Commercial (Rs.)	Industrial (Rs.)	Welfare (Rs.)	Others (Rs.)
1	Bahawalpur	Bahawalnagar	Dec-17	100	200	25000	-	-
2	Faisalabad	Faisalabad	Dec-17	15	200	-	-	-
3	Jhang	Jhang	Jan-18	180	360	-	-	-
4	Toba Tek Singh	Gojra	Jan-18	120	600	-	-	-
5	-	Kamalia	Jan-18	200	500	-	-	-
6	Gujranwala	Gujranwala	Dec-17	50	150	-	-	-
7	-	Wazirabad	Dec-17	175	500	-	-	-
8	Hafizabad	Hafizabad	Nov-17	150	500	-	-	-
9	Sialkot	Daska	Dec-17	80	500	-	-	-
10	Lahore	Sheikhupura	Jan-18	100	500	-	-	-
11	Multan	Vehari	Dec-17	70	120	-	-	100
12	Rawalpindi	Jhelum	Dec-17	100	500	-	-	-

Summary Of Water Connects And Supply For The Year 2017-18

Division	District	Local Body	Projected Population	Water Connections Percentages			Tubewells		OHRs		Avg. Hours Of Water Supply To Households Per Day
				Households	Connections	Percentage Connected	Active	InActive	Active	InActive	
1	Bahawalpur	Bahawalnagar	164339	27620	16791	61%	47	9	4	1	2.88
2	Faisalabad	Faisalabad	153921	24240	1098	5%	14	2	0	0	2.2
3	Jhang	Jhang	421191	67283	423	1%	2	0	3	0	2.7
4	Toba Tek Singh	Gojra	177777	27908	7219	26%	13	0	4	1	3.63
5	-	Kamalia	137904	21514	4232	20%	5	0	0	0	7.27
6	Gujranwala	Gujranwala	255260	37929	1510	4%	3	2	0	5	6.99
7	-	Wazirabad	130877	21849	4143	19%	14	1	0	0	8.19
8	Hafizabad	Hafizabad	252651	38339	8092	21%	9	0	1	0	6.21
9	Sialkot	Daska	176927	25904	4768	18%	7	0	0	0	11.55
10	Lahore	Sheikhupura	170882	25543	4720	18%	16	0	0	0	11.09
11	Multan	Khanewal	231180	38854	1774	5%	7	1	2	0	6.61
12	Vehari	Burewala	236428	37889	4254	11%	35	14	0	0	4.98
13	-	Vehari	148370	23663	6560	28%	9	9	6	0	3.37
14	Rawalpindi	Jhelum	176384	30100	10750	36%	27	9	5	0	6.67
15	Sahiwal	Okara	365446	57370	7759	14%	19	4	0	0	7.7

Solid Waste Management List

Division:
 District:
 Local Body:
 Reporting From Month:
 Reporting To Month:

For The Month: Mar-18

Type	Name	Number	Capacity (Tons)	Trips Per Month	Avg. Trips Per Day	SW Disposed Per Month	Avg. SW Disposed Per Day
Vehicle	Trolley	1	3.33	30	0.97	99.9	3.22
Vehicle	Trolley	2	3.33	25	0.81	83.25	2.69
Vehicle	Trolley	4	3.33	60	1.94	199.8	6.45
Vehicle	Trolley	5	3.33	56	1.81	186.48	6.02
Vehicle	Trolley	6	3.2	0	0	0	0
Vehicle	Trolley	7	3.33	0	0	0	0
Vehicle	Arm Roll Truck	01	1.85	210	6.77	388.5	12.53
Vehicle	Arm Roll Truck	02	1.85	0	0	0	0
Vehicle	Arm Roll Truck	03	1.85	0	0	0	0
Vehicle	Arm Roll Truck	04	1.85	230	7.42	425.5	13.73
Vehicle	Vechile	CHC-3828	3	0	0	0	0

Average Total Waste Lifted Per Day: 44.63 (tons)
 Estimated Population: 163732
 Multiplying Factor (per Capita Waste): 0.45 (Kg)
 Estimated Waste Generation Per Day: 73.68 (tons)
 Percent Waste Lifted Per Day: 60.57 (%)

