

en launched by Punjab Government agencies, for effectively controlling the disease. Punjab Municipal Development Fund Company also worked in the same context to play an active role in combating dengue

# Precautionary Steps for Storage of Fog Machine after its Usage

- Keep the safety mask on till the final storage of fog machine
- · Wait for at least 5 10 minutes after operating the fog machine, so that its temperature goes down/decreases.
- · Open air ventilation valve slowly, so that air is released and the user is safe from risks like burning
- · Empty fuel/petrol tank of the fog machine completely.
- · Clean/wipe the fuel tank. The unit must be cleaned after each fogging operation.
- Pump empty and clean 3-4 times after use, so that the resonator and combustion chamber of fogger could be chemical and petrol free.
- · If you intend to store the fogger for a longer time /prolonged period, then unplug the battery cells from
- · Pack the Fogger in its own storage box.
- Place the box in the store room at an appropriate height, so that any damage due to water etc could be
- · Protect the storage box from direct sunlight and dust.

# ڈینگی سے بچائو کے لیے ہدایات MDFC

ڈیمی سے بچاؤ کے لیے قصیل انظامیا ہے شہریوں کو بیآگا ہی دے کہ:۔

1. مرمت و بحالي كام كروران شرى وديمي علاقول مين ياني كرانه بوفري-

2. كطيرتون من يانى ندركيس كى جاكورا كرك بي ندري اوراكر كين كولياني في نظراً عن مسلم كورااطلاع دي-فجر اورمغرب کے اوقات میں یانی کا استعال ( کیڑے دھونے ، گلی یا گھر دھونے ، تر ائی کرنے چیے کام ) کم ہے کم کریں۔

4. كلي من بجون كوياني كاكوئي كحيل ند كيلنادي-

5. يودون اور ملون من ياني جمع ندكري-

6. ڈینگی مچھرے بھاؤ کے لیے جویز شدہ لوٹن کا استعمال کریں۔

7. گل اعلاقہ ش اگر کھلا بااے ہے تواں میں یانی جمع ندہونے دیں۔ ایک ذمددار شری کی حیثیت سے اپنے ماحول کوصاف رکھیں.

8. یانی کا پائپ استعال کرنے کے بعدا حتا ہا ہے لیدے کر مجس اوراس بات کو چنی بنائیں کہ رکھنے کے بعد یائپ کے اندر بيا مواياني بهدكرآس ياس جع ندمو\_

9. كير عدو نكاكام دو بركاوقات ش كري اوركير عد المجى طرح نجو كررى بردالين تاكد شن برياني تحق شهو 10. جانوروں اور برغدوں کے پنجروں میں پانی تحق تدكريں ان كے بينے كے ليے ركھا ہوا پانی ون ميں تمن مرجه تبديل كريں۔

11. يانى كى يكى كود هانب كروكيس اور چھتوں برصاف يانى جمع ند بوند ري-

12. این گھروں میں رکھی بالٹیاں اور یانی سے جرے برتنوں کو ڈھانپ کر رکھیں اور کوشش کریں کہ صرف ضرورت کے اوقات میں برتنوں وغیرہ میں پانی بحراجائے۔

13. فرت ديفر يرير عرية ويراورائيركنديفر عادن مونوالي ياني كوت شمون ويراور اقاعدكى سان ك صفائی کریں۔

14. يراف الرول من ياني جمع منهوف دي-

15. ٹرانی یاریز می وغیرہ میں یانی جمع ندہونے یائے۔اوراگرید چیزیں کھلے آسان تلے بڑی ہیں توان کوڈھانپ کر رکھیں۔

16. اگر کی کھی جگہ یا پائٹ میں آپ کا سامان پڑا ہے اوائے دھانی دیں تا کہ بارش کا یانی تحق ندہو۔

17. ڈینگی مچھر طلوع آفآب وغروب آفاب کے وقت زیادہ کا فاہے ، لہذااس دوران خاص احتیاط برتیں۔

18.بارش ياجو برك يانى كواكر خلك دركيا جاسكواس ميس بر ركرد ياجائيا منى وريت عدد هان وياجاك

