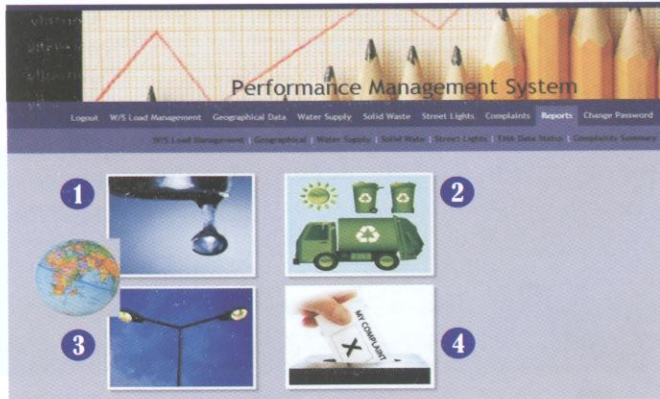# Readily Available Reports

- 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: water supply & solid waste sectors
- Expenditure details on various municipal services i.e water supply, solid waste, street lights
- Cost analysis reports
- Other customized reports

Performance Management System

Logout | W/S Load Management | Geographical Data | Water Supply | Solid Waste | Street Lights | Complaints | Reports | Change Password

W/S Load Management | Geographical | Water Supply | Solid Waste | Street Lights | THA Data Status | Complaints Summary

1

Tehsil: Hasilpur
From Month: Sep-15
To Month: Sep-15
Show

Water Source	Location	Month	Operational Hours	Time To Fill OHR	Water Supply Hours Per Month
Underground Water Tanks - 3 - Turbine No. 3 Chak Katora	Chak Katora	Sep-15	480	0	480
Underground Water Tanks - 4 - Turbine No.4 Chak katora	Chak Katora	Sep-15	480	0	480
Underground Water Tanks - 6 - Turbine No. 6 Chak Katora	Chak Katora	Sep-15	180	0	180
Underground Water Tanks - 7 - Turbine No. 7 Chak Katora	Chak Katora	Sep-15	190	0	190
Underground Water Tanks - 8 - Turbine No. 8 Chak Katora	Chak Katora	Sep-15	180	0	180
Underground Water Tanks - 13 - Turbine No. 13 Chak Katora	Chak Katora	Sep-15	90	0	90
Underground Water Tanks - 14 - Turbine No.14 Chak Katora	Chak Katora	Sep-15	90	0	90
Tubewell - 15 - Water Supply Scheme old Hasilpur	Old Hasilpur City	Sep-15	180	0	180
Tubewell - 16 - Turbine No. 5 Vehari Road Hasilpur	Vehari Road Hasilpur	Sep-15	180	0	180
Tubewell - 23 - Turbine No. 5 Banglaw Road	Banglaw Road Hasilpur	Sep-15	180	0	180
Tubewell - 24 - Water Supply Chak 1B/FW	Banglaw Road Hasilpur	Sep-15	180	0	180
Tubewell - 25 - water Supply Chak No. 63/F	Banglaw Road Hasilpur	Sep-15	180	0	180
Total Hours of Water Supplied to Households Per Month :					2590 Hours
Average Hours of Water Supplied to Households Per Month :					215.83 Hours
Average Hours of Water Supplied to Households Per Day :					7.19 Hours

2

Solid Waste Management Report (Month-Wise)

Division: Faisalabad
District: Chiniot
Tehsil: Chiniot
Reporting Month: Mar-16
Show

Type	Name	Number	Capacity (Tons)	Trips Per Month	SW Disposed Per Month	Avg. Trips Per Day	Avg. SW Disposed Per Day
Vehicle	Trolley	1	3.29	99	325.71	3.19	10.51
Vehicle	Trolley	2	3.29	92	302.68	2.97	9.76
Vehicle	Trolley	3	3.29	90	296.1	2.9	9.55
Container	Arm Roll Truck	1	1.85	230	425.5	7.42	13.73
Container	Arm Roll Truck	2	1.85	220	407	7.1	13.13
Container	Arm Roll Truck	3	1.85	220	407	7.1	13.13
Vehicle	Trolley	4	3.29	104	342.16	3.35	11.04

Average Total Waste Lifted Per Day: 80.84 (tons)
Estimated Population: 290963
Multiplying Factor (per capita Waste): 0.4 (Kg)
Estimated Waste Generation per Capita Per Day: 116.39 (tons)
Percent Waste Lifted Per Day: 69.46 (%)

3

Division: Bahawalpur
District: Bahawalnagar
Tehsil: Chishtian
CO Unit: Select COUnit
Union Council: Select UnionCouncil
From Month: Sep-15
To Month: Sep-15
Show

