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HELP BUILD
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HEALTHY CITIES



Peer to Peer Learning Program (KP Visit)



Table of Contents

Executive Summary:.....	1
Delegates.....	4
Visit plan.....	5
Support To Strengthen the Local Services by Local Governments.....	7
Day 1 - Meeting with Khalid Iqbal, Deputy Commissioner Abbottabad	8
Presentation by SNG Representatives on Land Use Plan & Building Control -End to End Solid Waste Management Model in Babuzai & Bahrain	8
Meeting with Elected Local Government Representative & TMA Officials.....	10
Visit To Jinnah Shopping Plaza, Constructed by TMA Abbottabad	10
Day 2 - Meeting with Syed Zaheer Ul Islam, Commissioner Abbottabad	13
Briefing by Mr. Rehan Yousaf, CEO of WSSC on WSSC & KPCIP	13
Visit to Sherwan Adventure Park & Choon Water Treatment Plant.....	16
Day 3 - Overview of Galliyat Development Authority's Initiatives and Visit	20
Key Takeaways from the Peer-to-Peer Learning Visit:.....	24
Delegates Reflection:	28
Abida Ayub	28
Tehmina Latif.....	28
Sumaira Chohan	28
Nazia Ghulam Muhai Ud Din.....	29
Tehmina Zahoor	29
Hurrah Javed	30
Nayer Nida Zafar.....	30
Attendance	31
Presentations	32
Performance of WSSCA & KPCIP Abbottabad	32
LGCD Team visit to KP - SNG Overview - Abbottabad 29-04-2024.....	57
FRIMS Presentation.....	75
Feedback Performa's.....	84

Executive Summary:

In the realm of local governance, the pursuit of excellence knows no boundaries. It is a journey that transcends geographical confines, driven by the collective aspirations of communities striving for progress and prosperity. With this ethos in mind, more than 20 women officers from Punjab's Local Government Department visited Khyber Pakhtunkhwa (KP) for peer-to-peer learning.

Led by Asia Gul, the Special Secretary of Punjab Local Government & Community Development Department, the delegation engaged in fruitful discussions with key officers/officials. These included meetings with Syed Zaheer-Ul-Islam, Commissioner Hazara Division, Khalid Iqbal, Deputy Commissioner Abbottabad, Engr, Rehan Yousaf, CEO of Water & Sanitation Services Company (WSSC) Abbottabad, Mr. Kashif Tipu, District Team Lead, SNG and Mr. Ihtesham Khan, Assistant Director Admin Galliyat Development Authority (GDA). Facilitated by the GIZ Funded Program aimed at enhancing local governance in Punjab, the visit aimed to foster cross-regional collaboration and knowledge exchange. Notable members of the delegation comprised Syed Zahid Aziz, MD PMDFC, Mahmood Masood Tamana, General Manager ID, Mr. Arshad Baig, Additional Secretary LG&CDD, Mr. Abrar Ahmad, Director Legal LG&CDD, Suhaib Rafique, Deputy Manager ID, and Sanam Irshad, Local Government Advisor from GIZ.

As the delegation traversed through the vibrant landscapes of KP, they encountered a tapestry of experiences that enriched their understanding of municipal service delivery and local governance dynamics. From insightful discussions with Commissioner Hazara Division, Deputy Commissioner

Abbottabad and CEO WSSC Abbottabad to immersive site visits to municipal facilities and infrastructure projects, each interaction served as a stepping stone towards enlightenment and empowerment.

Ms. Qurat Ul Ain, MO Finance, delivered an enlightening presentation on the operations of TMA Abbottabad. Notably, elected women representatives graced the event. Additionally, Mr. Sajid Haider, RMO Abbottabad, and Mr. Shakeel Hayat, TMO, offered valuable insights into the functioning of TMA Abbottabad.

Overall, the visit facilitated fruitful discussions, cross-regional collaboration, and the exchange of best practices. Key takeaways include the importance of efficient municipal service delivery mechanisms, the adoption of innovative strategies for waste management, and the empowerment of women in local governance. Most importantly the enriching and inspiring learning experience for the women officers of Punjab's Local Government Department, setting the stage for enhanced initiatives in their respective areas of responsibility.



Asia Gul

Special Secretary, LG&CDD Punjab

Recently, I had the privilege of leading a delegation comprising 20 dynamic fellow female officers from the Local Government & Community Development Department Punjab. This delegation embarked on a peer-to-peer learning visit to Khyber Pakhtunkhwa, organized by the Punjab Municipal Development Fund Company in collaboration with GIZ. The visit aimed to foster cross-regional collaboration

and knowledge exchange, a goal we certainly achieved. During the visit, our interactions with key officials such as the Commissioner Hazara Division, Deputy Commissioner Abbottabad, and CEO, Water & Sanitation Services Company, Abbottabad, among others, provided us with invaluable insights into municipal service delivery and governance dynamics in KP. From Ms. Qurat-Ul-Ain, Municipal Officer Finance's enlightening presentation on Tehsil Municipal Administration Abbottabad's operations to the valuable insights shared by Mr. Sajid Haider and Mr. Shakeel Hayat, dynamic officers of TMA Abbottabad our learning journey was enriched at every turn. As we traversed through KP's vibrant landscapes, engaging in insightful discussions and immersive site visits, our understanding of effective governance mechanisms deepened. We gleaned knowledge on efficient municipal service delivery, water supply systems, land use and building control, innovative waste management strategies, and the pivotal role of women in local governance. Our visit not only facilitated fruitful discussions and cross-regional collaboration but also inspired us to enhance our initiatives back in Punjab.

Delegates

List of Participants - Peer to Peer Learning Program (KP)

Sr	Name	Designation	Functional Unit	Department/ Organization
1	Ms. Asia Gul	Special Secretary	PAS	LG&CDD
2	Mr. Arshad Baig	AS LG	PMS	LG&CDD
3	Mr. Ibrar Ahmed	Director Legal	-	LG&CDD
4	Syed Zahid Aziz	Managing Director	-	PMDFC
5	Mr. Mahmood Tamana	General Manager	-	PMDFC
6	Ms Sanam Irshad	Advisor LG	-	GIZ
7	Ms. Nayer Nida Zafar	DO Planning	Planning	DC Kasur
8	Ms. Mehwish Naeem	ZO Planning	Planning	DGB Zone Lahore
9	Ms. Amina Javed	ZO Planning	Planning	AI Zone Lahore
10	Ms. Sumera Anjum Chohan	MO Planning	Planning	MC Kasur
11	Ms. Fatima Aslam	MO (Fin.)	Finance	MC Lahore
12	Ms. Faiza Taufiq	DO Finance	Finance	DC Jhang
13	Ms. Zirwa Fatima	ZO Finance	Finance	Wahgha Zone Lahore
14	Ms. Faiza Hashmi	DO Municipal Revenue	Administration	DC Okara
15	Ms. Zoya Masood Baloch	MO Regulation	Administration	MC Sargodha
16	Ms. Abida Ayube	MO Regulation	Administration	MC Bhera
17	Ms. Tehmina Latif	Council Officer	Administration	MC Lahore
18	Ms. Tehmina Zahoor	MO Regulation	Administration	MC Bhalwal
19	Ms. Arfa Komal	AD Training	Administration	PLGA Lalamusa
20	Ms. Nazia Hashmi	ADLG	Administration	Pindi Bhattian
21	Ms. Hurrah Faisal	Chief Officer	Administration	MC Joharabad
22	Ms. Shazia Mumtaz	ADLG	Administration	Rawalpindi
23	Ms. Iram Bibi	PRO to SLG	-	LG&CDD
24	Mr. Idrees Haider	Manager Comm	-	PMDFC
25	Mr. Sohaib Rafique	DM ID	-	PMDFC
26	Mr. Mubashir Ahmed	IT Assistant	-	PMDFC

Visit plan

Day	Time	Place	Activity
Day 1 – Sunday, Apr 28, 2024	10:00 am	PMDFC Lahore	Departure for Abbottabad
	1:30 pm	Motorway (Bhera)	Lunch
	6:00 pm	Hotel One Abbottabad	Arrival & Night Stay
	8:00 pm	Hotel	Dinner
Day 2 – Monday, Apr 29, 2024	8:00 am – 09:00 am	Hotel	Breakfast
	09:15 am – 10:00 am	Hotel to Deputy Commissioner Office	Traveling
	10:00 am – 11:30 am	Deputy Commissioner Office	Meeting with Women Officers of District Administration on; <ul style="list-style-type: none"> - Local Govt System in KP and - Day to Day affairs of Public Service Delivery
	11:30 am – 12:30 pm	Deputy Commissioner Office	Presentation by SNG on Land Use, SWM & OSR Generation
	12:30 pm – 01:00 pm	To TMA Abbottabad	Traveling
	01:00 pm – 02:00 pm	Tehsil Municipal Administration (TMA) Abbottabad	Briefing and Interactive Session with Mayor Abbottabad and women officers/ elected representatives of TMA regarding provision of municipal services with special emphasis of women empowerment
	02:00 pm – 02:30 pm	To Jinnah Plaza (OSR Model)	Traveling
	02:30 pm – 03:30 pm	Abbottabad	Working Lunch
	03:30 pm - 04:30 pm	Jinnah Plaza (OSR Model)	Own Source Revenue (OSR) Generation Model
	04:30 pm – 05:30 pm	To Hotel	Traveling
	5:30 pm	Hotel One Abbottabad	Arrival & Night Stay
	8:00 pm	Hotel	Dinner
	Day 3 – Tuesday, Apr 30, 2024	08:00 am – 09:00 am	Hotel
09:00 am – 10:00 am		Hotel to Water Supply & Sanitation Company	Traveling
10:00 am – 11:00 am		Water Supply & Sanitation Company Office	Presentation by WSSC and Q/A session on effective and efficient provision of potable water to inhabitants of Abbottabad

Day	Time	Place	Activity
	11:00 am – 11:30 pm	to Khyber Pakhtunkhwa Cities Improvement Program (Sub Project)	Traveling
	11:30 pm – 01:30 pm	Khyber Pakhtunkhwa Cities Improvement Program (Sub Project)	Site Visit for Modern Operations & Maintenance Techniques for Parks
	01:30 pm – 02:00 pm	to Chona Water Treatment Plant	Traveling
	02:00 pm – 03:00 pm	Chona Water Treatment Plant	Lunch
	03:00 pm – 04:30 pm	Chona Water Treatment Plant	Site Visit
	04:30 pm – 06:00 pm	To Nathia Gali	Traveling
	06:00 pm	Alpine Hotel	Arrival & Night Stay
	08:00 pm	Hotel	Dinner
Day 4 – Wednesday, May 01, 2024	8:00 am – 09:00 am	Hotel	Breakfast
	9:00 am – 9:30 am	to Galiyat Development Authority office at Nathia Gali	Traveling
	9:30 am to 11:30 pm	Water supply system in Galiyat including pipeline track	Site Visit (Water supply system in Galiyat)
	11:30 pm – 01:00 pm	Site of modernization of Operations & Maintenance techniques of the park	Site of modernization of Operations & Maintenance techniques of the park
	01:30 pm – 02:30 pm	Nathia Gali	Lunch
	02:30 pm – 03:30 pm	Galiyat Development Authority Office	Presentation/Briefing
	03:30 pm – 04:30 pm	Sites of waste management in Galiyat	Site Visit (waste management in Galiyat)
	04:30 pm – 05:00 pm	To Hotel	Traveling
	05:00 pm	Alpine Hotel	Arrival & Night Stay
08:00 pm	Hotel	Dinner	
Day 5 – Thursday, May 02, 2024	09:00 am	Hotel	Breakfast & Departure for Lahore
	1:30 pm	-	Lunch
	04:00 pm	PMDFC Lahore	

Support To Strengthen the Local Services by Local Governments

Punjab Municipal Development Fund Company (PMDFC) is currently implementing a project titled “Support to strengthen the local services by local governments “. The project's primary objective is to provide vital support to local governments in select districts of Punjab, Sheikhupura, Toba Tek Singh, Jhelum, and Lahore. This project, funded by GIZ (German Corporation for International Cooperation), spans a duration of 12 months with an estimated cost of approximately €350,000. It aims to strengthen local government services by focusing on three key objectives: first, the development of a regulatory framework, which includes the creation of bylaws, standard operating procedures, guidelines, and a compendium of laws to enhance the local government's service delivery. Second, the project emphasizes capacity building, targeting local government officials, officers, and prospective elected representatives. Third, the project seeks to fortify and institutionalize the Punjab Local Government Academy (PLGA) in Lalamusa.

The expected output of this project is a significant improvement in the capacities of local government administration and elected representatives. It underscores the importance of delivering municipal services while addressing the specific needs of vulnerable groups. To measure success, the project sets specific output indicators, including the demonstration of expertise in implementing standard operating procedures and bylaws by 70% of the 600 local government officials who participated in training. Additionally, knowledge tests post-trainings are expected to yield an 80% accuracy rate in responses. Notably, the project also places an emphasis on

gender inclusion, aiming for 15% of the trained officials to be female representatives, thus promoting diversity and empowerment within local government structures.

Day 1 - Meeting with Khalid Iqbal, Deputy Commissioner Abbottabad



Presentation by SNG Representatives on Land Use Plan & Building Control -End to End Solid Waste Management Model in Babuzai & Bahrain

On the inaugural day of the delegation's visit, they commenced their engagements by meeting with the Khalid Iqbal, Deputy Commissioner, Abbottabad. In this session, Kashif Ali, the District Team



Leader representing the SNG, provided a comprehensive briefing on the Land Use Plan and Building Control initiatives. Concurrently, Omar Abdul Aziz from the SNG Program shared updates on the ongoing pilot project aimed at bolstering Solid Waste Management services in Babuzai and Bahrain.

The delegates displayed a profound interest in understanding the implementation of the KP Land-Use & Building Control Act 2021, drawing parallels with The Punjab Local Governments Land Use Plan (Classification, Reclassification, and Redevelopment) Rules 2020. They lauded the effective utilization of contemporary mass media tools by the SNG to combat fraudulent or illegal schemes. Recognizing the potential benefits, they suggested the adoption of similar campaigns in Punjab to safeguard citizens from such schemes, emphasizing the need for a dedicated website to disseminate relevant information.



Discussions further delved into the practices of issuing NOCs and enforcing regulations, with a focus on enhancing efficiency and compliance. Omar Abdul Aziz shed light on the solid waste management pilot project in Babuzai & Bahrain, where TMA Bahrain's pioneering door-to-door waste collection services have emerged as a significant regional initiative. This model not only optimized solid waste collection efficiency but also reduced landfill burdens by up to 50%, while simultaneously creating earning opportunities for TMA staff.

Asia Gul, Special Secretary LG&CDD, expressed a keen interest in the waste management model and explored avenues for its replication in Punjab, indicating potential collaboration and knowledge exchange opportunities between the provinces. The discussion delved into solid waste collection at the rural level, with the SNG representative advocating against bundling solid waste charges with other services.



Meeting with Elected Local Government Representative & TMA Officials Visit To Jinnah Shopping Plaza, Constructed by TMA Abbottabad



Later in the day, the delegation proceeded to visit TMA and Jinnah Plaza, where they were briefed on TMA Abbottabad's performance and responsibilities by Tehsil Municipal



Officer Shakil Hayat and MO Finance Ms. Qurat Ul Ain. The meeting, attended by elected Women Tehsil Council Members among other TMA officers, saw the delegation expressing interest in TMA's initiatives for own-source revenue enhancement. Discussions ensued regarding the collection of various applicable taxes, aiming to draw comparisons between the practices in both provinces. The delegates were briefed on the pertinent laws governing commercial land use, as well as the legal structure enabling the TMA to generate income from sources such as property rentals and levies. Notably, it was revealed that 25% of the TMAs budget is allocated to women empowerment initiatives, with 12 Industrial Centers being operated for this purpose.



