



The poor service delivery standards of the TMAs exposed the fact that Performance Management was declining, information was not being utilized and a systematic approach to monitor the progress of Municipal services was lacking.

Capturing the scenario, PMDFC launched the Performance Management System (PMS) in TMAs as a strategic tool to address the issues. After three years, TMAs considered the use of Performance Management System as an effective tool for monitoring the service delivery performance, which is a revealing fact concluded through ID Assessment exercise.

**Mr. Farhat Ranjha Tehsil Officer (Infrastructure & Service), TMA Chakwal**

Mr. Farhat Ranjha was of the view that prior to PMS in TMA Chakwal, information available on municipal services like water supply, solid waste, street lights and sewerage, with TMA was in rudimentary form. It was quite difficult for them to make decisions on the quality and improvement of those services. They explained various problems in data collection, tracking and reporting and how authorities were facing challenge to use information for decision making particularly in the operations & maintenance of municipal services. Difficulty in the monitoring & accountability of lower tier staff was another limitation.

He remarked that after the adoption of PMS, the situation changed. They were serving the citizens well. The reliable data, in a meaningful form, strengthened them to deal with the citizens' needs. Staff Monitoring had been improved and mechanism of accountability was in place. He said, "PMS as a tool supports me to identify Operation & maintenance requirements of municipal services".

### Performance Management System a tool from traditional to systematic approach

**Qazi Shah Jahan, Office Superintendant TMA, Khairpur Tamewali /District Bahawalpur**

Qazi Shah Jahan, stated that they had no information about daily solid waste disposal. He said, "Through PMS, we came to know that daily SWD by the TMA was 40% which was not satisfactory. The reason was the under utilization of available resources. We focused on the repairing of machinery and now our collection has been improved up to 68% which is more satisfactory than previous. As chief officer, I am responsible to deal with sanitation sector and PMS is keeping me update about the status of services being provided to the citizens".

**Mr. Nasar Iqbal, Incharge of water supply & CTS cell TMA Liaquatpur/ Rahim Yar Khan**

Mr. Nasar Iqbal - water supply and complaint cell Incharge shared his views about continuous complaints regarding a filth depot from Gausia Colony. TMA officials had visited locality and found that the filth depot was

Spoiling the environment and resulted in various diseases. He said. "The data gathered from Performance Management and Complaint Tracking System played a vital role to sensitize the TMA leadership to take appropriate actions for the improvement of Solid Waste Infrastructure. Subsequently, we launched a Solid Waste Project with the financial and technical support of PMDFC".

He also remarked, "We received frequent complaints in our Complaint Cell from the communities that sewer water was overflowing and causing problems for community. Therefore, to meet the needs, we laid down a sewer line from Christian Colony to disposal line. PMS & CTS information helped us to identify this problematic area in time."

**Mr. Saeed Maalik, Tehsil officer (Infrastructure & Services) of TMA Yazman / Bahawalpur,**

Mr. Saeed Maalik said, "PMS Data keeps me updated about the status of Municipal Services. I can retrieve the required information. It's not only saving my time but also has empowered me, to plan future municipal requirements in right direction".

**Mr. Munawar Shah, Street light Superintendent, TMA Bahawalpur City**

Mr. Munawar Shah was very excited as he could have street lights data (working / not working and total number of street lights) of the *Mohallahs*, streets and roads in an organized form. "I am performing my responsibilities very confidently as all required information is on my finger tips".