FOGGERS AND VANS



# Condolence Note on Ahsan Mahmood



PMDFC expresses deep grief and sorrow over the tragic demise of its highly esteemed Institutional Development Consultant Ahsan Mehmood. We lost him in a tragic road accident while he was going home after attending his office duties. (Late) Ahsan Mehmood had joined PMDFC in 2004 as Manager Institutional Development during the inception phase of Punjab Municipal Services Improvement Project (PMSIP). He displayed immaculate professional expertise during his long association with PMSIP and PMDFC. His invaluable contributions to the design and implementation of all the institutional development interventions of PMSIP not only added value to the project but also earned him a great deal of respect from his seniors and colleagues alike. In recognition of his abilities and contributions, (Late) Ahsan Mehmood was elevated to the position of Institutional Development (ID) Consultant in

As ID Consultant, Ahsan Mahmood infused new dynamism into the up-scaling of ID interventions and offered all the required support to the line departments. Furthermore, he provided exemplary leadership to the ID team and inspired his colleagues with his professional and humane demeanor under challenging circumstances. His witty remarks could turn any stressful situation into a pleasant working environment. His peers looked up to him for guidance and advice which he always offered most generously. This great man will be remembered as a thorough professional and a gentleman, and even more as a lovable human being, always. May his soul rest in eternal peace. Ameen

# Views of TMA staff on the Effectiveness of PMS & CTS

#### Administrator, TMA Ferozewala

The Administrator of TMA Ferozwala, Ms. Nadia Saqib proactively implemented Institutional Development activities especially, PMS & CTS in her TMA. According to Administrator, "Complaints regarding sewerage were received quite consistently at the TMA office. In the business-asusual mode of working, the TMA would have never been able to rectify the situation but with a proper complaint tracking system in place we were able to disaggregate the data and analyze the situation. After an insightful analysis of the past six





months' data, we came to know that complaints consistently came from specific areas in the city and averaged at around 25 per month. It was further learnt that the identified areas were deficient in sewerage staff. Ms. Nadia Saqib assigned more staff and ensured continuous monitoring of their work performances. These measures minimized the number of complaints to as low as 4 to 5.

In this way, CTS and PMS are helping TMAs substantially in data management which has lead them to serve the local community in a better way."

## TMO, TMA Rojhan

Mr. Fayyaz Ahmad, TMO Rojhan expressed his immense gratification over PMDFC ID interventions, especially PMS, introduced in his TMA. He shared that TMA Rojhan significantly improved streetlight situation in the city because of PMS as prior to that TMA did not have exact data mechanism to gauge its performance regarding functional street lights. for the street lights. He remarked, Through PMS, TMA conducted "Through PMS, we came to know that detailed survey of all streets, only 20% lights were working. We mohallas and roads where street focused on the repair and changing of lights were installed. Subsequently, streetlights and now 70% of the total TMA devised a monitoring street lights installed are in working





condition. This action alone has developed a good image of TMA amongst the masses of the City and has reposed their trust in TMA administration for efficient delivery of municipal services."

2



# Views of TMA staff on the Effectiveness of PMS & CTS

# TMO, TMA Karor Lal Esan

"Mostly verbal complaints were received in the TMA office and they used to be resolved on immediate basis. Record of the received complaints and thereafter resolved, was not being kept in any format. We could never tell the number of complaints received during a month and their segregation according to different sectors was next to impossible. The persistent situation used to keep us in a fire fighting mode of work. We were in no position to strategically plan for the improvement of municipal services. It was after the adoption and implementation of Computerized Complaint Tracking System (CCTS) that the TMA was able to properly record the complaints' data and analyze it with respect to different sectors. CCTS provided by PMDFC





not only helped us establish a Complaint Cell equipped with necessary tools like Computer, Printer, Telephone Line and Internet but also trained our designated staff for timely resolution of complaints. Reports generated through CTS software present a clear picture of sector-wise problematic areas that offers great help in managerial analysis. Moreover, status report of resolved and pending complaints is also readily available which helps track the unresolved complaints. Through PMS & CCTS, TMA has been able to streamline its functions in a synchronized manner and working of staff members from different sections of the TMA has become more collaborative.

Mr. Munir Ahmad, TMO Karor Lal Esan passionately expressed his views about the success of CCTS and PMS in his TMA.