At Jinnah Plaza, Infrastructure Secretary Sahil Ahmed briefed the delegates on the plaza's infrastructure, an initiative by TMA to increase its own source revenue. The delegates offered suggestions for

improvements in design, particularly focusing on safety-related protocols for the building. Recommendations included the implementation of separate entrance and exit points, along with enhancements to the parking facilities to improve public convenience.



Day 2 - Meeting with Syed Zaheer Ul Islam, Commissioner Abbottabad



Briefing by Mr. Rehan Yousaf, CEO of WSSC on WSSC & KPCIP

On the second day of the delegation's visit, the delegates called on the commissioner Abbottabad. Commissioner Abbottabad extended a warm welcome to the delegates, emphasizing the importance of



serving the public with integrity and diligence. He shared insightful perspectives on the fundamental principles of honesty and hard work as essential pillars in public service, stressing the paramount importance of placing the welfare of the public above all other considerations. Commissioner Abbottabad underscored the significance of fostering a culture of accountability and transparency within governance, ensuring that



public officials remain dedicated to the needs and concerns of the community. His remarks resonated deeply with the audience, highlighting the enduring commitment required to fulfill the

responsibilities entrusted by the public. Furthermore, he encouraged collaborative efforts among governmental bodies and stakeholders to address challenges effectively and promote sustainable development in the region. Commissioner Abbottabad's inspiring words set the tone for a constructive dialogue aimed at enhancing governance and service delivery for the benefit of all citizens.



During the meeting, delegates received a comprehensive briefing on the operational structure of the Water and Sanitation Services Company (WSSC) in Abbottabad, focusing specifically on the provision of municipal services. Led by Syed Zaheer Ul Islam, Commissioner Abbottabad, the session featured a presentation by Mr. Rehan Yousaf, CEO of WSSC, highlighting the company's advancements and achievements.

The delegates showed keen interest in the e-billing system implemented by WSSC Abbottabad, recognizing its transparency and user-friendliness for citizens. They were particularly impressed by the online water connection and disconnection facility offered by WSSC, viewing it as a significant step towards enhancing service accessibility and efficiency.

The CEO of WSSC provided insights into their current solid waste management operations, noting that due to administrative challenges, they are compelled to dispose of collected waste in Mansehra,



significantly escalating fuel costs. Delegates recommended implementing an efficient solid waste segregation model to reduce the volume of waste transported to the disposal site. One noteworthy initiative by WSSC, which involved planting trees to camouflage their waste dumping area, resonated strongly with the delegates. Not only does this initiative enhance aesthetics, but it also combats unpleasant odors emitted by the waste. Delegates



suggested that this approach could be easily replicated in Punjab with minimal effort.

Moreover, the delegates received updates on various sub-projects under the Khyber Pakhtunkhwa Cities Improvement Project (KPCIP), including the progress of the water treatment plant, pedestrianization of the old city, park development, and Solid Waste Management initiatives. Mr. Yousaf also highlighted the challenges faced by WSSC, such as overlapping functions

with the Tehsil Municipal Administration (TMA) and Cantonment Board, as well as the escalating volume of solid waste.

In response to these challenges, the delegates suggested implementing a waste segregation model to alleviate the burden on dumping sites and reduce transportation costs. They emphasized the importance of sustainable waste management practices to ensure environmental conservation and cost-effectiveness in the long run.



Visit to Sherwan Adventure Park & Choona Water Treatment Plant

Later in the day, the delegation toured Sherwan Adventure Park, a key component of the ongoing KPCIP project. Notably, this initiative prioritizes environmental sustainability, evident in the fact that not a single tree was felled during its construction. This commitment struck a chord with the delegates, underlining the contemporary



imperative for municipal infrastructure projects to minimize ecological impact. It was emphasized that local government officials must



extend this ethos to all permitted projects, whether commercial or residential, to safeguard our environment. Following this, they toured the Choona Water Treatment Plant. During these visits, the delegates raised concerns about the need for enhanced protection against landslides and earthquakes, emphasizing the importance of safety measures to safeguard infrastructure and ensure public welfare. Additionally, they proposed exploring the possibility of harnessing hydroelectric energy from the flow of water, highlighting the potential for renewable energy generation and sustainable development initiatives in the region.

Overall, the second day of the delegation's visit provided valuable insights into the operational dynamics of WSSC Abbottabad and the ongoing infrastructure development projects under KPCIP.



Through constructive discussions and site visits, the delegates identified

areas for improvement and proposed innovative solutions to address existing challenges while advancing towards sustainable urban development goals.





Day 3 - Overview of Galliyat Development Authority's Initiatives and Visit



On the third day of the visit, delegates were immersed in a journey aimed at unraveling the innovative strides made by the Galliyat Development Authority (GDA) in uplifting the region. Led by Mr. Ehtsham, Assistant Director Administration GDA, the delegation embarked on a series of enlightening excursions, delving into the multifaceted initiatives spearheaded by the authority. A key highlight of the itinerary included visits to pivotal sites such as the Water Supply System situated at Dunga Galli and the renowned Ayubia Chairlift point.

The exploration began with an engaging presentation by Mr. Ehtsham, who provided a comprehensive overview of the GDA's diverse initiatives. These initiatives spanned across various domains,



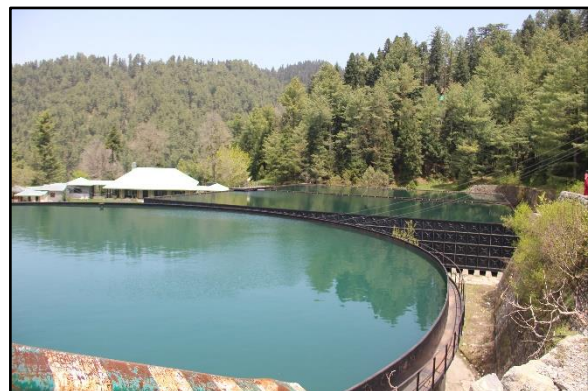
ranging from Municipal Services to Own Source Revenue Enhancement,

showcasing the authority's holistic approach towards regional development.



As discussions unfolded, the delegates actively participated in deliberations regarding the potential replication of GDA's successful strategies within their respective constituencies. Among the prominent topics explored were the adoption of tourist E-Vehicles for sightseeing purposes, strategies to combat plastic pollution, the implementation of robust solid waste segregation practices, and the establishment of wastewater treatment facilities in commercial establishments and hotels. These discussions underscored the delegates' keen interest in adopting sustainable practices to mitigate environmental degradation and enhance the overall quality of life for residents.

Furthermore, there was a concerted effort to explore avenues for economic empowerment, particularly through the promotion of



local handicrafts and the creation of opportunities for women in the region. Delegates exchanged ideas on fostering entrepreneurship, skill development, and market access for artisans, recognizing the transformative potential of empowering marginalized communities.



The visit to the Water Supply System at Dunga Galli provided delegates with valuable insights into the intricate mechanisms involved in ensuring a reliable and sustainable water supply to the region. They gained an appreciation for the GDA's proactive approach towards infrastructure development, which plays a pivotal role in enhancing the resilience of the region against water scarcity and related challenges.



At the Ayubia Chairlift point, delegates were treated to panoramic views of the picturesque landscape, while walking along the water supply pipeline track. They also learned about the tourism initiatives spearheaded by the GDA to promote the region as a premier tourist destination. The discussion centered on strategies to enhance visitor experiences, improve infrastructure, and leverage technology to attract a diverse range of tourists while preserving the natural beauty and ecological integrity of the area.



Overall, the day's activities provided delegates with a comprehensive understanding of the GDA's innovative endeavors and their potential for replication and adaptation in their own jurisdictions.



The exchange of ideas and experiences served to strengthen partnerships and foster collaboration towards sustainable municipal service delivery, laying the groundwork for continued progress and prosperity in the region and beyond.



The exchange of knowledge during peer-to-peer learning visit was characterized by enthusiastic engagement from all participants, reflecting a shared commitment to mutual learning and collaborative problem-solving. For the dynamic women officers of the Local Government and Community Development Department (LG&CDD), the visit proved to be an enriching and inspiring learning experience, offering valuable insights and practical strategies to enhance their own initiatives in their respective areas of responsibility.



Key Takeaways from the Peer-to-Peer Learning Visit:

- Delegates recognized the effectiveness of various tools and strategies being practiced in KP for municipal service delivery and their potential replication in Punjab. They also expressed interest in replicating KP's

waste management model, emphasizing the need for end-to-end solution using the waste segregation technique.

- Insights from meetings with key officials highlighted the importance of efficient service delivery mechanisms, such as the e-billing system implemented by WSSC Abbottabad and TMA's door-to-door waste collection services, which have significantly optimized service efficiency and citizen satisfaction.
- Discussions on TMA's initiatives for women empowerment underscored the importance of allocating budgetary resources and operating industrial centers to promote economic opportunities for women, presenting valuable insights for empowering women in Punjab. Explore opportunities to replicate TMA Abbottabad and GDA's initiatives aimed at economic empowerment, particularly through the promotion of local handicrafts and entrepreneurship. Establish platforms for skill development, market access, and support mechanisms to empower marginalized communities, with a special focus on women.
- Prioritize infrastructure development projects while incorporating safety-related protocols, as suggested during the visit to Jinnah Plaza. Enhance safety measures, including separate entrance and exit points, and improve parking facilities to ensure public convenience and safety.
- Facilitate knowledge exchange and collaboration between provinces, as demonstrated by the interest expressed by Asia Gul, Special Secretary LG&CDD, in replicating waste management models in Punjab. Foster partnerships and share best practices to address

common challenges and accelerate progress towards sustainable development goals.

- The visit provided valuable insights into sustainable urban development initiatives, such as waste segregation practices and infrastructure development projects under KPCIP, offering practical strategies for addressing environmental challenges and advancing towards sustainable development goals in Punjab.
- Encourage the adoption of successful initiatives observed during the visit, such as the door-to-door waste collection services implemented in Babuzai and Bahrain. These models have not only optimized solid waste management but also created earning opportunities for staff. Collaborate with relevant authorities to replicate similar models in Punjab, fostering efficiency and sustainability in waste management practices.
- Emulate the effective utilization of contemporary mass media tools by the SNG to combat fraudulent or illegal schemes. Establish dedicated websites to disseminate relevant information and raise awareness among citizens, safeguarding them from potential scams and ensuring transparency in land-use planning and development projects.
- Implement sustainable waste management practices, including waste segregation models and tree planting initiatives, inspired by the strategies employed by WSSC and GDA. Collaborate with local communities and stakeholders to promote environmental conservation and mitigate the impact of waste disposal on the ecosystem.

- By implementing these recommendations, Punjab can leverage the insights gained from the visit to enhance governance, promote sustainable development, and improve the overall quality of life for its residents. Collaboration, innovation, and a commitment to inclusive and transparent governance will be key in driving progress and prosperity across the province.

Delegates Reflection:



Abida Ayub
Municipal Officer (Regulation)
Municipal Committee Bhera

In the LG&CD department, there is a noticeable shift towards greater female participation across various fields, including planning and administration in both urban and rural areas. The department is actively challenging stereotypes associated with women's roles, thereby creating opportunities for women to pursue diverse career paths. This inclusive approach not only breaks down traditional gender barriers but also harnesses the diverse perspectives of women to drive better decision-making processes.



Tehmina Latif
Council Officer
Metropolitan Corporation
Lahore

Don't rely solely on government grants. Instead, focus on resolving issues with the resources available to you. Begin by taking initiative on your own, and then lead by example to inspire others with your actions.



Sumaira Chohan
Municipal Officer planning,
Municipal Committee Kasur

Building control rules and regulations learned in this visit will help me for implementation and improvement in field



**Nazia Ghulam Muhai Ud
Din**
Assistant Director Local Govt,
Pindi Bhattian

Implementing door-to-door garbage collection, along with segregation and recycling initiatives, presents cost-effective solutions with significant impact. Witnessing the dedication of entities like TMA and sanitary companies in challenging hilly areas inspires a commitment to replicate their success in generating effective sanitation models within my own office.

The ban on plastic in Galliyat stands as a monumental achievement, and its implementation should not only rely on punitive measures but also on raising public awareness and sensitization. A comprehensive mechanism for land use can also prove to be highly beneficial in optimizing resource utilization and urban planning efforts.



Tehmina Zahoor
Municipal Officer (Regulation)
Municipal Committee Bhalwal

Exploring diverse revenue sources is imperative for enhancing the financial stability and independence of local governments. Adopting a community-inclusive approach in municipal service delivery is essential for achieving long-term goals effectively. It's crucial to involve the public not only in the output of services but also in the policymaking process, utilizing their input significantly.



Hurrah Javed

Chief Officer
Municipal Committee Jauharabad
& Quaidabad

Exploring initiatives like solid waste management, water treatment plants in Chunna, Sherwan Family Park, and the ORS model at Jinnah Plaza offered participants the opportunity to brainstorm innovative solutions that could enhance the efficiency and financial viability of Municipal Committees. The Galliyat Development Authority showcased exemplary management of tourist spots, emphasizing cleanliness and beautification efforts, while the water treatment plant demonstrated commendable maintenance standards.



Nayyer Nida Zafar

District Officer Planning
District Council Kasur

My goal is to enforce the consideration of environmental impacts in all projects within their respective surroundings. Ensuring adherence to land use plans and masterplans is crucial for preserving the identity of city growth and minimizing unplanned commercialization, which often leads to waste and water supply issues. By adhering to the masterplan during growth, it becomes easier to provide municipal facilities and services effectively.