# Punjab Municipal Development Fund Company

HELP BUILD  
**PMDFC**  
HEALTHY CITIES  
Vol: 6 No. 3

## PMDFC & Punjab Government- Join hands to Combat Dengue



During the last two years, dengue epidemic seriously threatened the human lives in Punjab. PMDFC, under the instructions of L G & C D Department contributing share in Dengue prevention campaign, provided 520 shoulder foggers and 1600 spray pumps along with safety gears to its partner TMAs of Punjab. In addition, vehicle mounted foggers (31 Nos.)



were also provided to 31 district headquarter TMAs (all District Headquarter TMAs in Punjab other than five CDGs) in order to address the mobility problems. In the corollary of this movement, PMDFC also organized various training sessions (formal class room trainings as well as hands-on Trainings) for concerned TMA staff. To hand over vehicle mounted foggers, "key distribution ceremony" was held on 21<sup>st</sup> June 2012 at Minar-e-Pakistan, Lahore. Chief Minister Punjab, Mian Shahbaz Sharif, was the chief guest of the ceremony. Fourteen vehicles along with necessary equipment (foggers) were distributed among the most affected TMAs from dengue fever last year, by the Chief Minister. The Chief



Minister said that the role of the PMDFC was imperative in the fight against Dengue and instructed the TMAs to take this responsibility with commitment.

In continuation of the cause, second ceremony for key distribution was arranged in the Town Hall on July 4, 2012, Mr. Rana Sana Ullah, Minister for Law & LG&CDD Punjab was the chief guest. He said that now TMAs had been fully equipped with all logistic and technical support and there should be no barrier to deliver the best to defeat dengue epidemic.



## A Seminar on " Legal Framework for Municipal Taxation"



To discuss the, *legal framework for Municipal Taxation*, PMDFC arranged a workshop on 14<sup>th</sup> July, 2012 as per instructions of

Local Government & Community Development Department. The secretary LG&CDD- Mr. Khizar hayat Godal explained the participants the importance of the seminar and stressed the need of increasing the Own source Revenue of the TMAs through progressively imposing and efficiently collecting local taxes. He acknowledged the efforts made by the PMDFC and the Local government staff in arranging such a thought provoking seminar.

Prof. Asim Ijaz Khawaja (Harvard University)



highlighted the need and importance of local taxation. Against this backdrop, he provided the participants a short kaleidoscopic view of the various practical implications sharing his experiences from the globe. He, with the

gave his presentation on "local governments, Decentralization and Taxes". He very eloquently discussed and



help of various theories, marked the way TMAs can convincingly identify constraints and construct a best mix of tax related strategies.

While delineating the principle landmarks, he established the relevance and discussed various avenues for evolving an efficient and effective local government taxation system. He stressed that, during the course of adopting the international best practices, the local context should never be ignored.

Ninety Five (95) participants (Tehsil Municipal Officers, Tehsil Officers (finance) and Tehsil Officers (Revenue) from nine districts including two city districts of Punjab participated in the workshop.



## Experience sharing meeting with UN Habitat Team

Geographical Information System and its application is one of the important institutional development interventions of Punjab Municipal Services Improvement Project. PMDFC has already developed GIS Maps for 105 cities of Punjab.

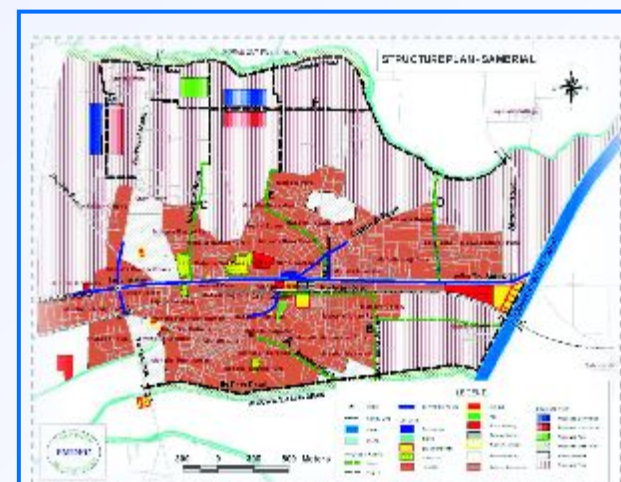
In this regard, UN-Habitat team, comprises of Mr. Fazal Noor( GIS Specialist), Mr. Faisal Masood (GIS Specialist), Mr. Riaz Akhter(provincial Manger) and Mr. Imran( IT Specialist) visited PMDFC on 9<sup>th</sup> July 2012 with an objective to "learn and share the experience" of PMDFC in GIS mapping of 105

cities. Un-Habitat team appreciated the efforts of PMDFC in GIS Mapping of Punjab cities. PMDFC officials briefed the guests that this exercise would help the TMAs to manage their resources in a systematic way and plan their future activities in right direction.