# Complaint Cell Incharge, TMA Rahim Yar Khan

Mr. Muhammad Zikria Complaint Cell Incharge, TMA Rahim Yar khan told that prior to the establishment of Complaint Cell at the TMA, a common citizen was not aware about the procedure for resolution of his complaints. While sharing a tragic incident in this regard, he stated, "Once a manhole got broken in a busy street of the city and a girl fell into the open sewer and lost Complaint Cell at the TMA office and her life. Agitated people of the area took to streets and held protests Incidents of broken manholes incident urged us to look for means to every such incident was promptly timely resolve such issues. Support reported to the complaint cell by the





in this regard and we established a widely advertised it at the local level. against the administration. This tragic continued to take place but this time extended by PMDFC was remarkable citizens. Ease of access through telephone made it fairly convenient for the citizens to get their complaints registered and track the status of its resolution." He further stated,, "the complaint cell is not only helping us to monitor our services but is also assisting the citizens in holding us accountable for the quality of our

# مخصیل دیالپوری مین پل سروسز میں بہتری کے لیے PMDFC کا کر دار

تجروشاه تيم اجير يوراه رمندي احمة إد) پشتل بـ PMDFC في اكست 2010 سند 100 سند المداري اليوري معاونت شروع كي - اس سيولت سيخر يورفائده الخدر جيري التحديد كي ويست المحدود كيور سين شكايت كالندارة الغزيت برجمي كراني كسيولت فراجم كردي جائي ك

عوام کوبہتر خدمات کی فراہمی کے لیے PMDFC نے ندصرف شاف کے لیے ضروری تربیت کا اہتمام کیا بلکہ جدیدمشینری بھی فراہم کی ہے۔خصوصاً ڈینگی کے خلاف مہم کو کامیاب بنانے کے لیے TMA نے PMDFC ویالپور کو شولڈر کمیس (Shoulder Pumps) اور فو گرز (Foggers) معیفی کش اوران کے بہتر استعال کی تربیت فراہم کی ہے۔ ای کا ٹمرے کہ تا حال تخصيل ديالپوريس دينگي كاكوئي مريض ندب\_(برطابق ريورث شعبه بيلته دييالپور)

PMDFC لا ہور کے تعاون سے ریکارڈ کے کمپیوٹرائزڈ ہونے سے TMA دیالپورکومنصوبہ بندی

منجانب: منیر پراچه خصیل پرنهل فیر خصیل پرنهل ایوسلویش دیبالپدر(ادکاژه)



PMDFC كى معاونت قبل TMA دياليورك فراجم كردوخدمات متعلقه اعدادوشار صرف كتاني طريقة يدرج كئ جاتے تھے، ال ليه بيبت زياده مظلم اور فوري طور يرميسرند تھے۔ PMDFC لا ہور کی معاونت ہے شکایت بیل ،سڑیٹ لائٹ، واٹر سپلائی ، اور سالڈ ویٹ مینجنٹ ے متعلقہ اعداد و ثار کو کمپیوٹرائز ڈ کیا گیا ہے۔ جس سے ریکارڈ نہ صرف منظم انداز ( Proper ) Order من آگیا ہے بلک اعلیٰ حکام کو بروقت رپورٹ کرنے کے لیے فوری میسر بھی ہوتا ہے۔اس سلسله مین PMDFQ نے TMA و بیالپور کے سٹاف کواینے اپنے شعبہ کے متعلقہ ساف و تیر کو

استعمال کرنے ، ویب سائٹ UP grdad کرنے، آن لاائن راپورٹ تار کرنے اور ارسال کرنے کی تربیت دی۔ جس نے 📉 کرنے اور بہتر فیط کرنے بیش بجر پورمواوٹ کی ہے جس 🔼 TMA دیپاپور کی کارکرز کی بیش ایک تکھار پیدا ہوا ہے اور کوام دفتری امور کی انجام دی میں ابلکاران کی صلاحیتوں کو کھیار بخشاہے۔PMDFCنے ریکار ڈبشول بجٹ کو کمپیوٹرائز ڈکرنے کے لیے 💎 الناس بھوامی نمائندگان اوراعلی حکام اے سراور ہے ہے۔ TMA دیالپورکوکمپیوٹرز معد برشزز فراہم کیے ۔PMDFC کی معاونت سے قائم کردہ کمپلینٹ بیل کی وجہ سے عوام الناس کواپن



## **Institutional Development (ID) Activities**

 Provision of Sewer Safety Equipments

"31 Sewer Safety Equipments" were procured by PMDFC for 11 partner TMAs during the month of September 2012. A handing over ceremony for this equipment was held on 10th Sep 2012 at the





PMDFC office. Dr.Muhammad Saqib Aziz, Special Secretary LG&CD Department presided over the ceremony and distributed the equipment. The distribution ceremony was followed by field visits of these TMAs by the ID teams in Sep 2012 for providing the required trainings on the use of Sewer Safety Equipment. The trainings were conducted with the assistance of "Kenwood, Asharfia Complex, Lahore". Chief Officers, Sanitary Inspectors and Sewer Men from each partner TMA, attended these training for the effective use of equipments in the field.