Attendance

Exchange Visit of Women Officers of LG&CD from Punjab to Khyber Pakhtunkhwa (Abbotabad & Nathia Gali) - Attendance Sheet													
Sr	Name	Designation	Department/ Organization	Sunday, Apr 28, 2024		Monday, Apr 29, 2024		Tuesday, Apr 30, 2024		Wednesday, May 01, 2024		Thursday, May 02, 2024	
				Morning	Evening	Morning	Evening	Morning	Evening	Morning	Evening	Morning	Evening
1	Ms. Asia Gul	Special Secretary	LG&CDD	✓	✓	✓	✓	✓	✓	✓	✓		
2	Mr. Arshad Baig	AS LG	LG&CDD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Mr. Ibrar Ahmed	Director Legal	LG&CDD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Syed Zahid Aziz	Managing Director	PMDFC	✓	✓	✓	✓	✓	✓	✓	✓		
5	Mr. Mahmood Tamana	General Manager	PMDFC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	Ms Sanam Irshad	Advisor LG	GIZ	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	Ms. Nayer Nida Zafar	DO Planning	DC Kasur	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	Ms. Mehwish Naccem	ZO Planning	DGB Zone Lahore	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	Ms. Amina Javed	ZO Planning	AI Zone Lahore	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	Ms. Sumera Anjum Chohan	MO Planning	MC Kasur	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
11	Ms. Fatima Aslam	MO (Fin.)	MC Lahore	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12	Ms. Faiza Taufiq	DO Finance	DC Jhang	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
13	Ms. Zirwa Fatima	ZO Finance	Wahgha Zone Lahore	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14	Ms. Faiza Hashmi	DO Municipal Revenue	DC Okara	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
15	Ms. Zoya Masood Baloch	MO Regulation	MC Sargodha	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16	Ms. Abida Ayube	MO Regulation	MC Bhera	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
17	Ms. Tehmina Latif	Council Officer	MC Lahore	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
18	Ms. Tehmina Zahoor	MO Regulation	MC Bhalwal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
19	Ms. Arfa Komal	AD Training	PLGA Lalamusa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
20	Ms. Nazia Hashmi	ADLG	Pindi Bhattian	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21	Ms. Hurrah Faisal	Chief Officer	MC Joharabad	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
22	Ms. Shazia Mumtaz	ADLG	Rawalpindi	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
23	Mr. Idrees Haider	Manager Comm	PMDFC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24	Mr. Sohaib Rafique	DM ID	PMDFC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25	Mr. Mubashir Ahmed	IT Assistant	PMDFC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
26	Ms. Trum Bibi	PKO to SLG	LG&CDD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Presentations

Performance of WSSCA & KPCIP Abbottabad



6 – YEARS PERFORMANCE OVERVIEW (2018 – 2023)

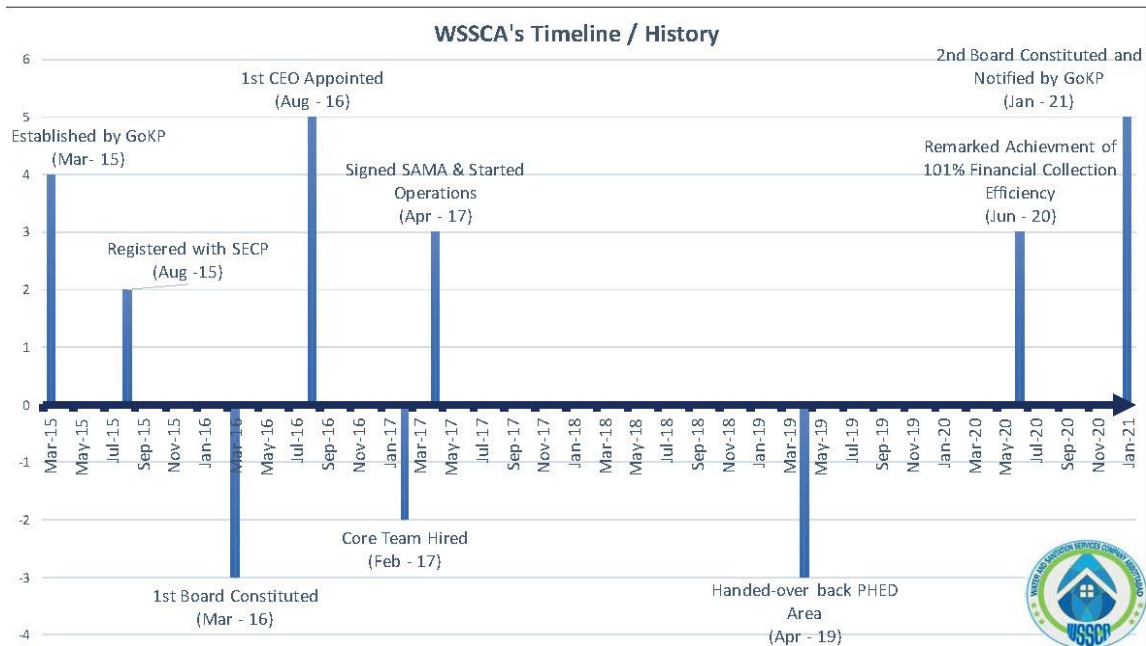
Water & Sanitation Services Company Abbottabad
An ISO 9001-2015 certified company

30-April-2024

Presentation Road-Map



1. **Timeline**
2. **Jurisdiction**
3. **Performance Overview for 2018-2022**
4. **Key Reforms**
5. **Overview of Khyber Pakhtunkhwa Cities Improvement Project (KPCIP) Abbottabad**




DETAIL OF PROPOSALS FOR EXTENSION OF WSSCA JURISDICTION




Proposal	Financial Implication	Status
Extension of WSSCA Services to Other UCs / NCs / VCs (23 Additional)	<ul style="list-style-type: none"> Capital Cost : 90.73 Annual Operating Cost: 174.23 Total per Annum: 264.96 	<ul style="list-style-type: none"> Approval from Provincial Cabinet granted Notification issued vide No. SO(C&D)LG/14-35/2021/Expansion Abbottabad Funds awaited
Extension of WSSCA Services to Adjoining Districts / TMAs		
1. Mansehra	<ul style="list-style-type: none"> Capital Cost : 166.71 Annual Operating Cost: 74.02 Total per Annum: 183.66 	<ul style="list-style-type: none"> Approval awaited
2. Haripur	<ul style="list-style-type: none"> Capital Cost : 14.85 Annual Operating Cost: 224.26 Total per Annum: 239.11 	<ul style="list-style-type: none"> Approval awaited
3. Havallian	<ul style="list-style-type: none"> Capital Cost : 13.44 Annual Operating Cost: 45.58 Total per Annum: 59.02 	<ul style="list-style-type: none"> Approval awaited

Current Jurisdiction NC	Extended Jurisdiction 1	
	City Urban-I	City Urban-I
City Urban-II	City Urban-II	Mirpur-II
City Urban-III	City Urban-III	Mirpur-III
Nawasher Urban	Nawasher Urban	Salhad I
Nawasher DodihaI NC	Nawasher DodihaI NC	Salhad II
kehal	kehal	Salhad III
Khola Kehal	Khola Kehal	Jhangi I,
Upper Kehal	Upper Kehal	Banda Qazi I
Malik Pura Urban-I	Malik Pura Urban-I	Banda Qazi II
Malik Pura Urban-II	Malik Pura Urban-II	Dhamtor I
Malik Pura Urban-III	Malik Pura Urban-III	Dhamtor-II
	Banda Pir Khan-I	Kakul
	Banda Pir Khan-II	Nawasher Shamali
	Banda Pir Khan(Bandi Dhundan)	Nawasher Janobi
	Baldehri-I	Shaikhul Bandi-I
	Bladehri-II	Shaikhul Bandi-II
	Banda Phugwarian(Jhangi)	Shaikhul Bandi-III



1. *Proposals for the Extension of WSSCA's Services to 34 NCs/VCs of Abbottabad has been approved by the Provincial Cabinet. Notification issued vide No. SO(C&D)LG/14-35/2021/Expansion Abbottabad. Transfer of Funds awaited*



06 – Years Performance Overview

6 – Years Performance (Fleet Extension)



S. No.	Description	From TMA	WSSCA Procured	Total Current	Functional Equipment
1	Skip Truck / Multi-loader	1	2	2	1
2	Tractors with Trolleys	3	1	4	4
3	Tractor with Arm-Roll	1	0	1	1
4	Tractor with Shovel	1	0	1	1
5	Tractor with Mechanical Sweeper	0	1	1	1
6	Tractor with Backhoe	0	1	1	1
7	Compactor 7m3 capacity	1	2	2	2
8	Mini Dumpers	2	9	7	7
9	Water Bowser /Street Shower	0	1	0	0
10	Combined Suction & Jetting Machine	0	1	0	0
	Total	09	18	27	26

6 – Years Performance Overview (Sanitation & SWM)



Milestone / Description	Baseline (January 2018)	Achievement Till December 2023
Waste Collection Efficiency in % of waste collected/disposed against generated	50%	89%
Monthly Desilting of Drains in KM	NA	83
Unit Operating Cost (Solid Waste Disposal) in Rupees per Ton	5,921	10,555.78
Population Coverage for Sanitation Services (11 NCs)	45%	100%
Fleet enhancement	9	26

6 – Years Performance Overview (Water Supply)



Milestone / Description	Baseline (January 2018)	Achievement Till December 2023
Annual Water Production in Million Gallons	554	1,662
Average Per Capita Water Supply (LPCD)	55.61	100
No. of Water Connections Provided	12,600	15,353
No. of Illegal Water Connections Disconnected / Removed / Converted to legal connection	0	1,995
Length in meters of water supply lines relocated from drains	0	4,837
Total No. of Water Quality Tests Conducted	0	6,970
Percentage of Water Quality Tests with Satisfactory Results	N/A	85.55%
Total No. of Pipe Leakages Repaired	N/A	5,400
Total No. of Complaints Received and Redressed	N/A	4,732
Operationalization of Tube wells	5 out of 28	20 out of 28

6 – Years Performance overview: Developmental Projects



Milestone /Activity Item	Unit	Accumulative Achievements Since Inception	Physical Progress till December 2023	Financial Progress till December 2023
Development Projects Initiated (PFC Funded)	Schemes	217	100%	100% 74 million
Development Projects Initiated (ADP Funded)	No.	2	70.40%	53.48 Million out of 77.787 million
Development Projects Initiated (ADP Funded (DDP))	No.	1	70%	14.13 Million out of 20 Million

6 – Years Performance overview: Revenue, Billing & Unit Operating Cost



Milestone /Activity Item	Unit	Baseline 2018	Annual Achievement 2023	Accumulative Till Date
Annual Revenue Booked in M-PKR (Billing)	M-PKR	29.8	47.47	282.35
Annual Revenue Collected in M-PKR	M-PKR	20.9	49.59	257.37
Collection Efficiency (Financial Accumulative)	%	70.13%	95.72%	91.15%
Annual Operating Cost in M – PKR	M-PKR	164.05	310.92	1,429.77
Annual Operating Revenue (Own-sourced Income) in M – PKR	M-PKR	31.79	93.11	427.31
Operational Cost Coverage (Self Sustainability)	%	19.37%	29.94%	29.88%



Bill Collection Efficiency

(REGISTERED CONNECTIONS ONLY)

Base Data (2020-2021)	Units	Abbottabad	Kohat	Mardan	Peshawar	Swat
No of Water Connections	Numbers	14,552	8,844	4,440	77,684	26,534
Water Coverage	Percentage	71%	23%	9%	31%	55%
Potential Connections*	Numbers	20,426	39,197	50,122	252,214	48,028
Bills Raised	Million Rs/Year	57,440	35,376	13,320	323,648	98,139
Bills Collected	Million Rs/Year	35,880	17,528	6,821	75,788	45,327
Collection Efficiency	Percentage	62%	50%	51%	23%	46%
Potential loss / NPL	Million Rs/Year	21,560	17,818	6,499	247,860	45,327

* Population/average household size

5/2/2024

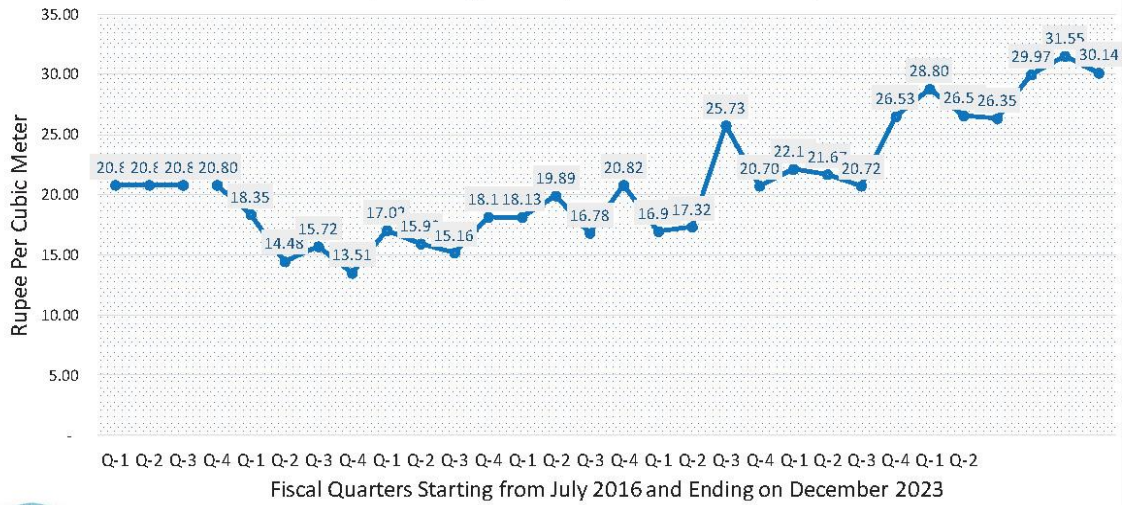
KPCIP

ISWM

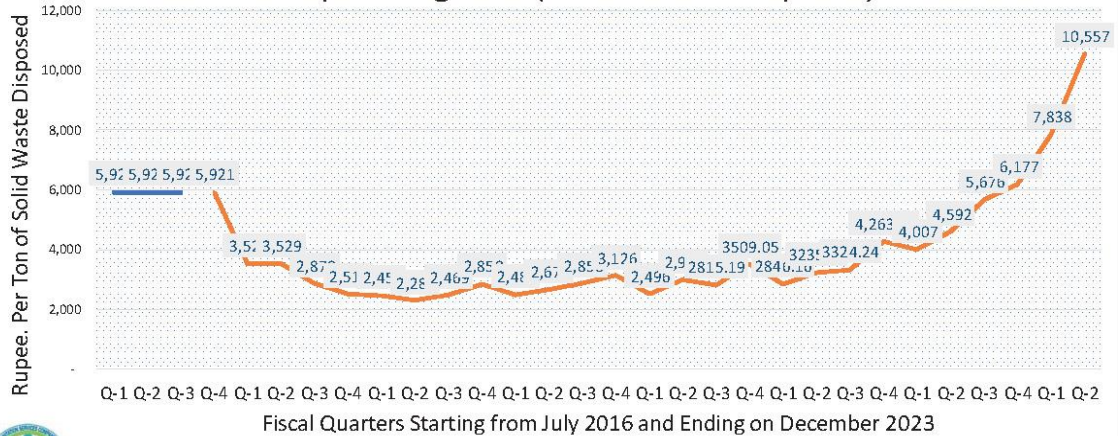
DBO

12

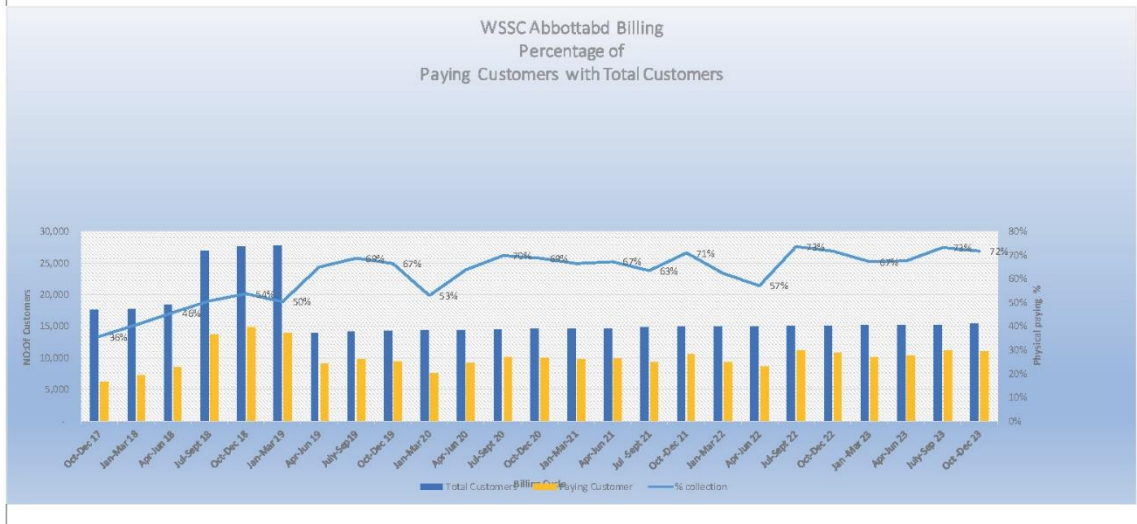
Unit Operating Cost (Water Production)