**PMDFC has developed GIS Maps for 105 cities of Punjab**



Qazi Shah Jhan, Office Superintendent  
TMA Khairpur  
Tamewali Dist.  
Bahawalpur



Structure Plan Sambrial



# Punjab Municipal Development Fund Company



## Workshops on "Complaint Tracking System"



For the introduction and implementation of revised and up - graded version of Complaint Tracking software, PMDFC conducted series of Training sessions for 105 TMAs on 12, 14, 16, 18 and 19th July 2012 at Ambassador Hotel, Lahore. 103 TMAs had sent their designated Complaint Cell staff. The objectives of these training sessions were to provide hands on training on the upgraded version of computerized complaint tracking system. During trainings, the PMDFC staff up-graded the CTS Software of



37 (phase-1) TMAs and 68 (phase-II) TMAs were provided new hardware/software for TMAs' Complaint Cell (Computer, Printer, and UPS).

## A workshop on "Operation & Maintenance of Vehicle Mounted / Shoulder Foggers"

To strengthen LG&CD department efforts for Anti Dengue Campaign, One day workshop titled; "Training on Operations and Maintenance of Vehicle Mounted and Shoulder Foggers" was organized by PMDFC at Ambassador Hotel, Lahore on July 20, 2011 for 31 district head quarter TMAs of Punjab. TOs (I&S) and technical support staff (above 80%)



attended the workshop. The workshop aimed at providing hands on training / practical demonstration for effective implementation of sustained service delivery through these equipments at TMA level.

## Computerized Financial Management System (CFMS)



PMDFC Finance wing visited TMA Sambrial on July 25, 2012 to start the new CFMS software installation process after expiry of USAID CFMS Version due to closure of Project (DTW). During the visit, Administrator TMA Sambrial was given detailed overview of the methodology of PMDFC designed CFMS and also explained that after the database was completed, TMA would be able to generate water and shop bills and the system would help TMA to enhance its own source revenue.

TMA Burewala successfully generated shop bills through CFMS. It was the first time that a TMA ever generated shop bills through computerized financial management system.



TMA Ferozewala had generated four consecutive water consumer bills in TMA Ferozewala for FY 2011-12. Those bills were generated thorough Computerized Financial Management System (CFMS) installed by PMDFC and were collected through local branch of Bank of Punjab. It showed that innovative use of CFMS could modernize the traditional systems of Municipalities.

## Projects Awarded during July

For the provision of safe road network in the city of TMA Kot Momin/District Sarghoda, PMDFC launched a project "laying of concrete pavement". The cost of the project is, 14,999,998. The project has been awarded for execution. The implementation would start in August, 2012.

To improve water supply system in TMA Kasur,

PMDFC launched a project "Replacement of Pumping Machinery". The new machinery would help to improve the water supply requirement in the city. The project cost is 8,582,652. The project has been awarded for execution. The implementation would start in August, 2012.

To improve water supply system PMDFC launched a project, "Replacement of Pumping Machinery & Installation of Hypochlorite Devise" in TMA Fateh Jang/ District Attock. Water source of the area is surface water which was normally contaminated, that's why Hypochlorite would help to clean water more effectively. The project has been awarded for execution. The project amounted to Rs. 6,443,896. The implementation would start in August, 2012.

To improve water supply system, PMDFC launched a project, "Replacement of Pumping Machinery" in district Sargodha. The new machinery would help to fulfill the water supply requirement in the city. The project has been awarded for execution. The project cost is 15,502,467. The implementation would start in August, 2012.