Street Lights List

Division:
 District:
 Local Body:
 Reporting Month:

Ward / Union Council	Total Lights	Working	Not Working	Percentage Of Lights	
				Working	Not Working
Ward 01	10	7	3	70%	30%
Ward 02	50	22	28	44%	56%
Ward 03	30	16	14	53.33%	46.67%
Ward 04	50	28	22	56%	44%
Ward 05	80	42	38	52.5%	47.5%
Ward 06	40	28	12	70%	30%
Ward 07	60	41	19	68.33%	31.67%
Ward 08	35	30	5	85.71%	14.29%
Ward 09	56	32	24	57.14%	42.86%
Ward 10	200	160	40	80%	20%
Ward 11	250	162	88	64.8%	35.2%
Ward 12	85	41	44	48.24%	51.76%
Ward 13	250	145	105	58%	42%
Ward 14	300	190	110	63.33%	36.67%
Ward 15	60	34	26	56.67%	43.33%

Cost on Street Lights = Any value - 50

Show Print Report

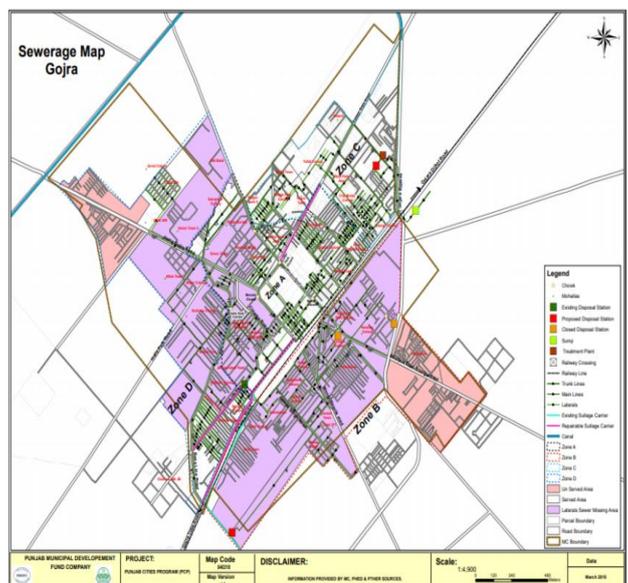
Financial Analysis Of Street Lights For The Year 2016-17

Division	District	Local Body	Total No. Of Street Lights	Percent Of Street Lights Working	Cost On Street Lights Per Month (Rs.)	Cost On Street Lights Per Point Per Month (Rs.)	
1	Dera Ghazi Khan	Muzaffargarh	Kot Addu	1497	41 %	348,333	233
2	Faisalabad	Dhang	Dhang	59400	90 %	1,714,456	29
3	-	Toba Tek Singh	Gojra	1880	68 %	419,624	223
4	-	-	Kamalia	1984	51 %	343,500	173
5	Gujranwala	Gujranwala	Kamoke	40	0 %	22,143	554
6	-	-	Wazirabad	3653	77 %	373,589	102
7	-	-	Hafizabad	485	83 %	146,349	302
8	Lahore	Sheikhupura	Muridke	592	36 %	63,951	108
9	Multan	Vehari	Burewala	1567	83 %	111,057	71
10	-	-	Vehari	1971	71 %	1,137,991	577

Report Indicator: House Holds Connected With Sewerage System

Division	District	Local Body	Reporting Month	Projected Population	Sewerage Connections Percentage			Sewerage Coverage				MAP
					Households	Connections	Percentage Connected	Fully Connected (%)	Partially Connected (%)	Unserviced (%)	Flooded (%)	
1	Bahawalpur	Bahawalnagar	May-18	164339	27620	20800	75 %	68	0	32	0	
2	Faisalabad	Faisalabad	May-18	153921	24240	0	0 %	35	0	65	0	
3	-	Dhang	May-18	421191	67283	44399	66 %	54	0	46	0	
4	-	Toba Tek Singh	May-18	177777	27908	0	0 %	76	0	24	0	
5	-	-	May-18	137904	21514	0	0 %	64	0	36	0	
6	Gujranwala	Gujranwala	May-18	255260	37929	7928	21 %	75	0	15	10	
7	-	-	May-18	130877	21849	4098	19 %	68	0	32	0	
8	-	-	May-18	252651	38339	12045	31 %	56	0	44	0	
9	Lahore	Sheikhupura	May-18	170882	25543	40253	158 %	-	-	-	-	
10	Multan	Khanewal	May-18	231180	38854	1774	5 %	64	0	25	12	
11	-	-	May-18	236428	37889	600	2 %	73	0	19	8	
12	-	-	May-18	148370	23663	6004	25 %	89	0	9	2	
13	Rawalpindi	Dhelum	Mar-18	175975	30030	2500	8 %	90	0	10	0	