#### TMAs Trainings on the Performance Management System (PMS) Software

The ID department organized PMS Software training workshops for the officials of 105 partner TMA's from 4th Sep to 13th Sep 2012 in Ambassador Hotel Lahore. Training sessions were conducted by PMDFC-IT Section. The purpose of these workshops was to provide training to the relevant officials of TMAs on the procedure of web based Performance Management System Software developed by





PMDFC for LG&CDD. This unique system aims to help improve public service delivery mechanism by collecting the various forms of data and generating reports for performance management. Furthermore, it can be accessed remotely from any location, round the clock.

• An assessment exercise is being carried out by ID teams for Institutional Development initiatives under PMSIP in the phase I partner TMAs.

# **Infrastructure Development Activities**

Engineering team of the PMDFC visited the following sub-projects during August/September, 2012 with a view to monitor the progress of projects, resolve the site issues and provide much needed training on Contract Management:

- "Bahoo and Chandni Parks" project in TMA Shorkot
- "Roads Project" in TMA Renala Khurd where closing formalities of the project were also finalized.
- "Concrete Pavers Project" and "Rehabilitation of Canal Water





Source" projects in TMA Sargodha.

- "Sewerage Rehabilitation Project" in TMA Sambrial.
- PMDFC Engineering Team conducted two meetings with the TMA
  Kasur and TMA Fateh Jhang. The agenda of these meetings was to
  discuss site problems & remedial measures to eliminate the issues in
  the projects of "Replacement of Pumping Machinery & other
  Equipment in Water Supply Scheme, Kasur" and "Replacement of
  Pumping Machinery & Installation of Hypo Chlorinator in Water



# Infrastructure Development Activities

Supply Scheme, Fateh Jang. Concerned TMAs, Contractors and Consultants participated in these meetings. Contract management training was also part of these meetings.

 PMDFC Engineering Team conducted a progress review meeting with M/s JERS Engineering Consultant and with Asian Consulting Engineers. Agenda of the meeting was to review the progress of different projects and to discuss the site problems with remedial measures.





Ameeting was held with the Secretary LG&CD, Department to review the progress of sub-projects of infrastructure development. GM Engineering gave a comprehensive briefing about the status of Infrastructure sub-projects. Secretary LG&CD, Department expressed his satisfaction over the progress of work. He also instructed the concerned TMAs to complete the works in time.

# Use of GIS in the Anti-Dengue Campaign

Geographical Information System (GIS) was used by PMDFC in providing ready to use information regarding the antidengue campaign to the Government of Punjab. Potential sites for dengue were identified and displayed by the use of GIS for every Union Council of Lahore. This initiative is aimed at conducting planned

Geographical Information System sprays in risky areas and avoiding was used by PMDFC in providing duplication of resources.

Further in this regard, GIS software was installed in LG&CDD offices. Maps layout was designed and uploaded in the computers of LG&CD, Department. Departmental staff was trained to update data in GIS maps as per survey progress.

PMDFC team is offering the required technical assistance to LG&CD Department and is working in close collaboration with the line departments for making Lahore dengue-free.









#### **District Vehari**

The district lies along the right bank of the river Sutlej, which forms its southern boundary. The name Vehari means low lying settlement by a flood water channel. It is about 122-125 meters above the sea level. The District was created in June 1976. Previously it used to be a Tehsil of Multan district. The district borders with Bahawalnagar and Bahawalpur on the Southern side, with Pakpattan on the Eastern side, Khanewal and Lodhran on the Western side and Sahiwal and Khanewal on the Northern side. The district covers a total area of 4,364 square kilometres. Its population is 3,035,421 (2012) with an annual growth rate of 2.7 % (DCR 1998). District Vehari has three Tehsils:

- 1. Vehari
- 2. Burewala
- 3. Mailsi



# TMA Vehari City Profile

## Location

Vehari is located in the Southern Punjab. It is connected with Multan through Multan-Burewala highway and is at a distance of about 100 kilometers from Multan. The Kasur-Lodhran railway line passes through the city. The city is situated at a distance of 282 kilometers from Lahore.