For the safety of sewer men, PMDFC launched a project; "Provision of Safety Equipments of Sewer men for Sewer cleaning" to 31 District Headquarter TMAs of Punjab, except 05 CDGs, has been awarded. The idea of these equipments was to avoid any future accidents of sewer men while working in underground sewer lines. (Previously there were different accidents reported that sewer men injured/died during such working). PMDFC initiated this project on the advice of LG&CD department. Each District Headquarter TMA (31 in total) would be provided with latest safety equipments for sewer cleaning. Detailed hands-on training sessions would be arranged by PMDFC for the use and handling of these equipments. The total cost of the project is 29,130,080.

## Delivery of Different Items in TMAs during July

To improve water supply and solid waste collection in cities, PMDFC provided Arm Roll vehicles (2 Nos.), MS Containers (15 Nos), Water bouzer (1 No.), Hand carts (50 Nos.) and Nylon/ PE Containers (160 Nos.) in TMA Hassanabdal.

TMA Malakwal also received Arm Roll vehicles (2 Nos.), MS Containers (22 Nos.), Water bouzer (1 No.), Hand carts (42 Nos.) and Nylon/ PE Containers (134 Nos.)



# Punjab Municipal Development Fund Company

HELP BUILD  
**PMDFC**  
HEALTHY CITIES

Vol: 6 No. 3

## City Profile & PMDFC interventions in Chiniot



Chiniot is an old town with history dating back to considerable antiquity. Chiniot is situated on the east of River Chenab. It is 158 kilometers in the Northwest from Lahore and 38 kilometers in North of Faisalabad. Chiniot city is spread over an area of 10 square kilometers with an average elevation of 179 meters (587 ft).

The topography of Chiniot is generally flat except for some area on the western side, which is relatively located at a higher level. Chiniot was declared as notified Area Committee in 1942 and Municipal Committee in 1953. The current population is 258,483 persons which are expected to grow to 434,698 persons till 2030 at the growth rate of 2.93%. The average density of Chiniot is 64 persons per acre.

In Chiniot, commercial activities are frequently located along the major and secondary roads. Most of the offices and institutions are sited around Tehsil Chowk. It includes TMA office, courts, Tehsil hospital and Degree College etc. Two prominent hills are present in the city and named as city land mark. Old residential settlements are found around those two hills. A couple of private hospitals serve these residential areas. Government primary and high school are evenly distributed among all mohallas. The residential



zone in Chiniot is characterized by a very diverse nature of residential qualities. The street pattern in the old and inner city areas is irregular, the streets are narrow and winding, even the topography of the area is undulating. The buildings in this area are mainly very old, built in old designs where main entrance door and balconies were decorated with intricate wooden designs and the construction was generally carried out with small bricks of Mughalera.

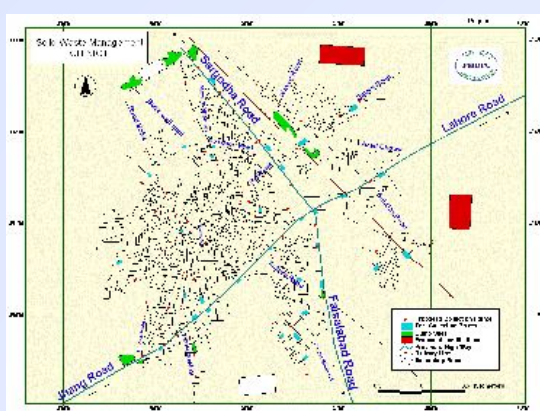


**The street pattern in the old and inner city areas is irregular**

## Municipal Services in Chiniot

**Water Supply** Chiniot is sweet water zone. Only 30 % area is covered by water supply. Citizens get 3-4 hours of public water. City produces 270,000 gallons of water and has the distribution system consisting of 2 overhead reservoirs of 50,000 gallon capacity each and 2 hilltop reservoirs of 100,000 gallon capacity each. Focus of Chiniot water supply is hilly area where water is difficult to bore. Water supply connections have decreased in last few years. Affected areas include Chah Jogian Wala, Maskeen Pura and Moazzam Abad.