Year	Population	Workers	Vehicles	Capacity (Tons)	In A Year	Waste Per Month (Tons)	Disposed Of Per Month (Tons)	Disposed Of Per Month (%)	Fully (%)	Partially (%)	Unserviced (%)	
Year 2017-18	170953	291	11	30.25	6056	13817	2160	1516	70 %	65	18	18
Year 2017-18	131276	275	4	9.1	5543	12897	1753	1272	73 %	83	14	3
Year 2017-18	152791	268	4	13.2	2152	7101	2063	1179	57 %	82	0	18
Year 2017-18	423126	477	18	56.5	11741	37900	5640	3757	67 %	28	47	25
Year 2017-18	176188	184	4	17.68	3671	16168	2643	1588	60 %	24	18	58
Year 2017-18	136876	128	3	10.19	2827	9605	2030	1056	52 %	43	32	25
Year 2017-18	252484	173	6	16.7	6647	18233	3114	1991	64 %	60	2	38
Year 2017-18	138346	174	6	12.06	3827	6918	1838	980	53 %	0	54	46
Year 2017-18	231458	221	14	16.43	14389	21017	3125	2073	66 %	57	30	13
Year 2017-18	212174	220	4	13.25	2210	8649	2546	1436	56 %	-	-	-
Year 2017-18	259817	98	5	12.8	6142	15779	3314	1534	48 %	-	-	-
Year 2017-18	229327	220	7	21.1	6323	14227	2982	2015	68 %	40	47	12



Annex G

Computerized Complaint Tracking System (CTS)

Background

Complaint Tracking System (CTS) has been introduced in 105 Municipal Committees as per Municipal Development Fund Company (PMDFC) developed SOPs. It was a step taken by LG&CD Department through PMDFC under development and capacity building activities in Punjab. Purpose of the developed system is to address the public grievances through streamlining registration, tracking and resolution of the complaints regarding municipal services.