## **Population**

The population of Vehari in 1998 was 94,343 persons as per Census1998. The current population is 137,741 (Year 2012) and is expected to grow to 224,066 persons by the year 2030 at an annual growth rate of 2.74%.

## Land Use

The city has mixed type of land use i.e. residential and commercial areas are mixed up with each other. The older part of the city lies along both the sides of the City Railway Station but the city is now a day's expanding on the Southern side of the railway track.

## Water Supply

Vehari has brackish underground water and TMA's coverage of water

supply in the city is 75%. Average water supply to a household is 1.5 hrs/day. The TMA owns and operates 8 Tube wells to supply water to the citizens. There are 7 Overhead Reservoirs (OHRs) with a combined capacity to store 430,000 gallons of water and are operational. The number of domestic and commercial consumers in the city stands at 5,955 and 145 respectively.

#### Roads

Vehari is connected with Burewala, Multan, Lodhran, Hasilpur and Khanewal through Provincial Highways. There are 20 intra-city roads out of which 50% are in Good/Fair condition, whereas the remaining 50% roads are in bad condition. (PMDFC Road Survey 2011).

#### Sewerage

Vehari city has a comprehensive sewerage network which covers 70% of the city. The network comprises of five main disposal works and two mini disposal stations. Sewerage water is being pumped out without any treatment.

#### Solid Waste Management

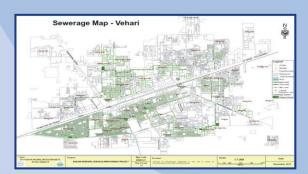
The city has 80% coverage for solid waste management services. Solid waste generated in city is around 60 tons/day and 88% of this is collected and disposed of by TMA. There are 48 secondary collection points and the TMA has four trucks for collection of solid waste from the secondary collection points. TMA uses 4 open dumping sites for disposal of collected solid waste.

## Fire Fighting Arrangement

TMA Vehari has three fire engines and all are in working condition. There is a fully equipped fire brigade system in the city located at Jinah Road. There are two fire-refill points in the city.

## Parks

TMA Vehari has developed several parks in the city namely Chandani Park, Quaid-e-Azam Park, Muhamdi Park, Allama Iqbal Park, Faisal Park, Sir Syed Park, Rafique Park and Ayesha Park. Most of them are well maintained.





## TMA Mailsi City Profile

Mailsi was up-graded to a Municipal Committee in 1953 and was declared a Tehsil Municipal Administration on August 14, 2001.

#### Location:

Mailsi is located on the right bank of River Sutlej and is at a distance of 35 km from Vehari city. On its South-East lies Multan which is at a distance of 90 KM from the city.

## Population

The population of Mailsi in the year 1998 was 55,434 as per Census 1998. The current population (for the year 2012) is 83,621. It is expected to grow to 141,863 by 2030 at an annual growth rate of 2.98%.



## Land use

Land use pattern in Mailsi is undefined and haphazard. The city has grown in an irregular fashion carrying many vacant pockets of land. Four Provincial Highways pass through the town. These highways lead to adjacent towns like Multan, Vehari and Karore Pakka, etc. The central part of the town is an amalgamation of commercial, residential and institutional activities. Adjacent to the Minor Chowk and railway crossing is the high activity area which houses the Mailsi Trade Centre, Civil Hospital, TMA office, etc. The street pattern is irregular and narrow. The city has old structures with 1-2 stories. There is one ladies park in the eastern part of the town.

## Water Supply

Mailsi has brackish water and the TMA supplies water to 70% of the city. There were 9 Tube wells in the city. Under PMSIP, PMDFC as per citizen's requirements added 10 more tube wells and changed the machinery of 9 existing tube wells. Three OHRs are also being developed under PMSIP. Average water supply to a household is 4 hrs/day. The domestic and commercial number of consumer connections stands at 2,424 and 13 respectively.