## Solid Waste Management



Chiniot has 90 % solid waste management coverage. There are 40 secondary collection points and has developed a state of art landfill site at Chak Jhumra Road. Chiniot has recently received solid waste collection and disposal machinery through PMSIP, resulting in improvement of solid waste management system. PMDFC had also launched a solid waste management Public Awareness

Campaign in Chiniot schools.

**Sewerage System** Chiniot has 50 % sewerage coverage. There are four disposal sites and condition of network is fair. Main Trunk sewer starts at

Tehsil Chowk and runs along Jhang Road. Four sewerage networks in the town include: Noor Wala, Moazzam Shah, Jhang Road and Tibba Kahirpur.

**Roads** Chiniot town is connected to Faisalabad, Jhang, and Sargodha by provincial highways. More than 50 % roads owned by Chiniot are in good condition.

**Parks** There are two parks maintained by city and both are in fair condition. Children Park is on Quaid-e-Azam road and Library Park is on Jhang road.

**Slaughter House** There are two slaughter houses in town and the third one is being constructed near landfill site at Jhumra Road. The slaughter house is located at Mohalla Noorwala at Shadi Malang Road. Area of the facility is 10 marlas. It has two sheds. The building is very old and is in bad condition. The slaughter house is located at Moazam Shah Road near disposal house. Area of the facility is 10 marlas. It has one large shed.

## Fire Fighting Arrangements

Chiniot has fire fighting arrangements. The existing fire fighting system in Chiniot is located in Mohalla Gadha near Jaded School No. 1. There are two sheds for fire engines. Chiniot is an industrial town with a large no. of furniture factories all over the town. Risk of fire break out is very high.

## PMDFC has initiated two infrastructure projects in the city

## Integrated Solid Waste Management System

The project has been successfully completed. Cost of the project was Rs 76 million. Machinery including arm rolled trucks, tractor with front end blade, tractor with front end loader, containers, hand carts, water tanker and litter bins were procured and provided. Landfill site at Chak Jhumra Road at 13 acres was also developed completely with access road, office, parking area etc. Training of sanitation staff through operation & maintenance framework developed by PMDF is undergoing. TMA staff was also provided solid waste management training in Lahore and a sub-

engineer Zafar Iqbal was sent to South Korea in 2007 to study international good practices in solid waste management field.

**Improvement of Roads** Two roads in Chiniot city are being improved namely: Ice Factory Road and Disposal Station Road. Total length of roads being improved 5.21 km and the estimated cost is Rs 19.63 million. Storm water drains would also be constructed in these roads. the project is expected to be completed in the mid of September, 2012.

**Institutional Development** PMDFC has launched a comprehensive institutional improvement and systems

development interventions in Chiniot comprising of Computerized Financial Management System, Performance Management System, Complaint Tracking System, Planning exercise, GIS based municipal infrastructure maps, TMA website development, IT trainings, provision of computer and engineering equipments, provision of other equipments including Fogger Machines for Dengue elimination etc.

**PMDFC has launched CTS, PMS, CTS, CFMS, GIS Mapping & IT training in Chiniot**

Prepared By Communication wing  
Editor: Humaira Khan  
For Feedback : +92-42-99204386-89 / Ext. 140  
Email: hk\_balouch@hotmail.com

Punjab Municipal Development Fund Company  
99 Shadman Colony No.1, 3<sup>rd</sup> Floor, Anwar Tower, Shadman Chowk, Lahore.  
Phone: +92-42-99204386-89 Fax: +92-42-99204390  
Email: info@pmdfc.org.pk Website: www.pmdfc.org.pk