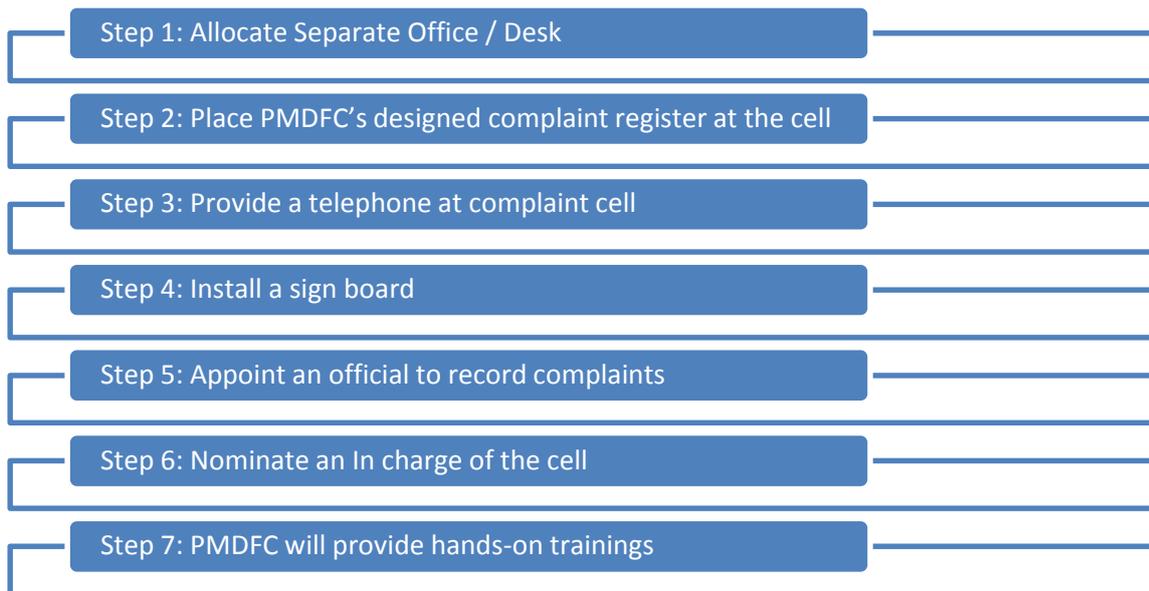
Objective

CTS aim at enhancing the efficiency of Urban Local Governments (ULGs) in every area so that they would operate systematically on complaints registration & redressal. A simple and standard procedure has been formulated to address and satisfy the public grievances regarding municipal services across the province. The implementation of the system helped the ULGs to resolve complaints in time.

Need/ Legal Mandate

- “Every District Government, Tehsil Municipal Administration, Town Municipal and Union Administration should set up a complaint cell to redress the grievances within the ambit of their responsibilities under this ordinance” (PLGO 2001)
- Maintain a comprehensive data base and information system and provide public access (PLGA 2013, Section 81-2I)

Establishment of Standardized Complaint Cell



Complaints Management Process



Achievement

- Development and availability of user friendly web based software for 105 LGs
- A comprehensive complaint registration system with standard operating procedures leading towards an efficient redressal system
- Municipal bodies registering citizens' complaints through an online system

Manual to Web based CTS

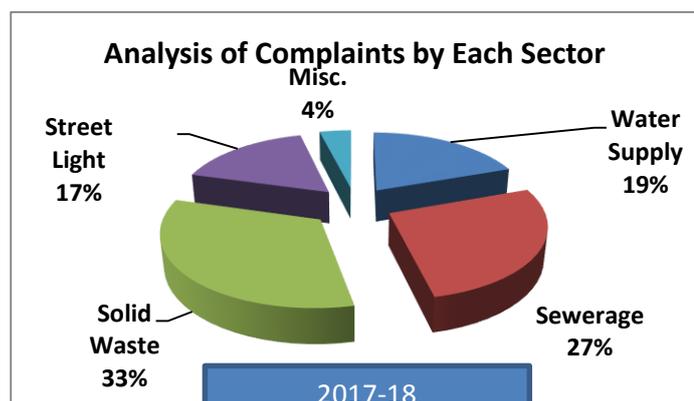
PMDFC launched CTS initially through a manual system, which was followed by a computerized system with desktop application.

Currently, web based software has been introduced to make this tool more effective and accessible centrally by LG & CD Department. The new software developed is user-friendly for ULG officials, as it is a replica of already introduced desktop application.



Analysis of Complaints by Each Sector

The following chart presumably indicates the level of service delivery provided by ULGs in the main four sectors of water supply, solid waste collection, Sewerage and streetlight. It shows that major complaints (33%) are of solid waste disposal. It means this sector requires more attention to be addressed. Then comes sewerage (27%), Water supply (19%) and street light (17%).



Benefits of Complaint Tracking System

CTS help the ULGs to organize the complaints information in a standardized manner. This has raised the confidence of the citizens in the complaint resolution system as the number of complaints registered in ULGs has increased. Impact/ Benefits of CTS to various sectors are as follows:

1) Impact of the system on Service Improvement at MC Level

- CTS enables the systematic organization of citizen complaint information
- Speedy tracking of the status of complaints
- Provides the efficient solution to citizen complaints
- Complaint resolution within a certain time can be ensured
- ULGs can identify faulty municipal services within and outside the jurisdiction
- Enables the positive acknowledgement of efforts of ULGs staff
- public satisfaction due to transparent process
- Increases the quality and efficiency of municipal services provided to citizens

2) Benefits to Elected Officials

- CTS leads to easier accountability of ULGs staff
- Enables informed decision making regarding improvements in municipal services
- Enables better resource allocation by highlighting problematic areas and services

3) Impact of the System on Good Governance at Provincial level

- Availability of various reports for decision making & prioritizing the need based projects
- CTS introduced a standard complaint tracking system throughout the province for all ULGs allowing centralized tracking of data.
- Comparison of data's of different areas is made possible across province