## Roads

Mailsi is connected with Vehari, Multan and Karore Pakka through Provincial Highways. There are 21 intra city roads, and the condition of the roads is 70% Good/Fair and 30% Bad. (PMDFC Road Survey 2011).

#### Sewerage

Presently, two-thirds of the city is connected with trunk sewers. Development of the sewerage system in Mailsi was completed in three phases. First phase of laying down the sewerage system was completed in 1964. The second phase that encompassed extension of the sewerage network was in 1980's, which is still functional. The third phase is the ongoing PHED Sewerage Scheme. 6 disposal stations are also functional in the TMA.

#### Solid waste management

Mailsi has 90% solid waste management coverage. Solid waste generated in city is 33 tons/day and 79% of this waste is collected and disposed of by TMA. There are 33 secondary collection points. Mailsi has developed a Landfill Site with the technical assistance of PMDFC at Multan Road.





## Fire Fighting Arrangement

TMA Mailsi has one fire engine in working condition along with a separate fire brigade system located near the TMA office. There exists only one fire refill point at the moment which is situated in the fire brigade station.

## Parks

There is one park in the City which is maintained by TMA. It is located at the TMA office and has good plantation, kids playing area and a water fall.





# TMA Burewala City Profile

#### Location:

Burewala is situated on the old historical Delhi-Multan Road. The city of Burewala is the headquarters of Burewala Tehsil, an administrative subdivision of the district. It is located, 187 km from Faisalabad, 208 km from Lahore, 135 km from Multan and 35 km from Vehari.

The population of Burewala city in 1998 was 152,097 as per the Census 1998. The current population is 217,269 (Year 2012) which is expected to grow to 343,658 persons by 2030 at an annual growth rate of 2.58%.

#### Land use

Burewala was developed as a planned city with residential blocks and

wide roads and streets in a grid iron pattern. Residential and commercial uses were designed as squares, shops linking the major bazaars and residences adjacent to them. In the central part of the city, there are mixed type of land uses i.e. residential. commercial institutional etc. Commercial area is mainly located in the central part of the town. Other commercial activities are in the shape of linear development and are along Dr. Aslam Anwar road, Arif Bazar road, Katcheri road etc.



# Water Supply

Burewala has brackish water and water supply coverage by the TMA in the city is 90%. 24 Tube wells are operational and the average water supply to a household is 4 hrs/day. Presently, water production is 1,248,750 gallon/day. There are 14 OHRs in the city that have a storage capacity of 420,000 gallon. The number of domestic and commercial consumer connections stand at 7,561 and 42 respectively.

Sewerage coverage in the city is 90 %. The system comprises of two disposal works, the first was constructed in 1940's before partition near Bus Stand to serve the E, H, C and M blocks. Second sewerage scheme was completed in 1982 with a disposal work on Vehari Road near the Octroi post.

#### Solid Waste Management

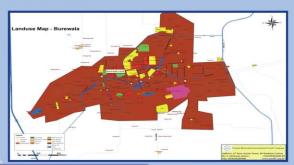
80% of the city has solid waste management coverage by the TMA. Solid waste generated in city is 97 tons/day and 73 % of this waste is collected and disposed of by TMA. There are 8 secondary collection points in the city and 239 sanitary workers deployed at various points in the town. The City does not have a proper landfill site so the TMA follows the traditional practice of open dumping.



#### Fire Fighting Arrangements

TMA Burewala has two fire engines and both are in working condition. There is a separate fire brigade system in Burewala having only one office which acts both as an office and a staff room. Sheds for fire engines are there and are regularly used. There exists only one fire refill point which is situated in the fire brigade station and is connected with the overhead reservoir.

Presentably there are three parks in the city, maintained by TMA. First one is a well maintained Family Park located close to Chungi No. 5 on Vehari Road. Second one is the Ladies Park located in the north of I-block and is being fairly maintained. Third park is the Children Park, which is located in the Y-block housing scheme. This park is equipped with swings, slides and other rides for the children.



## PMSIP: Institutional Developments

PMDFC has introduced comprehensive institutional improvement and systems development interventions in Vehari, Burewala and Malisi. These interventions include, Computerized Financial Management System, Performance Management System, Complaint Tracking System, Planning, GIS based municipal infrastructure mapping, TMA website development and IT trainings. Computers, engineering instruments and other equipment including Fogger Machines for the anti-dengue campaign, have also been provided to these TMAs.

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