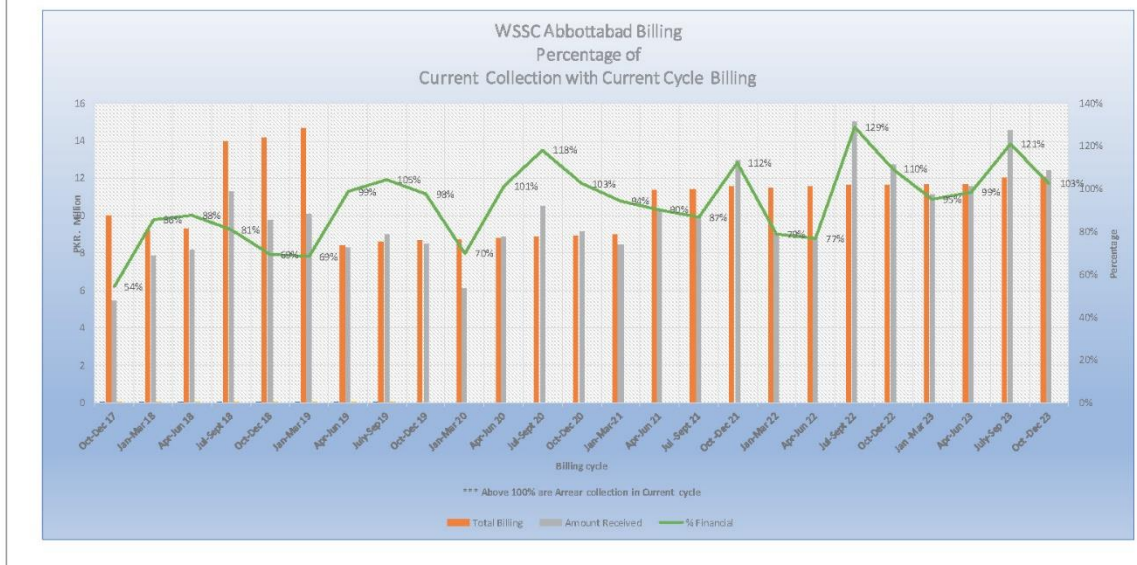
Unit Operating Cost (Solid Waste Disposal)



- Increased Bills Collection Efficiency (Physical) from 36% to 73%



- Increased Bills Collection Efficiency (Financial) from 54% to 103%



6 – Years Performance overview: Community Awareness



S No.	Activity Description	2017	2018	2019	2020	2021	2022	2023	Total
1	Community Awareness Sessions	0	13	15	2	5	21	30	86
2	Awareness Sessions in Schools/Colleges/Universities	0	60	75	5	10	46	99	295
3	Awareness Through Jamia Masjid /Friday Sermon	0	0	12	2	8	11	17	50
4	Special Drives	3	4	10	6	5	7	3	38
5	Plantation Drive	1	1	2	2	0	-	1	7
6	Awareness Stalls	0	4	4	0	0	0	0	8
7	Eid Ul Adha Operations	0	1	1	1	1	1	1	6
8	Celebration of Days	0	4	6	9	9	5	6	39
9	Events Management	3	14	21	5	7	11	13	74
10	Filed Visits	23	57	44	17	32	22	23	218
11	Press Releases	7	19	23	14	25	26	23	137
12	Feature Reports	1	6	2	1	2	3	2	17
13	Video Production	0	0	1	3	3	6	2	15
14	Christmas	1	1	1	1	1		1	6
15	Inauguration Ceremonies	0	3	7	4	2	6	6	28
16	Data Sharing on Social Media	60	365	365	365	365	200	190	1910
17	Radio Programs	2	40	35	25	13	8	3	126

6 – Years Performance overview: CUSTOMER SUPPORT



Milestone /Activity Item	Baseline 2018	Achievement 2023
Implementation of Short Code Access (1334)	Not Available	Implemented
Online New Connection/Disconnection Registration	Not Available	Implemented
Online Computerize Billing System (Bar Coding)	Not Available	Implemented
Online Bill printing	Not Available	Implemented
Online Complaints Management System	Not Available	Implemented
Bill Payment through EasyPaisa / UPaisa Mobile App	Not Available	Implemented
Tax Exemption Certificate from PCP	Not Available	Implemented

6 – Years Performance overview:
EMERGENCY RESPONSE IN COVID-19 UNICEF SUPPORTED



Milestone /Activity Item	Achievement till 2023
No. of Handwashing Stations Installed and Operated	109
Distribution of Disinfection Spray Pumps	600
Distribution of Soaps for Handwashing Stations	50,000
Dissemination of IEC Material / Messages	18,000

6 – Years Performance overview:
PAKISTAN CITIZEN PORTAL(PCP)



Milestone /Activity Item	Achievement till 2023
TOTAL NUMBER OF COMPLAINTS RECEIVED	911
TOTAL NUMBER OF COMPLAINTS RESOLVED TILL DATE	911
PERCENTAGE OF RESOLVED COMPLAINTS	100%
PERCENTAGE OF POSITIVE FEED BACK FROM CITIZENS	71.4%



Key Reforms

Key Reforms– Participation in Clean-Green Pakistan Initiative



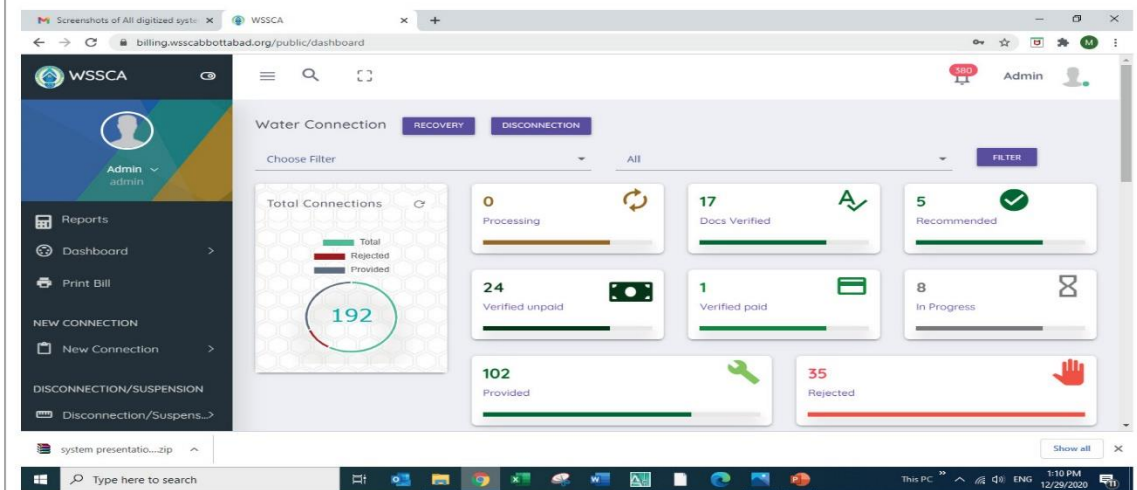
Description	Details
Title of the Reform Initiative	Participation in Clean-Green Pakistan Initiative
Initiated since	3 rd Quarter of 2020
Purpose	A competition among the cities of Punjab and Khyber Pakhtunkhwa initiated by Ministry of Climate Change
Key targets	<ol style="list-style-type: none"> 1. Safe Drinking Water 2. Hygiene 3. Sanitation 4. Solid Waste Management 5. Plantation
Key activities / achievements during this quarter	<ol style="list-style-type: none"> 1. WSSC Abbottabad stood 3rd among the KP Cities in the Competition 2. Awarded Rs. 155 Million Development Package from Ministry of Climate Change

Key Reforms – Participation in Clean KP My Dream KP



Description	Details
Title of the Reform Initiative	Participation in “Clean KP My Dream KP” Initiative
Initiated since	1st Quarter of 2018-19
Purpose	A competition among the cities of Khyber Pakhtunkhwa initiated by Minister LGE & RDD
Key targets	<ol style="list-style-type: none"> 1. Safe Drinking Water 2. Hygiene 3. Sanitation 4. Solid Waste Management
Key activities / achievements during this quarter	<ol style="list-style-type: none"> 1. The key-targets were thoroughly supervised by a divisional-level committee. The targets were achieved successfully.

Key Reforms – Online System for New Water Connection



Key Reforms – Online System for Disconnection



Disconnections

RECOVERY WATER CONNECTION

Search to filter rows

Form No	Status	Approved		Resolved		Failed	
		By	On	By	On	On	By
15076057 view	approved	raza					
kh-4632 view	failed					Dec 21, 2020	Reason
CT-0700 view	failed					Dec 14, 2020	Reason
01112100 view	approved	raza					
Ct-0500 view	approved	raza					
Mk-2800 view	approved	raza					

Prev 1 2 3 4 5 6 7 Next

Key Reforms – Online Recovery Monitoring



Recovery

WATER CONNECTION DISCONNECTION

228 Total Visits

Rs 371.2k Total Recovery

0 Total Notices

148 Payable Consumers

27 Locked

9 Declined to Pay

43 Rec for Disconnection

1 Disconnected

Visits

Choose Filter

FILTER

S.No	Team	Action	Visits	Consumer Id	Full Name	Recovery Made	Location
------	------	--------	--------	-------------	-----------	---------------	----------

Key Reforms – Online Water Quality Monitoring



Lab Examinations Dashboard

Last Day FILTER

0 Quality Tests Conducted

0 Tests with Satisfactory Results

0 Tests with Non Satisfactory Results

0 Action Initiated against Non Satisfactory

0 Action Completed against Non Satisfactory

Monitorings

S.NO	Type	SMPT	Source of Water	Created Date	Result

Key Reforms – Online computerized Billing / Bill-Printing



[Print](#)
[Back](#)

BANK COPY

OFFICE COPY

CONSUMER COPY

Key Reforms – Complaint Management System

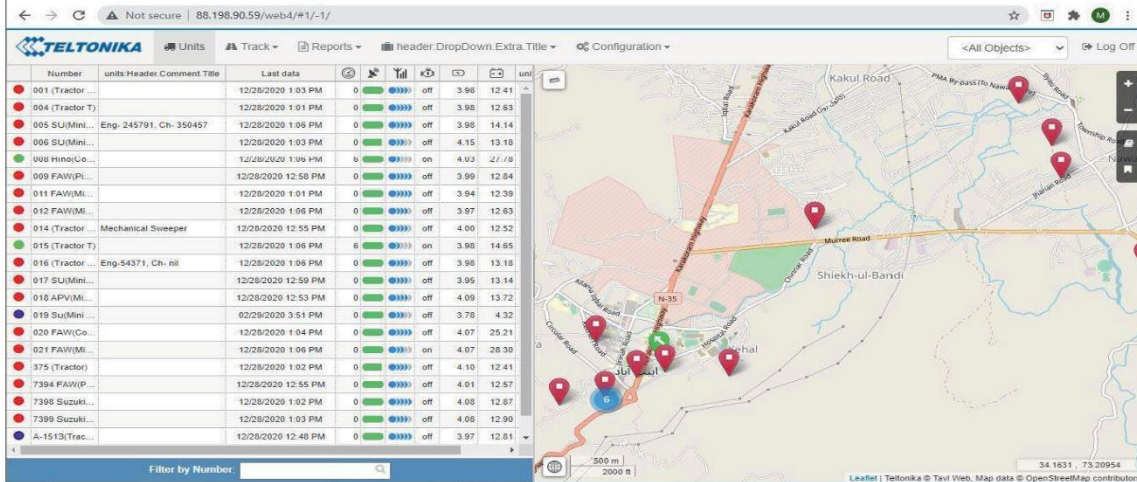


Key Reforms – Door to Door Collection of Waste



Description	Details
Title of the Reform Initiative	Door to Door Collection of Waste
Initiated since	January 2020
Purpose	Increase primary-collection of waste
Key targets	1. 90 % Coverage of House-hold
Key activities / achievements	1. 70% of House-Hold Covered

Key Reforms – Vehicle Tracking System



Khyber Pakhtunkhwa Cities Improvement Project (KPCIP) Abbottabad



KPCIP Sub – Projects in Abbottabad



S.No.	Project Description	Project Cost (M-PKR)
1	Pedestrianization of Market in Old City Centre	357.17
2	Urban / Green Space Initiatives – Sherwan Adventure Family Park	808.05
3	Rehabilitation and provision of water storage reservoirs; New distribution network and water metering system; Intake structure including transmission main & associated structures	8,503.65
4	Construction of Water Treatment Plant at Chhoona, Abbottabad	2,596.00
5	Integrated Solid Waste Management System in Abbottabad (CAPEX Only)	5,117.00
6	Construction of Urban / Green Spaces – Salhad Bagh, Abbottabad	828.58
Total of the Project		18210.45

KPCIP Abbottabad

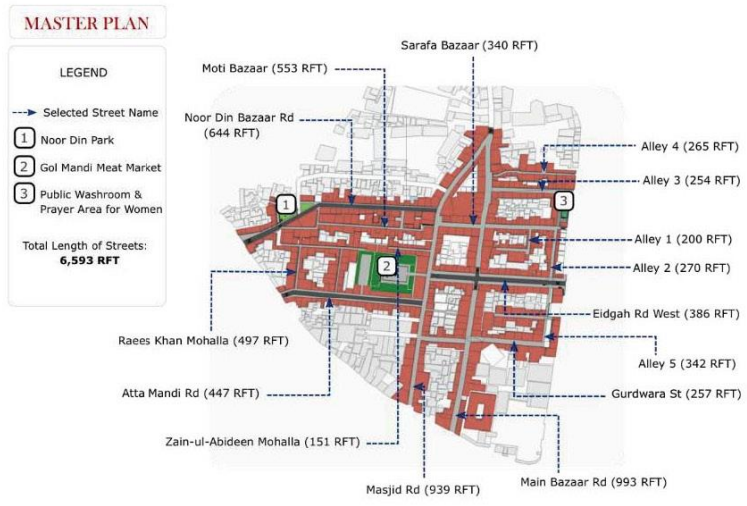


Package No.	General Description	Est: Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-01 Lot-01 (a)	Pedestrianization of Market in Old City Centre		357.169	27-06-2022	27-10-2022	18-04-2024	<ul style="list-style-type: none"> <input type="checkbox"/> Street Infrastructures in 15 Streets including: <ul style="list-style-type: none"> ▪ Street Lights ▪ Street Planters ▪ Street Furniture ▪ Street Signages ▪ Facade Uplift ▪ Drain Covering with Slate Stone Steps, RCC Slabs & Steel Gratings ▪ Signages and Awnings for 810 Shops <input type="checkbox"/> Upgradation of Gol Mandi Meat Market <input type="checkbox"/> Construction of Public Washroom and Prayer area for Women <input type="checkbox"/> Development of Green Parklet (Nooruddin Park)



PEDESTRIANIZATION OF OLD CITY AREA ABBOTTABAD

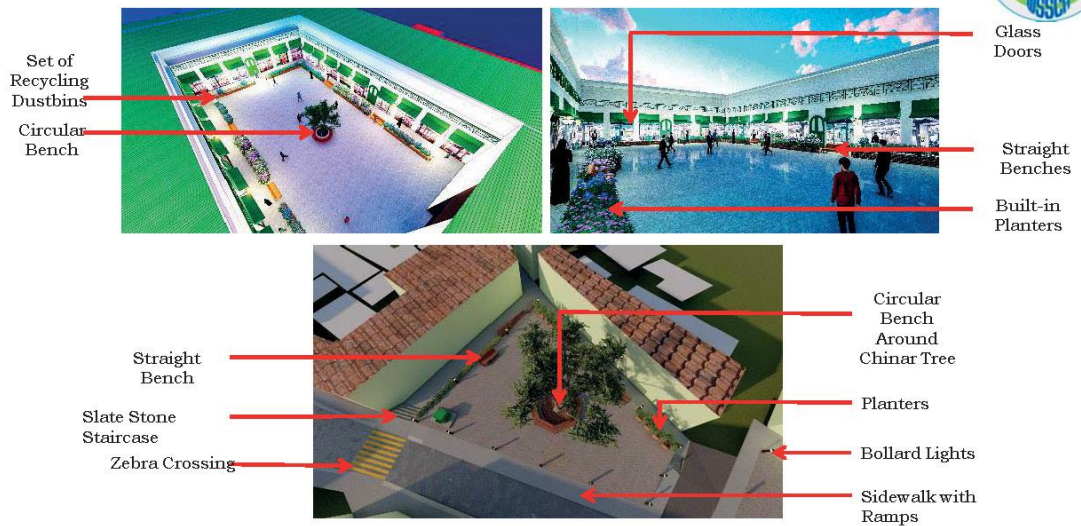
MASTER PLAN/PROPOSED DESIGN - PEDESTRIANIZATION OF MARKET IN OLD CITY CENTRE



PROPOSED DESIGN (1)