Readily available reports

Sector wise (Water Supply, Solid Waste, Street Light, Sewerage System etc.) reports

- Daily, monthly, quarterly analysis of reports
- Different analysis of resolved & unresolved complaints
- Comprehensive information of
 - Complainant such as name, Mohalla, UC/Wards, nature of complaint etc.
 - Complaint registration and resolution time

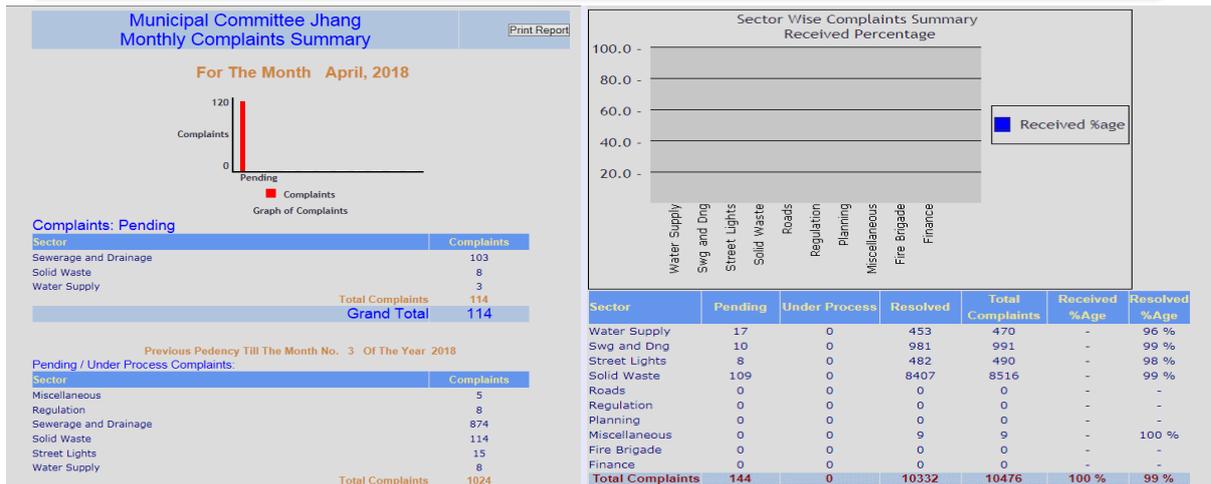
Complaint Tracking System Prospects

In future, PMDFC will plan horizontal expansion of CTS include other Urban Local Governments across Punjab i.e. Municipal Committees, Municipal Corporations & Metropolitan Corporations established under PLGA 2013.

Eventually, PMDFC envisions that every urban local government in Punjab will be equally proficient in responding to municipal services needs of its citizens.

Already implemented CTS will be transformed into Grievances Redressal Mechanism to increase the public confidence towards ULG's performance

Software Template (Screen Shot)



Annex H

Website for LGs

Background

Living in the digital world, a website has become a necessity for sharing of information around the world.

PMDFC developed and launched LGs Website for helping in development of a modern interface of LG with citizens of its area and other local, national and international stakeholders.

Objective:

- Website as a Tool of Transparency
 - Legal Framework Ordains Information & Progress Sharing
 - Procurements under PPRA: Public Sharing
- Website as an Outreach Medium
 - Readily Available Information for General Public and Other Stakeholders

Legal Mandate

Maintain a comprehensive data base and information system and provide public access (PLGA -2013, Section 81-2I)

To address the above mentioned clause of PLGA 2013, it is mandatory for each LG to develop their website and provide citizen's access to their data base.