Division	District	Tehsil	CO Unit	Union Council	Month	Total Lights	Working	Not Working	Percentage Working	Percentage Not Working
Bahawalpur	Bahawalnagar	Chishtian	Chistian	Chishtian 32	Sep-15	500	240	260	48	52
				Chishtian 33	Sep-15	392	220	172	56	44
				Chishtian 34	Sep-15	559	340	219	61	39
				Chishtian 35	Sep-15	500	225	275	45	55
				Chishtian 36	Sep-15	600	430	170	72	28
				Chishtian 37	Sep-15	510	270	240	53	47

4

Financial Analysis Of Solid Waste For The Year 2014-15

	Division	District	Tehsil	Population	No. Of House Holds	Solid Waste Generated Per Month (Tons)	Solid Waste Disposed Of Per Month (Tons)	Percentage Of Waste Disposed Of Per Month	Cost On Solid Waste Disposed Of Per Month (Rs.)	Cost On Solid Waste Disposed Of Per House Hold Per Month (Rs.)
1	Bahawalpur	Bahawalnagar	Bahawalnagar	165880	23697	1991	1564	79	4,562,358	193
2			Haroonabad	109164	14954	1310	551	42	2,838,526	190
3		Bahawalpur	Ahmadpur East	162435	23541	1949	736	38	3,876,243	165
4		Rahim Yar Khan	Khanpur	203857	27548	2446	1103	45	6,868,120	249
5	Dera Ghazi Khan	Muzaffargarh	Muzaffar Garh	282767	40395	3393	1622	48	9,394,515	233
6	Faisalabad	Chiniot	Chiniot	280982	40140	3372	2490	74	5,420,926	135
7		Jhang	Shorkot	39860	5536	478	331	69	892,377	161
8		Toba Tek Singh	Kamalia	154399	20865	1853	850	46	3,856,333	185
9	Gujranwala	Gujrat	Gujrat	409124	58446	5965	3759	63	10,137,499	173
10			Kharian	33019	6003	396	292	74	1,953,155	325
11			Sarai Alamgir	58899	8791	707	404	57	1,554,918	177
12		Hafizabad	Hafizabad	211016	27405	2532	1632	64	4,384,439	160
13		Mandi Bahauddin	Malakwal	42905	6404	631	426	68	1,382,141	216

Performance Management System (PMS)

- Performance Measurement & Improvement
- Municipal Services Data Collection & Analysis
- Financial Analysis
- Optimum Allocation of Resources
- Decision Making Tool

HELP BUILD PMDFC HEALTHY CITIES

Punjab Municipal Development Fund Company

PERFORMANCE MANAGEMENT SYSTEM (PMS)

PMS involves collecting data in a systematic and effective manner to determine the efficiency and effectiveness of service delivery. Such integrated data helps in resource allocation and decision making process of an organization so that it can achieve its strategic goals

PMDFC introduced PMS in 105 TMAs with the aim of better management of 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

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 erformance indicators (Section

PLGO 2001
Maintain municipal records and archives; (Section 54(u) & 54A(s))

During design and development phase for PMS, PMDFC employed a participatory approach involving extensive consultations with reform-minded officials & local representatives. These consultations were undertaken to:

a) map existing processes, institutional roles, and responsibilities;

b) understand and effectively address operational requirements and challenges

c) build ownership amongst stakeholders.

PMDFC adopted a progressive approach in developing the system, which was based on the existing skills, resources and systems rather than introducing radical shifts.

Defining goal / vision → Defining Objectives → Development of long list of indicators → Selection of Core indicators → Devising data collection /reporting plan → Identification of sources of data → Defining data collection methods → Setting Baseline Values → Target Setting → Data Analysis → Performance improvement

Process Indicators: The primary process indicators used to monitor TMAs' compliance with requirements of the PMS is the number of complete and updated reports submitted by TMAs during a calendar year. The indicators help in ensuring regular collection and reporting of data by TMAs against the set of performance indicators.

Performance Indicators: These 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.

Service	Performance Indicator	Reporting Frequency
Water Supply	% of households connected with water supply system	Annually
	Average hours of water supplied to households per day	Monthly
Sewerage	% of households connected with sewerage system	Bi-annually
Solid Waste	% of solid waste disposed of daily	Monthly
Street Lights	% of Roads & streets with street lights	Bi-annually
	% of street lights working	Monthly
Roads	% of TMA roads in good condition	Annually
Parks	Avg. no. of people visiting TMA park daily	Annually
	% of people satisfied with condition of TMA park	Annually

PMS regularly collects and reports data on pre-defined indicators for better understanding of the performance of TMAs 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 TMAs.

Potential Benefits

Data Based Policy making	Improved allocation of scarce resources	Improved service delivery, planning & execution	Better decision-making
Integrated performance assessment	Online Monitoring	Increased accountability	Improvement of civic facilities
	Improved systems for data collection, reporting, and analysis	Increased public participation	