PROPOSED DESIGN (2)



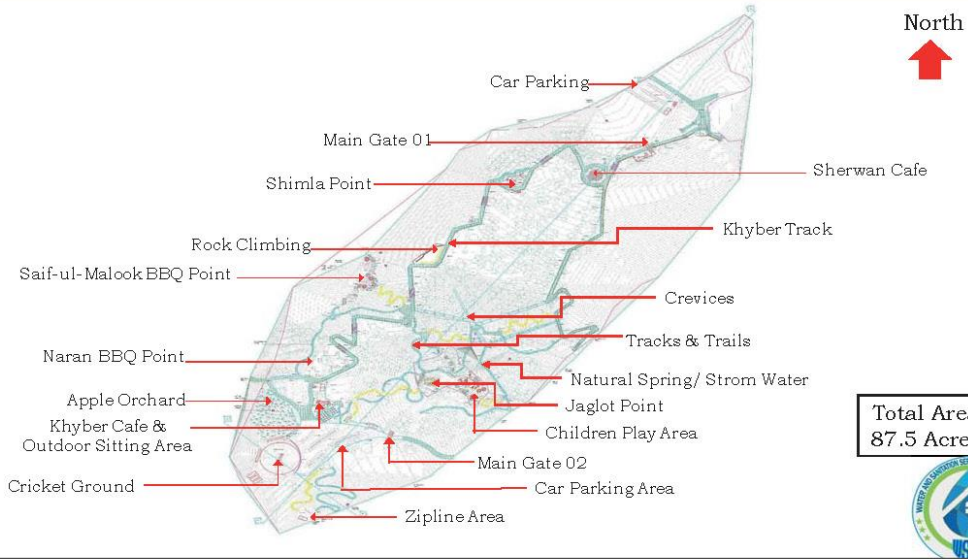
KPCIP Abbottabad



Package No.	General Description	Est: Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-01 Lot-01 (b)	Urban / Green Space Initiatives – Sherwan Adventure Family Park		808.052	27-06-2022	27-10-2022	18-04-2024	<ul style="list-style-type: none"> Cricket Ground, Walking tracks, trails, staircases and trellises, rock climbing and zipline Family area, gazebos and BBQ pits, guardrails and different types of benches Parking area with parking shed and public washroom Tuck shops, kiosks, service area and ticket booths Main gates and electric charging decks, electric cars, signage, recycling dustbins and planters, cafés, BBQ points, conservation of pine forest and apple tree plantation Total Area: 700 Kanals



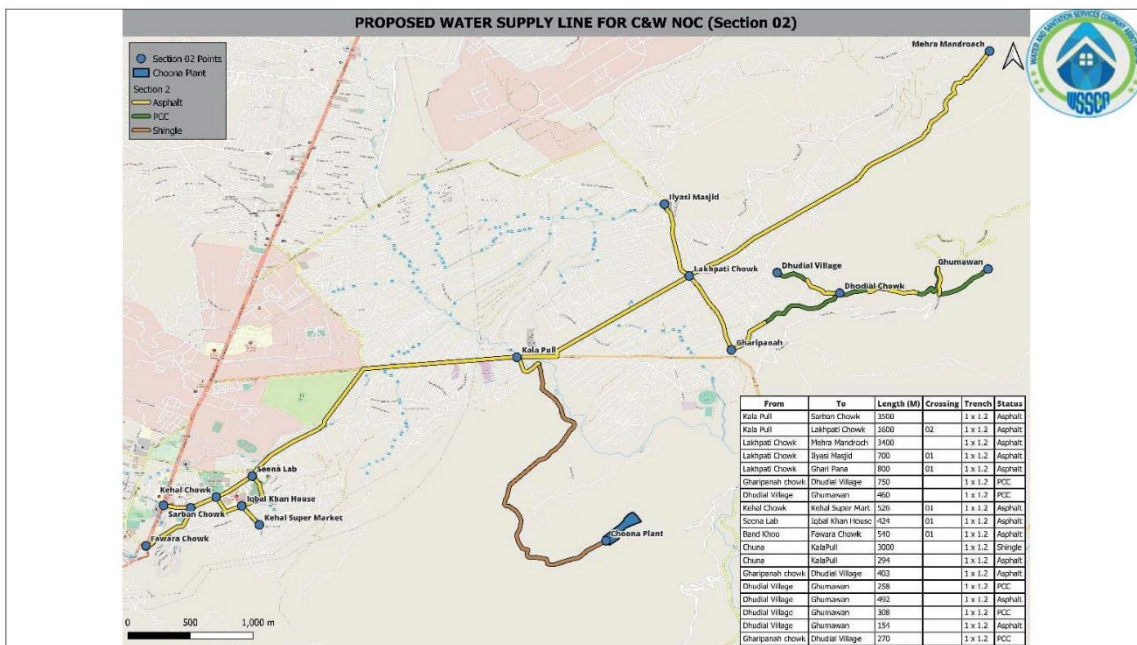
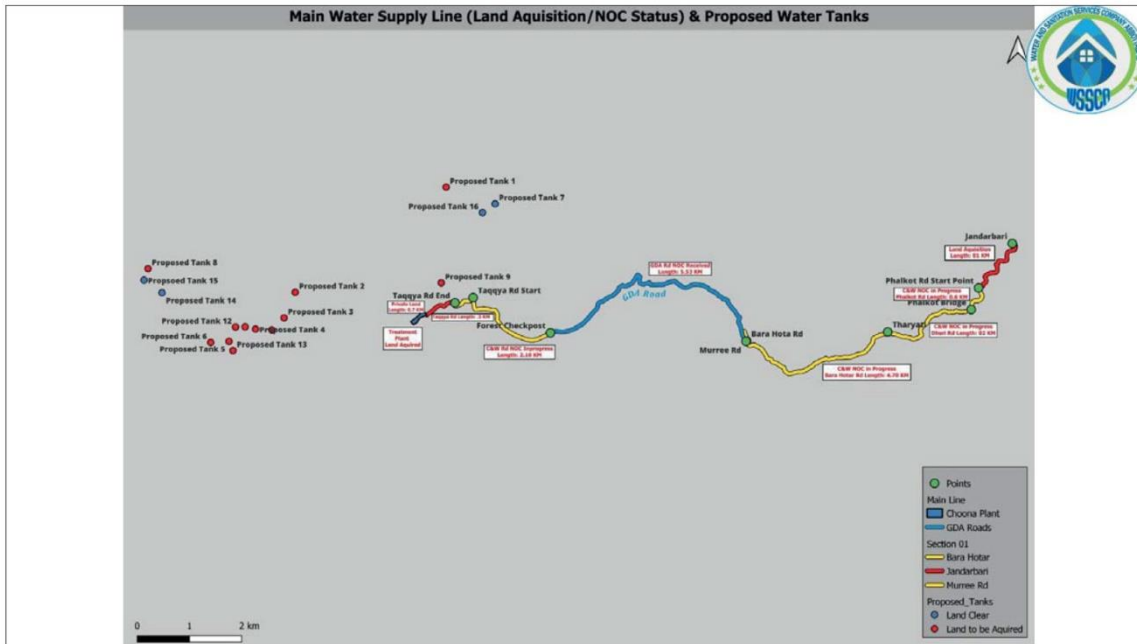
MASTER PLAN

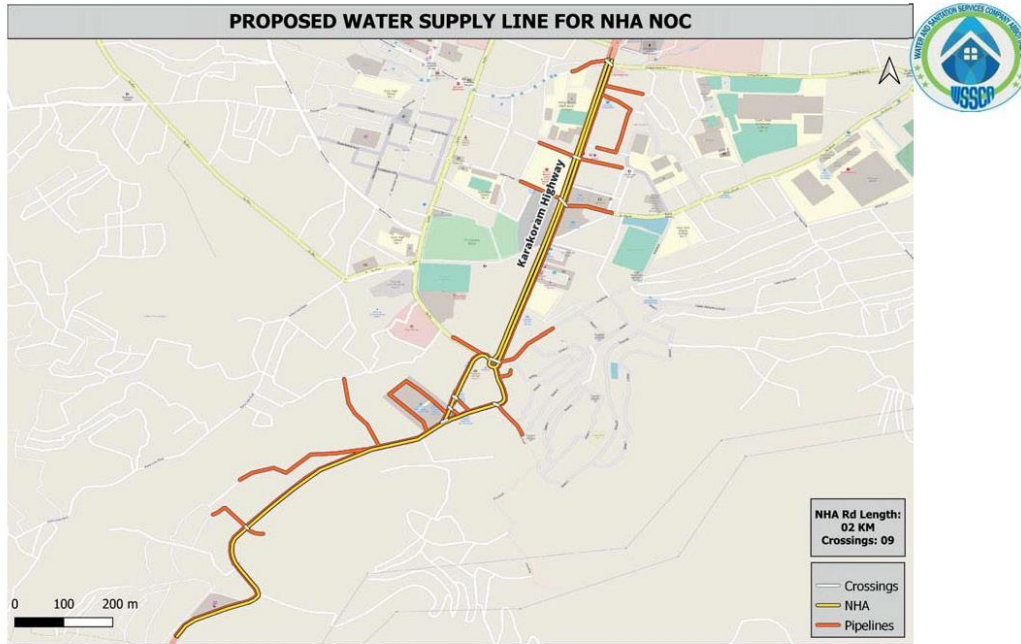


KPCIP Abbottabad



Package No.	General Description	Est: Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-02 Lot-01	Rehabilitation and provision of water storage reservoirs; New distribution network and water metering system; Intake structure including transmission main & associated structures	7,940	8,503.65	22-Mar-2023	04-Dec-2023	03-Dec-2026 (1095 Days)	<ul style="list-style-type: none"> Intake Structures at new Source – Jandar Bari 17 KM Water Transmission Main Provision of 16 New Surface Reservoirs Rehabilitation of 17 Existing Water Tanks 193 KM Length of proposed Distribution Network





KPCIP Abbottabad



Package No.	General Description	Est: Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-02 Lot-02	Water Treatment Plant	2,596	2596.19	7-11-2023	27-07-2023	4-8-2026	<ul style="list-style-type: none"> • Construction of New Water Treatment Plant of Capacity 300 L/S (6.58 MGD) • Primary Sedimentation • Coagulation and Flocculation • Clarification • Rapid Sand Filters • Disinfection

KPCIP-04: Existing & Proposed Water Treatment Plant at Choona



KPCIP Abbottabad

Package No.	General Description	Est: Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-07	Integrated Solid Waste Management System in Abbottabad	5,117					<ul style="list-style-type: none"> • 100% Door to Door Collection • Material Recovery Facility • Anaerobic Biodigester • Leachate Treatment through Disc Tube Reverse Osmosis (DTRO) • Landfill • Design Build & Operate Contract • CAPEX : 5,117 PKR • Operations Period: 8 Years • Approval of Provincial Cabinet awaited



KPCIP Abbottabad



Package No.	General Description	Est. Cost (M-PKR)	Accepted Bid Price (M-PKR)	Date of Contract Signing	Date of Commencement	Date of Completion	Major Components
CW-06	Construction of Urban / Green Spaces – Salhad Bagh, Abbottabad	828.58					<ul style="list-style-type: none"> Land remediation and conversion into a recreational park After Completion of ISWM



واٹر اینڈ سینٹیشن سروسز کمپنی ایبٹ آباد (واسا)

جھنگلی سیداں، بالمقابل زرعی ترقیاتی بینک، مانسہرہ روڈ ایبٹ آباد فون نمبر: 0992-9311048-9



Thanks

LGCD Team visit to KP - SNG Overview - Abbottabad 29-04-2024

Exchange Visit of Officers of LG&CD, Punjab to Khyber Pakhtunkhwa

An overview of

KP Sub-National Governance (SNG) Program

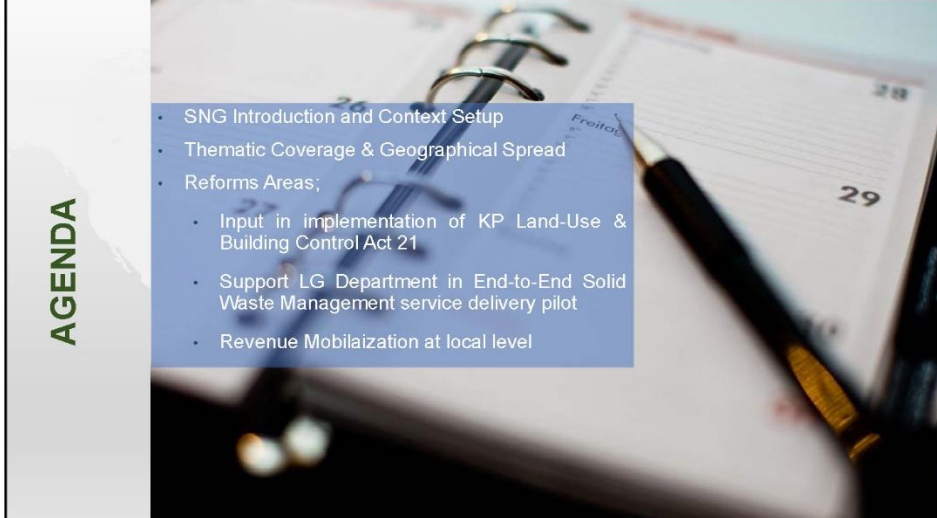
Kashif Ali, PAS, DTL Central, KP
Umer Abdul Aziz, DTL North, KP
Sub-National Governance (SNG) Program

29th April 2024
Commissioner Hazara Office, Abbottabad



AGENDA

- SNG Introduction and Context Setup
- Thematic Coverage & Geographical Spread
- Reforms Areas;
 - Input in implementation of KP Land-Use & Building Control Act 21
 - Support LG Department in End-to-End Solid Waste Management service delivery pilot
 - Revenue Mobilization at local level



SNG Introduction and Context Setup

- Funded by "Foreign, Commonwealth & Development Office" (**FCDO**) UK
- Works with Provincial Finance, Planning and Local Government Departments of KP
- Provincial Steering Committee, headed by Additional Chief Secretary KP, while Secretaries of P&D, Finance, LGE&RD and E&T Departments are members
- Provincial Technical Assistance Team and 2 Cluster Offices spread over 8 districts and 36 Tehsil Local Governments
- SNG district teams are engaged with District / Tehsil Administration, Tehsil Chairman, TMA and other devolved departments

Thematic Coverage & Geographical Spread



**Planning and
Budgeting
Reform**



Fiscal space



**Innovation
Approaches**





Section 1:

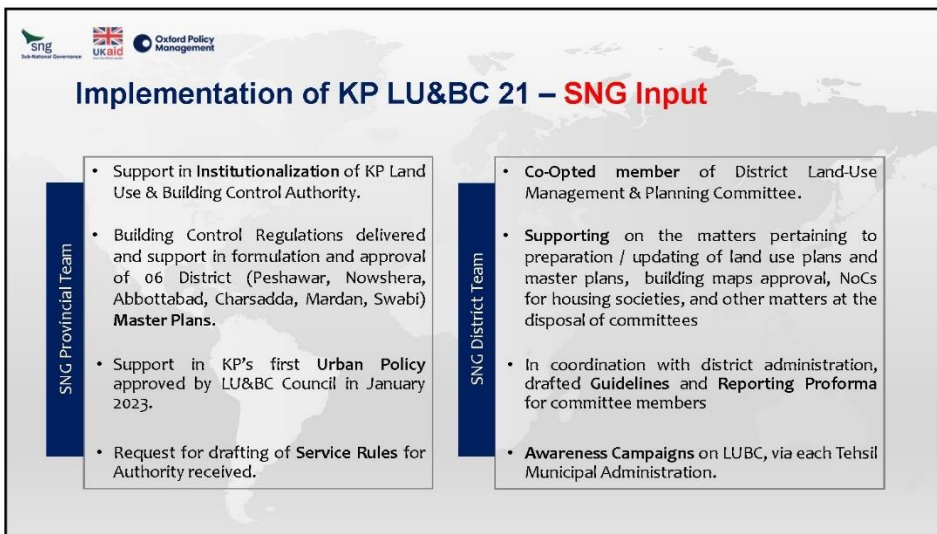
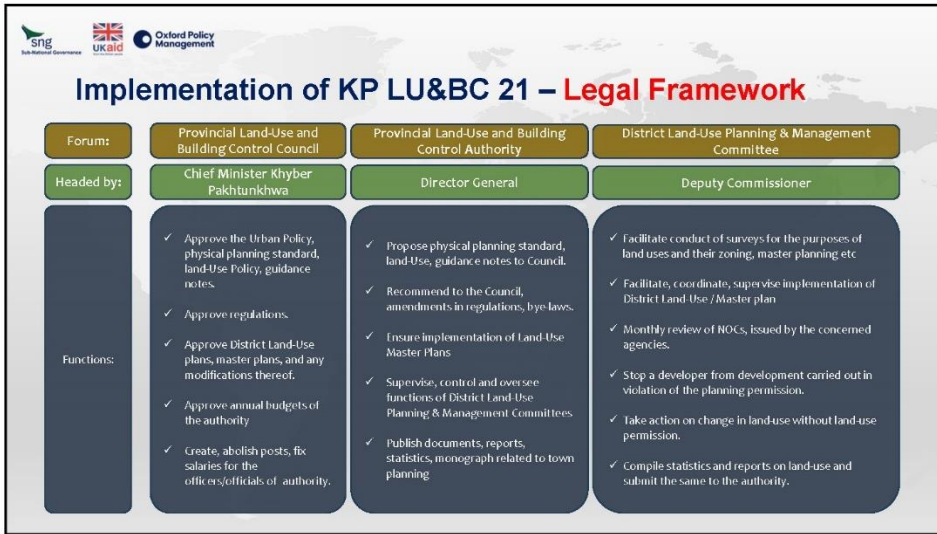
Input in implementation of KP Land-Use & Building Control Act 2021 (LU&BC 21)






On 19th November 2021, GoKP approved "Land-Use and Building Control Act 2021"

Objectives of the Act

- To establish a Planned Hierarchy of Settlements and Framework for systematic growth of major Infrastructure and Services.
- To provide a broad framework for District Spatial Plans and to resolve inter-district planning issues.
- To provide guidelines for the emerging development corridors.
- To suggest parameters for reducing migration to big urban centers
- To determine a need for new towns at feasible location.
- To provide Policy guidelines for the sustainable development of rural areas.
- Broad guidelines for integrated and coherent development programs at the provincial level.



Implementation of KP LU&BC 21 – Reporting Proformas

Monthly Reporting Format
(Under compliance of Land Use and Building Control Act)

Name of Agency / Office: _____ District: _____

Report: _____ Submission Date: _____

S. No.	Description	Jan 2022	Jan 2023
1	Number of New applications received for the issuance of NOCs		
2	Number of NOCs issued		
3	Number of NOCs refused		
4	Number of NOCs under process		
5	Number of NOCs violation reported		
6	Number of Fines collected (In PKR) from violators		
7	Number of Anti-encroachment notices issue		
8	Number of Anti-encroachment drives made		
9	Government land cleared / re-covered (Area in SFT)		
10	Illegal Private Housing Societies sealed / equipment seized		
11	Any other action		
12			

Note 1: The above report shall be submitted to the Office of Assistant Commissioner, within 05th of each month.

Signature: _____
Name: _____
Date: _____

Note 2: Copy of the above report shall be sent to:
1. Deputy Commissioner Office
2. Additional Deputy Commissioner (Urban & Planning) Office

Inspection Report
(Under compliance of Land Use and Building Control Act 2017)

Visit Date: _____ Visit Notice No. _____ Notice Date: _____

Name of Officer: _____ Designation: _____ Department: _____

(Tick appropriate box)

1. Visit of Building / Other construction building / Land / Plot / Existing Structure

2. Location: _____

3. Name of Owner: _____

4. Owner Name & Contact No.: _____

5. Property status: Commercial Residential

6. Insurance cover: YES NO

7. Fire NOC available: YES NO

8. Fire NOC available: YES NO

9. Commercial building, parking as per Map: Yes No

10. Commercial building, fire exits as per Map: Yes No

11. Commercial building, sewage system as per Map: Yes No

12. Commercial building, are there hydrants leading up to the main entrance? Yes No




13. Commercial building, is there a trash bin on-site? Yes No

14. Other (specify in para): _____

Signature: _____

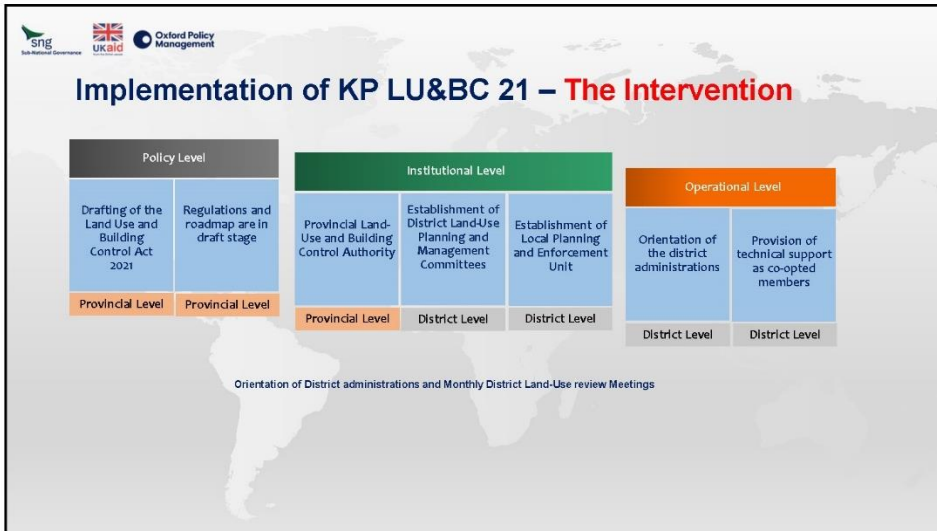
Note: Summary of the monthly inspection reports shall be forwarded to Additional Deputy Commissioner (Urban & Planning) Office on 05th of each month.

Adoption of
standardized
reporting
Proformas
by KPLG
Department

Implementation of KP LU&BC 21 – Reporting Database

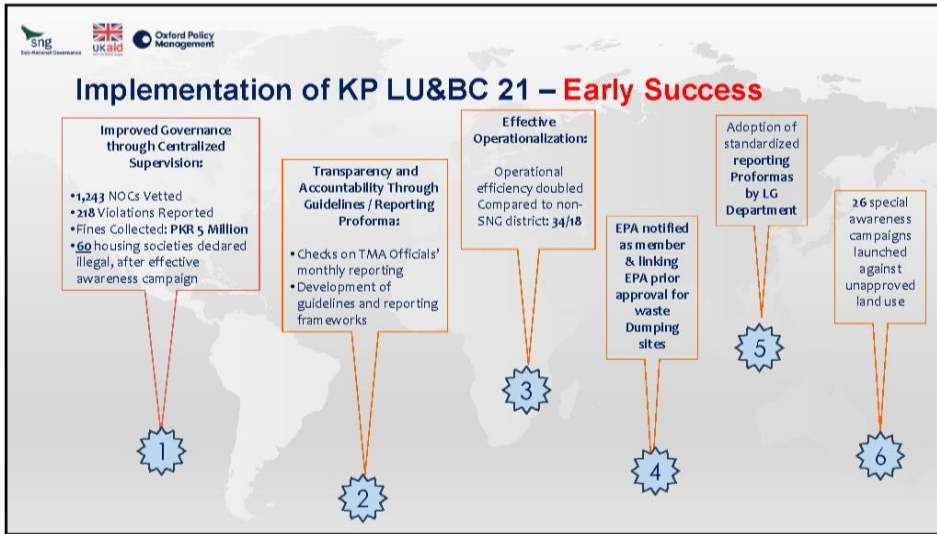
S. No.	Description	Jan - 2023 till date				
		Mansehra	Buner	Swabi	Haripur	Total
1	New applications received for the issuance of NOCs	422	33	204	584	1,243
2	NOCs issued	308	24	194	545	1,071
3	NOCs refused	6	1	-	3	10
4	NOCs under process	27	15	11	27	80
5	NOCs violation reported	126	72	17	3	218
6	Violation Reported / FIRs lodged against violators	23	14	89	48	174
7	Fines collected (In PKR) from violators	4,058,478	19,100	60,500	520,000	4,658,078
8	Anti-encroachment notices issue	34	11	44	87	176
9	Anti-encroachment drives made	110	77	76	46	309
10	Government land cleared / re-covered (Area in SFT)	14,701	2,700	-	235,932	253,333
11	Illegal Private Housing Societies sealed / equipment seized	14	-	-	46	60
12	Any other action					



Implementation of KP LU&BC 21 – Awareness campaign

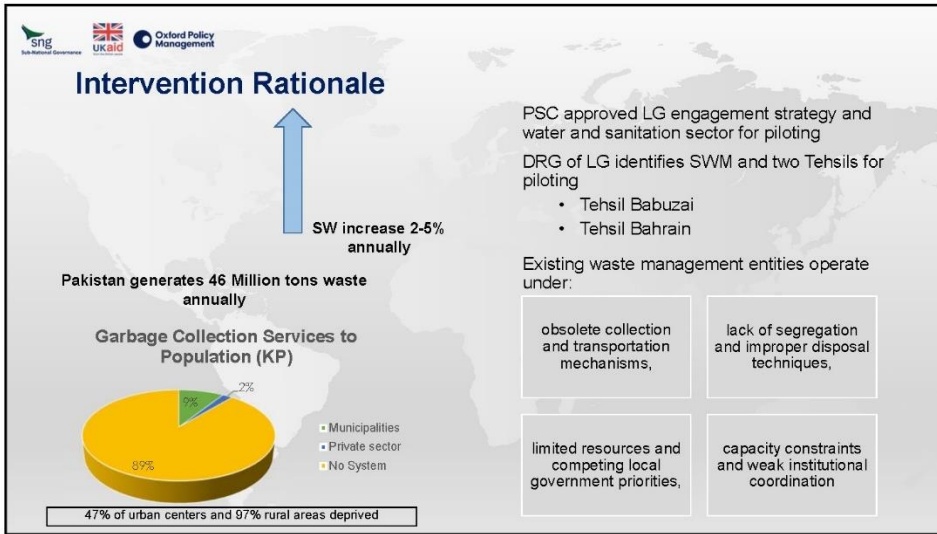
The awareness campaign materials include:

- A poster with Urdu text: "تعمیراتی منصوبہ بندی اور تعمیراتی کنٹرول ایکٹ 2021" (Construction Planning and Building Control Act 2021).
- A newspaper clipping from "Jabbar" with Urdu text: "تعمیراتی منصوبہ بندی اور تعمیراتی کنٹرول ایکٹ 2021".
- A sign for "District Commission, Haripur" with Urdu text: "تعمیراتی منصوبہ بندی اور تعمیراتی کنٹرول ایکٹ 2021".



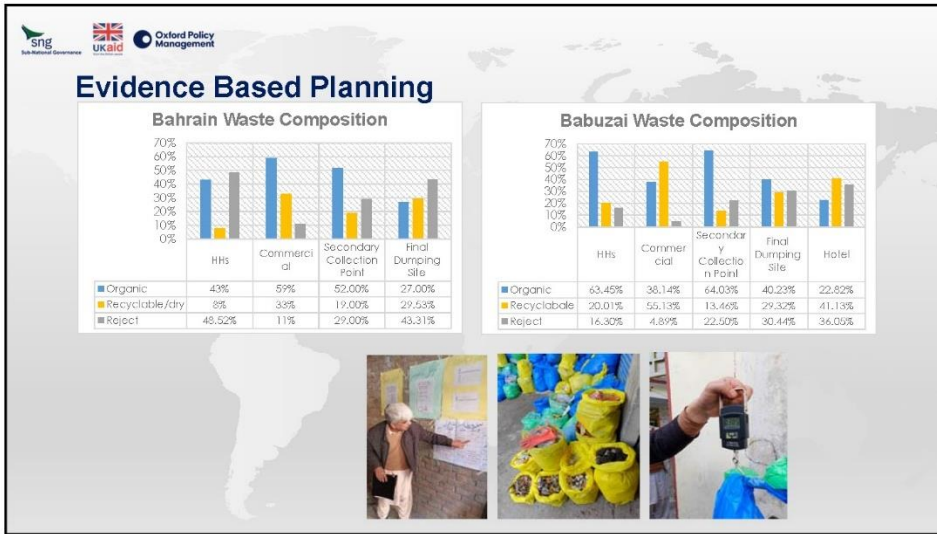
Section 2:

Support LG Department in End-to-End Solid Waste Management service delivery pilot





-
- End to End Service Delivery Pilot – The Change**
- "The Change has to be from inside"
- The planning process is based on evidence and includes a needs assessment, waste generation studies, and a consumer survey
 - A new business model, which involves door-to-door collection, has been introduced
 - Assessing the resource under new business model, develop costing model and realigning the resources
 - Cost Recovery or Revenue generation models for sustainability
 - Review and implementation committees notified, and meetings continued
 - Involvement of elected representatives and community



sng Sub-National Governance UKaid Oxford Policy Management

The New Business Model – Operational Improvements

Stage One:

- Focus on small units i.e. NCA/C
- Reduce waste generation – partnering with communities
- Waste collection - at the point of generation (the goal is to collect segregated waste)

Stage two:

- Cost recovery and revenue mobilization
- Recycling component: 50-60% waste from household is green and can be transformed into composting



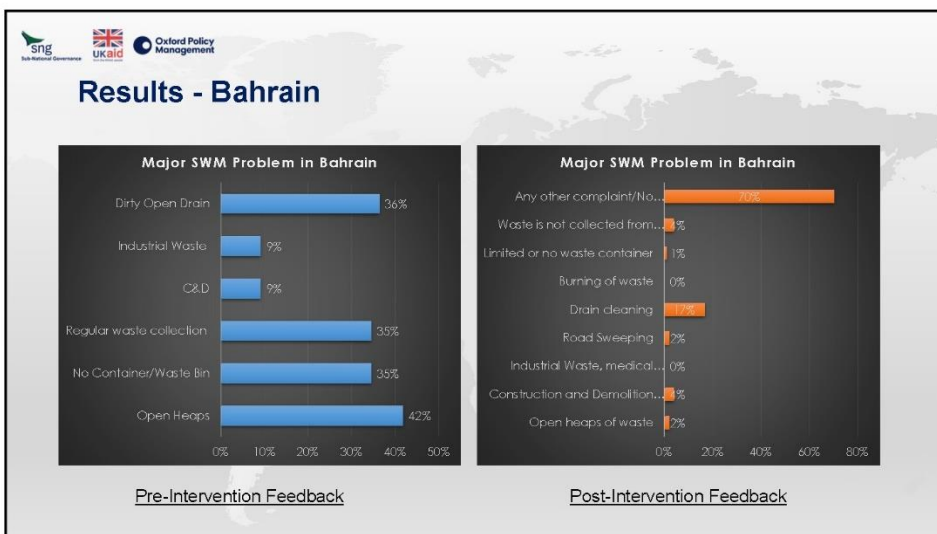




Results - Bahrain

- TMA Bahrain – the first TMA to initiate door-to-door waste collection services
- Collecting waste – 1300+ households (targeting hotels and commercial areas from 2024)
 - Households are continuously increasing
 - Regular waste collection initiated for tourist spots
- Revenue potential – up to PKR 25M annually
- SNG to extend e-TMA system (for complaint and service registration) to Bahrain
- Computerized billing system adopted through FRIMS
- Waste reduction units operationalized
- IRRC funds released





End to End Solid Waste Management – Waste Segregation Units

- Two Zero cost waste segregation units piloted and scaled up
- Capable of reducing the waste load on landfill approx. up-to 0.56 to 1 ton
- Sale of recyclables started generating resources
- Green waste made available to farmers/community as animal feed
- Emptying of waste containers reduced to alternate day
- The initiative documented, approved and circulated in the form of waste reduction and improvement of landfill guideline by LGERDD for replication

Handwritten record book from a Waste Segregation Center. The header includes 'Waste Segregation Center' and 'Waste Collection and Sale Record'. The table contains columns for date, waste type, quantity, and price. The text is in Urdu.