Website development process

1. A standard template for LG website was developed by PMDFC.
2. Website of each partner LG was developed afterwards.
3. Domain registration and one time hosting charges were paid by PMDFC.
4. Annual charges are being paid by PMDFC.
5. All LG website domains are registered and hosted with comsats /Brain (Lahore).
6. Website address of each LG is modeled as:
[www.mc\(nameofmc\).lgpunjab.org.pk](http://www.mc(nameofmc).lgpunjab.org.pk) e.g. www.mckhanewal.lgpuab.org.pk

7. Data for the website was collected with the assistance of LG staff.
8. hands-on training was given to two nominated officials of the LGs in the following areas:
 - a. Managing control panel
 - b. Use of FTP/CUTE FTP
 - c. Data management
 - d. Use of MS Front page
 - e. Editing pictures in MS Picture manager
 - f. Creating PDF from any file
 - g. Troubleshooting in website management
 - h. Required updations

Website Updations Required from LG

Sr.No	Website Links	Updation Requirement
1.	News and Events	Need Basis
2.	Budget	Annually
3.	Development Projects	Annually
4.	Tenders and Notices	Need Basis
5.	Staff Profile/Administrative setup	Need Basis
6.	Pictures of important places/picture Gallery	Need Based
7.	Other links	Need Basis

Achievements

- PMDFC developed websites for 102 LGs
- LG website was launched by the trained LG official under the guidance of PMDFC Staff
- PMDFC arranged workshops on periodic basis for training of the concerned staff and hands on trainings were also provided during field visits
- Earlier websites were registered with TMA name and after promulgation of PLGA 2013, the websites were changed into MC name

Benefits

Following benefits may be realized with the development and regular maintenance of LG website:

- All the relevant information would be a click away.

- Website would be used for various campaigns like LGs successfully utilized their websites in dengue campaign for citizen awareness

MC Kamalia

<http://www.mckamalia.lgpunjab.org.pk>

Main Page

Municipal Committee Kamalia

Launching of Campaign

About Kamalia | Maps | Wards | Complaints | Contact Us

Welcome to Kamalia

The historical city of Kamalia is situated at the bank of river Ravi. The history discloses that the town was established prior to the times of Alexander the great. Preliminary it was named as Kot Kamal in the honour of the most prominent personality Kamal Khan who was the head of the Lakhera Kalan of Kharals. It is one of the oldest cities in the Punjab Province having an old mosque of Jahangiri period. It has many historical places like shrine of Hazrat Baba Fazl Dewan, Dargahi Shah, Syed Shabbir Ahmed Shah of Dholar Sharif, Saint of Qadir Bakhsh Sharif. The land of the Tehsil is plane and most of land is under cultivation. The land is very fertile, wheat, sugar cane, rice and cotton etc. are the main crops of the Tehsil. Generally the inhabitants of Tehsil are agriculturists while the business of poultry in the shape of poultry forms in different part of Tehsil is graded at No. 2 in the whole Punjab. Furthermore, the city of Kamalia is famous at the national level due to its Khaddar and hand made carpets.

Chairman Mestari

Public consultation in official decision-making is rare and generally cosmetic. I believe a positive contribution of stakeholders' participation in the decision making process would take all necessary measures to do so.

more details

NEWS

Government of Punjab has established new local government system under the Punjab Local Government Act (PLGA) 2011.

Wards Details

Administrative Setup

Municipal Committee Kamalia

About Kamalia | Maps | **Wards** | Complaints | Contact Us

Wards

فہرست وارڈز بمطابق سیکشن کمالیہ

سکشن	وارڈ	کد	سکشن	وارڈ	کد
001	مہاراجہ	21	004	مہاراجہ	24
002	مہاراجہ	22	005	مہاراجہ	25
003	مہاراجہ	23	006	مہاراجہ	26
004	مہاراجہ	27	007	مہاراجہ	27
005	مہاراجہ	28	008	مہاراجہ	28
006	مہاراجہ	29	009	مہاراجہ	29
007	مہاراجہ	30	010	مہاراجہ	30

Municipal Committee Kamalia

About Kamalia | Maps | Wards | Complaints | Contact Us

Administrative Setup

Under the PLGA 2011, The Tehsil Municipal Administration has been converted into Municipal Committee, in consist of The Chairman, Vice Chairman, Chief Officer, 4 Municipal Officers and other officials of the Local Council Service and officials of the offices delegated to the Municipal Committee. A Chairman is the head Municipal Committee and exercises all functions and powers as have been assigned to him under the PLGA, 2011. The Chief Officer is acting as coordinating and administrative officer in-charge of the Municipal Officers.

Chairman
Muhammad Sharif Malik

Date of Joining: 1st Jan, 2017
Contact No: 0321-456786
Office No: 046-413699