End to End Solid Waste Management – Waste Segregation Units




Daily Segregated waste Collected & Sold by WSSC Sanitation Staff

Willaqcity: 14/1/2018

Sl. No.	Location	Waste Type	Quantity (kg)	Price (Rs)	Total Value (Rs)	Waste Type	Quantity (kg)	Price (Rs)	Total Value (Rs)
1	14/1/2018	Plastic	100	100	100	Plastic	100	100	100
2	14/1/2018	Paper	200	200	200	Paper	200	200	200
3	14/1/2018	Green Waste	300	300	300	Green Waste	300	300	300
4	14/1/2018	Other	400	400	400	Other	400	400	400
5	14/1/2018	Plastic	500	500	500	Plastic	500	500	500
6	14/1/2018	Paper	600	600	600	Paper	600	600	600
7	14/1/2018	Green Waste	700	700	700	Green Waste	700	700	700
8	14/1/2018	Other	800	800	800	Other	800	800	800
9	14/1/2018	Plastic	900	900	900	Plastic	900	900	900
10	14/1/2018	Paper	1000	1000	1000	Paper	1000	1000	1000
11	14/1/2018	Green Waste	1100	1100	1100	Green Waste	1100	1100	1100
12	14/1/2018	Other	1200	1200	1200	Other	1200	1200	1200
13	14/1/2018	Plastic	1300	1300	1300	Plastic	1300	1300	1300
14	14/1/2018	Paper	1400	1400	1400	Paper	1400	1400	1400
15	14/1/2018	Green Waste	1500	1500	1500	Green Waste	1500	1500	1500
16	14/1/2018	Other	1600	1600	1600	Other	1600	1600	1600
17	14/1/2018	Plastic	1700	1700	1700	Plastic	1700	1700	1700
18	14/1/2018	Paper	1800	1800	1800	Paper	1800	1800	1800
19	14/1/2018	Green Waste	1900	1900	1900	Green Waste	1900	1900	1900
20	14/1/2018	Other	2000	2000	2000	Other	2000	2000	2000

Babuzai Waste Segregation Unit




End to End Solid Waste Management – Scale-up and replication

A complete document developed on end-to-end SWM model in the form of **FAQs for replication**, approved and circulated by LGERDD


LGERDD instructed LGS for **capacity building of RMOs for replication** in KP. Replication plan being developed by SNG.

SNG and GIZ building synergies. GIZ developed **first draft of SWM bye-laws** with the technical input on end-to-end model by SNG

GIZ selected eight TMAs for replication of end to end model, Officials from LGERDD and eight TMAs along with GIZ visited Bahrain to understand the model




Challenges and perceptions



- Hilly Terrain and Tourist Destination
- Perception that service delivery can only be enhanced with additional development funds
- Sanitation is resource hungry – we have limited resources
- SWM fees cannot be levied in tax free zones
- Frequent posting and transfers in TMAs



Section 3: Revenue Mobilization at local level



Build revenue capacities at local level – **The Problem**

“Local governments are financially dependent on provincial grants”

- No PFC grant since Jan 2023 (Caretaker government)
- Ever increasing fixed cost (salaries, pension etc.) and fuel charges
- Cost cutting measures through dismissal of daily work charge employees
- Limited space for new taxes due to economic conditions
- Government-citizen trust issues

TMAs Operating in Losses:							(PKR in Millions)
	Category A TMA Haripur 2022-23	Category A TMA Mansehra 2022-23	Category A TMA Timergara 2022-23	Category B TMA Swabi 2022-23	Category B TMA Daggar Buner 2022-23	Category D TMA Bahrain 2022-23	
Total Revenue	298	390	217.5	146	65	53.9	
Expenditure	675	471	233.6	180	136	115.9	
Deficit	-377	-81	-116.1	-34	-71	-71	

Reduction in Provincial Grants:						(PKR in Millions)
	Category A TMA Haripur 2022-23	Category A TMA Timergara 2022-23	Category B TMA Swabi 2022-23	Category B TMA Daggar Buner 2022-23	Category D TMA Bahrain 2022-23	
Total Revenue	298	217.5	146	65	53.9	
Provincial Grants	25	4	19	00	2.47	
%	8%	2%	13%	0%	4.5%	

sng East Sussex Council UKaid Oxford Policy Management

Build revenue capacities at local level – The Solution

A simple but balanced approach required to “Enhance Own Source Revenue”

Tax Revenues

- Increase taxpayers
- Reduce exemptions
- Expand range of taxes

RISK

Visible Impacts

- Improve service delivery
- Ensure community ownership
- Increase accountability and transparency

Non Tax Revenue

- Charge appropriate rates for municipal services
- Increase consumers

Public reactions are triggered by a decline in service quality and a rise in taxes

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Build revenue capacities at local level – The Approach

<u>Planning</u>	<u>Roadmap Development</u>	<u>Implementation</u>	<u>Monitoring and Review</u>
<ul style="list-style-type: none"> • LG revenue assessment conducted • Potential revenue initiatives identified • Consultation with stakeholders on proposed revenue initiatives • Agreement/consensus 	<ul style="list-style-type: none"> • Break each initiative into activity and sub-activity • Prioritize the activity/ sub-activity • Assign responsibility and timelines • Identify driving force • Establish high level committee 	<ul style="list-style-type: none"> • Assess the baselines • Negotiate targets • Initiate implementation on activity/ sub activity 	<ul style="list-style-type: none"> • Conduct Stock takes • Monthly/ bi-monthly review meetings
Stage 1	Stage 2	Stage 3	Stage 4

sng Oxford Policy Management

Build revenue capacities at local level – The Approach

- Strategic roadmap developed identifying broader areas for revenue mobilization
- Potential areas for revenue mobilization agreed upon
- Staggered approach adopted to manage political economy around local taxation and governance of revenue streams
- Relationship established with TMAs CFMS through expenditure reviews
- Revenue mobilization plans developed with activity and sub activities

1. Harmonization of fee/tax rates (including SWM)
2. Optimization of parking fees and bus adda charges
3. Increased revenue from advertisements and signboards
4. Revenue from rental properties

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Build revenue capacities at local level – Early Success

Actual Revenue vs Expected Revenue - Central

Location	2022-23 Actual	2023-24 Expected
Hatapur (Building Map Fee, TMA Shop Rent, New Shops)	30	93
Morashia (Bus Stand, Coffee Market, Shop Rent)	93	114
Swedbi (Kundal Dam)	0	14

Actual Revenue vs Expected Revenue - North

Location	2022-23 Actual	2023-24 Expected
Ichrain (General Bus Stand, SWM, Others)	0.928	175
Ichurazi (Plaza rental)	0.48	162

Impact → **Additional annual revenue potential identified** (PKR 126 M North Cluster and PKR 94 M Central Cluster)

→ **LGERDD took policy decision to**

- Revisit rental/auction policy of all TMA plazas in KP
- Register illegal bus addas
- Revise fee/taxation schedules for all TMAs

Thank you

About SNG

SNG programme is funded by UK Government's Foreign, Commonwealth and Development Office, and is managed and implemented by Oxford Policy Management Ltd. The programme works in the provinces of Punjab and KP to improve public service delivery. For further information, visit our website www.sng-pk.org



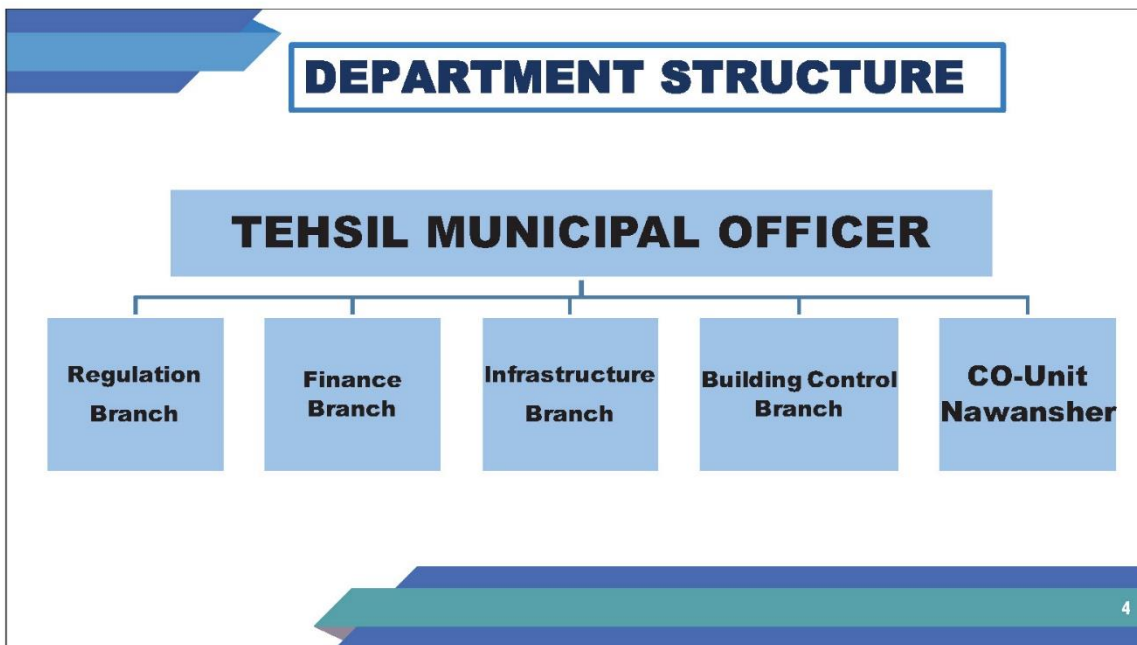
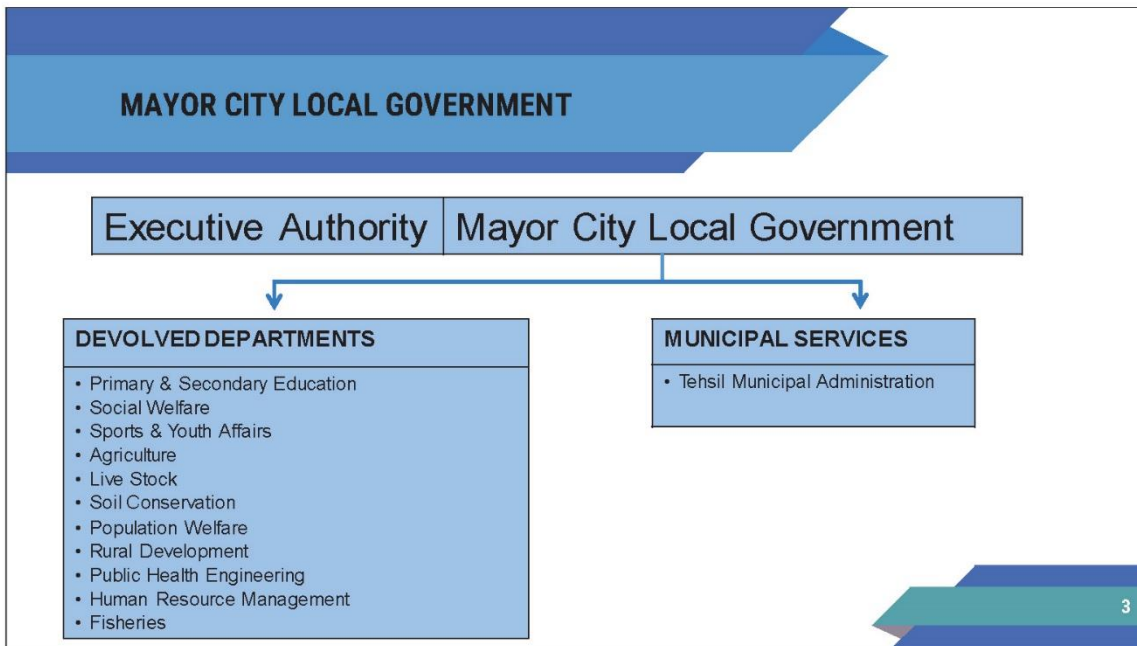
FRIMS Presentation

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

GOVERNMENT OF KHYBER PAKHTUNKHWA
TEHSIL MUNICIPAL ADMINISTRATION
ABBOTTABAD



Since
1867



TOTAL STRENGTH OF TMA ABBOTTABAD

Provincial Unified Group of
Functionaries (PUGF)
Total No. of Officer = 12

NON- Provincial Unified Group
of Functionaries (Non - PUGF)
Total No. of Officials = 236

5

TRANSFORMATION INTO DIGITALIZATION

Regulation Branch

- Financial Record & Information Management System

FRIMS Record of Property, E - Billing , E - Auction

Finance Branch

- Computerized Financial Management System

CFMS E Budgeting , E Receipts , E Expenditures Statements

Building Control Branch

- Online Building Plan Approval Platform

OBPAP Record of all the applications with attachments (15 Days Residential & 30 Days Commercial)

HR

- Centralized online record of all the employees

CS Centralized Online Service Record of all the employees

6

MUNICIPAL & OTHER SERVICES

- Street Light
- Water Supply & Sanitation Services
- Drainage
- Road Repair & Maintenance
- Maintenance of Public Parks
- Fire Fighting

Sanitation & Water Supply Services

- Handed over to WSSCA under SAMA Agreement in 2017
- TMA Provides manpower/ employees
- Providing Annual Budgetary Amount for Sanitation and water supply service

7

BUDGET OF TMA ABBOTTABAD

Budget 2023-24

2 Billion

Non
Developmental
Budget

770
Million

Salary =238 M
Non S = 532 M

Developmental
Budget

1.23
Billion

PFC SHARE
542.678 (M)

LOCAL COUNCIL PROPERTY

- Total No. of Shops 733
- Total No. of Cabins 254
- Total No. of Commercial Flats 63
- Total No. of open plots 8
- Total No. of Parks 3

9

PARKS

■ Jinnah Park



■ Insaf Park



■ Shimla Hill Park



10

MAIN SOURCES OF REVENUE

- 2% Property Tax
- Local Council Property Rent
- Approval of Building Plan
- GBS Fee
- Entry Fee
- Slaughter House
- Signboards Fee
- NOC Fee
- Parking Fee

11

BENCHMARK PROJECTS

Tayyip Erdogan

- Project Completed in 2016
- No. of Flats: 31
- No. of Shops:31
- 1 Marriage Hall
- Monthly Rent = 0.88 Million



12

Jinnah Plaza

Completed in 2024
Auction Premium Amount = 700-800 Million
Expected Monthly Rent = 5.39 Million
No. of Flats: 32
No. of Shops:192



13

WOMEN EMPOWERMENT

25% of budget is utilized for women empowerment

■ No. of Industrial Centers	=	12
■ No. of Instructors	=	23
■ No. Courses	=	9
■ No. of Students(as per April attendance)	=	226
■ COURSES:-	Cutting, Stitching, Hand Knitting, Hand Embroidery, Crusheia Work, Art & Craft, Work, Paper Work	Dough

14



EXHIBITIONS



15



CERTIFICATE DISTRIBUTION CEREMONY



16



Thanks



Feedback Performa's

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Abida Ayub MOR MC Bhera
Office Address	Municipal committee office, bhera, district Sargodha
Date	01/052024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1✓	2	3	4	5
The meetings with counterpart were informative and interactive	1 ✓	2	3	4	5
The information/knowledge was given in a clear and precise manner	1✓	2	3	4	5
Date, time and venue was satisfactory	1✓	2	3	4	5
Questions which were raised were answered satisfactory	1 ✓	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	<ol style="list-style-type: none"> Overall, the session was amazing, the best part was the interaction with diversified people and I got to learn so many new things and techniques. Secondly visiting municipal services sites was a next level experience for me which enhanced my learning and I got a different kind of exposure.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	<ol style="list-style-type: none"> Comparison between how LG is working in KPK, and how we can relate it with Punjab LG. SWOT analysis of both provinces in this perspective. To examine major projects physically is a best way of learning rather than just reading the laws and policies by book. Due to field work and many other responsibilities, it was never possible to sit with such a diversified team. This was a truly exchange program as there was a 2-way communication, we were easily able to ask questions from our colleagues, presenters and most importantly our seniors. I got to know from my senior's experience a lot as they have shared it through this exchange program.

Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	<ol style="list-style-type: none"> 1. Improvement in cleanliness activities through primary sources by starting a pilot testing project 2. Frequent meet ups with my colleagues to share my experience and to learn from their working experience 3. How to use solid waste management from the revenue perspective 4. Utilization of property through private public contracts to make it utilized in a better way for
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women's equal participation and representation in LG& CD is critical for prioritizing women's practical needs and issues in local governments' agendas and for localizing the Sustainable Development Goals. To give women face lift in the society, local government can play its major role.

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Amna Javed - Zonal Officer (Planning)
Office Address	Allama Iqbal Zone.
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	The trip was surely very informative and served the purpose. The interesting thing is that I have been to explore/learn different development work/projects going on in Abbottabad and Galliyat. I came to know about the challenges faced by the local government of KP. And jurisdiction of GDA was not known to me before. Now i came to know about the controlled area of GDA. The visit to water treatment plant was interesting and we have learnt about the process of treatment of water in the city if Abbottabad. The Sherwan park project in Abbottabad is an excellent project for providing excursion to tourists and the residents of Abbottabad.
---	---

The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	This knowledge is useful in facilitating public through providing different facilities to the general public like planning of areas/provision of facilities should be done in such a way that it is sustainable and long term and beneficial for people.
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	GDA has strived to keep the area under their jurisdiction clean and free of waste. Their waste disposal system is appreciable.
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women in local government in Punjab are highly diligent and working in fair manner. They are keen in facilitating the public and implementing bye laws/rules. They are working in an effective manner which can boost the image of local government and community development department.

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Faiza Hashmi - District Regulation Officer
Office Address	MCL
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	The most interesting thing learned were Effective and efficient provision of water to inhabitants of Abbottabad, own resource generation of source of income, successful implementation of sng pilot study for effective SWM model and special emphasis on women empowerment by municipality through their free of cost skill development program.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	It was a good exposure to enhanced knowledge from a different province having multiple challenges for sustainability and development along with the great effort for better future perspectives which is useful for me to perform my municipalities service in more effectively way.

Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	After exchange visit I am going to enhanced the regulation wing performance in a bit better way while addressing the field work regarding enforcement tasks and revenue generation through own resource like property available but not properly functional or utilised by my district.
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Every women officer is performing with her zeal to get the right one objectives of the LG&CD department with fruitful outcome in order to improve the standards of LG systems of the province alongside competing the challenges of municipality service.

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Faiza Taufiq - District officer finance,
Office Address	District Council Jhang
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	Most interesting stuff was initiatives taken by KPK like Site Visit (Water supply system in Galiyat) modernization of Operations & Maintenance techniques of the park visit and meeting with Commissioner and no doubt tour of Galiyat. Presentation by WSSC and Q/A session on effective and efficient provision of potable water to in habitats of Abbottabad.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	The system already implemented by kpk can be implemented in Punjab cities for Betterment of water supply waste management
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	Better water system Women empowerment in daily routine Solid waste management

How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women officers in the Local Government & Community Development sector play a crucial role in advancing gender mainstreaming within the province's local government system. They can advocate for policies that promote gender equality, provide mentorship to other women in the field, and ensure that women's perspectives are included in decision-making processes. Additionally, they can lead by example, demonstrating the importance of gender inclusivity in all aspects of local governance.
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Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Fatima Aslam - AMO Est & IA
Office Address	MCL
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	the study tour has provided with an insight knowledge of the local govt system working under the elected representatives. I observed that people of KPK are determined and very motivated and trying to provide their citizens with Municipal services with their utmost efforts, despite of financial crunch and limited resources.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	i have learnt that how to think differently and get motivation to perform my job with more hard word, determination and to work with a vision and try to take innovative measures in my job.
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	being a finance officer, I would try to improve the own source revenue of local govt through online billing mechanisms and with revision in rates or to introduce those taxes etc. which are not being collected by local govt in Punjab.

How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	women can play key role by introducing gender sensitive programs, to address gender disparities and promote gender equality. they can ensure that voice of a common woman can be heard and they are provided with their basic rights and the grievance is heard properly. they can work with integrity and hard work so that woman participation in policy and decisions making is increased.
--	---

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Hurrah Javed Chief Officer Municipal Committee Jauharabad & Quaidabad
Office Address	Municipal Committee Jauharabad
Date	01.05.2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	<p>The visit encompasses a large spectrum of municipal services. Over all visit was well planned and managed. During this precise time we shared the practical experiences, success stories and issues faced by the Municipal Committees. Interactive session with Worthy Commissioner, respected Deputy Commissioner, enthusiastic female officers, TMA officers and elected members Abbottabad has given the insight of how things works in KPK.</p> <p>Solid waste management, water treatment plants chunna, Sherwan family park and Jinnah Plaza ORS model has given the opportunity to the participants to think out of the box and innovative solutions can facilitate the working and finances of Municipal Committees.</p> <p>Galliyat Development Authority has well planned and managed the tourist spot maintaining the cleanliness and beautification of the Galliyat. Water treatment plant was well maintained.</p> <p>In short over all visit was well managed and covers all the basic insight of KPK basic municipal functions.</p>
---	---

The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	<ol style="list-style-type: none"> 1. Improved measures for solid waste management from primary sources. 2. Improved land use laws implementation while engaging the general public. 3. Beautification of the cities. 4. Initiate own source revenue projects on LGs owned properties. 5. To safe guard the LG properties. 6. Initiate innovative projects to engage general public in minimizing the solid waste and sorting the solid waste.
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	<ol style="list-style-type: none"> 7. Revenue generation from multiple projects like TMA Abbottabad should be initiated for making Municipal Committees self-sufficient. 8. For recovery emergency steps will be taken like water and sewerage fee should be attached with Registration branch.
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	As mentioned earlier interactive sessions, presentation and site visits helped in giving the new ways of sorting the things. After seeing the practical successful example of primary solid waste collection and land use planning, it gives us footprints to follow these success stories while engaging the general public. It is also learned that with little innovation we can make wonders in limited resources.
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women officers are more directed and enthusiastic to prove their worth, in order to change the gender biased taboo. Woman are working day and night equally competing with the men. The way women are taking up the challenges, leading the government initiatives, working in fields and opening the closed files and projects. They are bringing the revolutionary changes in local governments.

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Mehwish Naeem - Zonal Officer Planning MCL
Office Address	MCL
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5

Questions which were raised were answered satisfactory	1	2	3	4	5
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What was the most interesting thing you learned/observed during this exchange visit?	It was Well organized visit
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	Get knowledge and practical examples of planning which can be applied during my job.
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	Introduce the program according to local needs only when they can be successful. New methods need more persuasion of local people to encourage them to adopt rather than imposing strict actions.
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women are working very hard to compete in a male dominated culture in every district they are facing many problems but they have courage to face them and resolve them. By working together women can pave way for other female officers to work for betterment of our country

Title:	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Nayyer Nida Zafar, District Officer Planning
Office Address	District Council Kasur
Date	1-5-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

	<u>Agree</u>				<u>Dis</u>
	<u>agree</u>				
The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

<p>What was the most interesting thing you learned/observed during this exchange visit?</p>	<ul style="list-style-type: none"> ✓ GDA and SND are aiming for more creative and modern ideas of problem solving i.e.solid waste management, tourism etc. ✓ Successful e-billing system of water and sanitation company Abbottabad is also applaudable. ✓ The most alarming thing which needs to be resolve is lack of collaborative work among different stakeholders ✓ Water plant of Abbottabad is technical success. ✓ Water plant of galyat is also very well designed and preserved. ✓ Empowerment of elected representatives is lacking in kpk.
<p>The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?</p>	<p>I learnt that different terrains and climatic conditions can bring their own set of unique challenges to the field and how to deal with these unique challenges in a cost effective and sustainable manner. Small changes in design and the enforcement of laws can have huge impact on the overall shaping of community.</p>
<p>Please list a striving measure/learning that you aim to implement in the field after this exchange visit.</p>	<p>Door to door garbage collection, it's segregation and recycling is the most considerable ideas to Implement with minimum cost.</p>

	<p>Rain harvesting scheme of kpk will be helpful for agrarian Punjab during rainy season. TMA,sanitary companies etc are working hard in the tough hilly area,will impart the same dedication to my office to generate successful sanitation models . Ban on plastic is the biggest achievement of galyat ,will implement not only the punitive methods but will sensitize the general public as well. Thorough mechanism of land use can also be helpful .</p>
<p>How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?</p>	<p>Currently the women officers in KP local governments are very few. However, it is encouraging to see that the ones who are working on the fields are working with passion despite facing many issues of gender discrimination and societal issues. Women have a unique outlook in local governments that can bring a sense of compassion within these offices and the provision of services.</p>

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Nazia ghulam muhai ud din
Office Address	Assistant Director Local Govt - Pindi Bhattian
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1✓	2	3	4	5
The meetings with counterpart were informative and interactive	1 ✓	2	3	4	5
The information/knowledge was given in a clear and precise manner	1 ✓	2	3	4	5
Date, time and venue was satisfactory	1 ✓	2	3	4	5
Questions which were raised were answered satisfactory	1 ✓	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	<ul style="list-style-type: none"> ✓ GDA and SND are aiming for more creative and modern ideas of problem solving i.e. solid waste management, tourism etc. ✓ Successful e-billing system of water and sanitation company Abbottabad is also applaudable. ✓ The most alarming thing which needs to be resolve is lack of collaborative work among different stakeholders ✓ Water plant of Abbottabad is technical success. ✓ Water plant of galyat is also very well designed and preserved. ✓ Empowerment of elected representatives is lacking in KPK.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	<p>Door to door garbage collection, it's segregation and recycling is the most considerable ideas to Implement with minimum cost.</p> <p>Rain harvesting scheme of kpk will be helpful for agrarian Punjab during rainy season.</p> <p>TMA,sanitary companies etc are working hard in the tough hilly area,will impart the same dedication to my office to generate successful sanitation models .</p>

	Ban on plastic is the biggest achievement of galyat will implement not only the punitive methods but will sensitize the general public as well. Thorough mechanism of land use can also be helpful.
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women officers are doing field work with the zest and zeal, it will create an environment of trust which will bridge the gap of gender taboos. Induction of women officers in local govt will help the women community at large in respect of creating more ease for them to report their problems to female officers.it highlights their problems, solutions of which will help reducing gender discrimination.

Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Sumaira Chohan - Municipal Officer Planning,
Office Address	MC Kasur
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	We have visited the projects which they executed or in progress
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	We can implement these learnings and experiences in our job, we can adopt the good measures of these projects/bylaws while delivering services
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	Building control rules and regulations learned in this visit will help me for implementation and improvement in field

How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	The female officers are more devoted to their work, they are more responsible and punctual and perform duties in Efficient manner
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Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Tehmina Latif - Council Officer
Office Address	Metropolitan Corporation Lahore
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	<ul style="list-style-type: none"> · Own source revenue generation initiatives were very effective. · Efforts for Solid waste management were very appreciable.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	<ul style="list-style-type: none"> · Solid waste can be managed effectively by targeting different sectors of economy on self-reliance basis. I can take initiatives by streamlining the workforce area wise while taking strict measures for their supervision. · Water can be recycled effectively by taking sincere efforts. Suggestions can be given to the authorities to work on the same model as is applicable in kpk while treating water. · Sincere efforts are the core of every work assignment whether you are working in field or in administrative units. I have learnt to work with dedication and integrity during this exchange program.
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	Do not wait for govt grants. Try to resolve the issues in limited amount of available resources. Start from your own and then inspire others through your actions.

How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	Women can play a critical role by utilizing their administrative skills and analytical reasoning in addressing the issues faced by the local governments in Punjab. It can be done by accepting the challenges and taking up the issues without thinking about the disparities faced by them.
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Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Tehmina Zahoor - MOR, MC Bhalwal
Office Address	Municipal Committee Bhalwal, Thana Chowk Bhalwal
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

Agree

Dis

agree

	1	2	3	4	5
The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	The visit of Choona Water Treatment Plant as the project is a grand collaboration with Japan so there are multiple technical aspects in working standards and operational style to ensure the water supply at huge level. Secondly the water tanks established/managed by GDA which is indeed a remarkable point to know that 5.5 Million gallons water is being stored by fresh water streams and simultaneously is being supplied on just gravitational principle.
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	1. To explore different sources to generate revenues and make local governments financially more stable and independent 2. Ensuring Community inclusive approach in performing municipal services leads towards accomplishment of long-term goals 1. 3. Public participation should not only be considered at OUTPUT side but should also be used as a significant input in policy making and implementation of the same
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	1. Solid waste management as source of earning i.e. as the practices of entrepreneurship discussed during sessions 2. Public Private partnership to ensure the optimal use of available/vacant immovable properties i.e to make it a source of earning and to preclude illegal occupation/encroachment

How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	<ol style="list-style-type: none"> 1. Women officers, not only present the soft image of LG&CD, but also encourage LCS female staff to step forward in their domain to deliver their best. 2. Women officers of LG&CD are also playing a pivotal role to counter the challenges in terms of general acceptability of females among their colleagues, subordinates and public at large.
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Title	Peer to Peer Learning Program for Women Officers of LG&CDD Punjab
Name and Designation	Zoya Masud Baloch - MOR MC Sargodha
Office Address	MC Sargodha
Date	01-05-2024

For each statement circle the number which best reflects your views on a scale 1 to 5.

	<u>Agree</u>			<u>Disagree</u>	
The sessions met with the objectives of the exchange visit's outline	1	2	3	4	5
The meetings with counterpart were informative and interactive	1	2	3	4	5
The information/knowledge was given in a clear and precise manner	1	2	3	4	5
Date, time and venue was satisfactory	1	2	3	4	5
Questions which were raised were answered satisfactory	1	2	3	4	5

What was the most interesting thing you learned/observed during this exchange visit?	The SNG program about solid waste management was interesting if it actually the same as presented
The knowledge you gained from this peer learning/exchange visit, how is it useful while performing your job?	Few ideas were innovative which can b replicated as pilot project. The rules and service delivery ideas were innovative
Please list a striving measure/learning that you aim to implement in the field after this exchange visit.	Door to door solid waste management
How do you see the role of women officers of LG&CD in order to improve gender mainstreaming in the LG system of the province?	By working hard and encouraging and motivating around