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WATER AND SANITATION SERVICES PESHAWAR





CHIEF EXECUTIVE OFFICER MESSAGE

Water and Sanitation Services Peshawar (WSSP) has been working on different innovative ideas to diminish generation of waste. One is segregation of waste at homes and the second is reusing and recycling especially of nonbiodegradable plastic to save the environment.

Plastic waste is a global crisis that is growing every day outpacing every effort to manage. The plastic in different shapes, according to World Wildlife Fund, accounts for 65 percent of total waste in Pakistan that where around 55 billion plastic bags are being used every year.

. The mismanaged plastic ends on streams, landfills agricultural lands polluting our surface water resources, takes a heavy toll on aquatic life, making our lands barren and preventing rainwater to recharge aquifers.

Unaware of harms it causes when burn, many people burn it in open air not only polluting environment but cause serious health complications including cancer and lung diseases.

Our dump-in-drains behaviour is another problem. Masses litter plastic that ends up in drains and clog them. In case of a slight shower, they start overflowing that causes nuisance to pedestrians and damage our roads and streets. It causes losses worth billions to national exchequer in terms of environmental degradation and damage to infrastructure every year.

This was because of its environmental hazards, Pakistan imposed a ban on production and use of nonbiodegradable bags in 2019, joining rank of 128 countries where its use has been banned.

However, banning use of the nonbiodegradable bags is not enough rather creative solutions should be adopted to make this hazard disappear from our shops and households.

To make people shun use of the major environmental polluter, WSSP in collaboration with different stakeholders are spreading awareness among masses in Peshawar city – the provincial capital of Khyber Pakhtunkhwa.

WSSP holds events in schools where students in schools are taught how to recycle the reusable waste and decorate their homes with. They are also taught how hazardous plastics and how to safely dispose it. Moreover, WSSP is working on promoting use of biodegradable bags, distribute them during awareness drives to encourage masses stops its use.

Let stop use of non-biodegradable plastic because of the damage it has been causing to us and our environment. We can live without it but not without a healthy and clean environment. Let's shun its use before it kills us.

CLEAN GREEN PESHAWAR CAMPAIGN

A sustainable sanitation and water conservation is all what Water and Sanitation Services Peshawar (WSSP) has been striving for since its inception. The company engages stakeholders to promote and provide a clean and healthy environment to Peshawarites. Clean Green Peshawar Campaign is one of such initiatives involving WSSP and Zalmi Foundation and Haier Pakistan launched in Peshawar.

The campaign was inaugurated at an event here with Peshawar Zalmi's wicketkeeper Muhammad Haris, former provincial minister Ziaullah Bangash, WSSP's Manager Media and Communication Management Hassan Ali and



renowned singer Karan Khan as speakers. The foundation invited students from different educational institutions to the event. Different activities like tree plantation, waste collection and speeches were organised to highlight role of trees and sanitation in environment.

Speakers in their speeches shed light on how importance sanitation, hygiene and plantation of trees for a better environment.

“We can control environmental degradation through planting trees, improve health by ensuring sanitation and hygiene and save groundwater table from depletion by reducing usage of water,” said Hassan Ali.

Former provincial minister Ziaullah Bangash stresses on planting trees at empty spaces, throwing waste at designated places and diminish use of nonbiodegradable plastic bags to save environment.

An awareness walk was taken out on Jamrud Road near Board Bazaar wherein participating kids collected waste to promote sanitation. Renown Pashtu singer Karan Khan and Ziaullah Bangash planted trees involving the schoolchildren.





WSSP, IRC SIGN MoU TO STRENGTHEN WASH SECTOR

Water and Sanitation Services Peshawar (WSSP) and International Rescue Committee (IRC) agreed to work together in water, sanitation and hygiene sector in Peshawar. To ensure a sustainable water and sanitation services system, both entities agreed to share expertise and strengthen cooperation.

Chief Executive Officer WSSP Dr Hassan Nasir and IRC's Country Director Shabnam Baloch signed an MoU in this regard. General Manager (Ops) Riaz Ahmad Khan, General Manager Planning, Monitoring, Evaluation and Reporting Syed Zamirul Hassan while Hassan Jillani, Junaid Khan, Shams Quraishi of IRC were also present on the occasion.

The MoU would be effective for a period of four years and both entities would cooperate in water, sanitation, and environmental sectors. Both entities will utilize each other's expertise in these sectors with IRC to provide technical support to WSSP for improvement in services in sanitation, health, and hygiene.

Besides, both decided to hold joint conferences, seminars, courses, and training programs, coordinate, exchange expertise in water quality testing, monitoring and sanitation as well as conduct joint field visits.

IRC on its part will help in capacity building of WSSP staff in monitoring and evaluation sector and execute joint research in the sectors. Moreover, both will work on water

conservation, safe disposal of waste and awareness regarding health and hygiene as well as highlight environmental problems.

They express the resolve to cooperate in automation and solarization of tube-wells' GIS mapping, installation of SCADA system and rehabilitation of WASH infrastructure.



WSSP LAUNCHES SERVICES IN UCS PAKHA GHULAM AND WADPAGA



WSSP formally launched sanitation operation in Pakha Ghulam and Wadpaga union councils. The company allocated staff and machinery that started cleaning of garbage dumps and major drains in first phase of sanitary operation. The company assigns localities to municipal inspectors and supervisors who would be responsible for their cleanliness. Separate ceremonies were arranged on day of inauguration of operation, wherein local residents were invited. Zonal Manager Engr Tariq Aziz, Manager Solid Waste Gohar Ali, Manager Citizen Liaison Cell Muhammad Ismail, representatives of the union councils were present. WSSP officials shared details of the services being provided. Waste bins have been provided, staff hired and machinery allocated while extra machinery is being procured. Tariq Aziz explained masses' roles and

responsibilities for effective and result-oriented sanitation, asking people to play their part of duty if they really want to see a positive change in terms of cleanliness. "If you throw waste in streets and drains and leave it to WSSP, then no matter how effective operation we launch and modern machinery use would never make any difference," he said.

WSSP picked garbage dumps and desilted major drains in the first phase of operation. Awareness teams carried out drives sensitizing them about schedule to throw waste at designated places. They also pointed out designated places where containers have been placed. Arbab Khudad, brother of member Khyber

Pakhtunkhwa Assembly Arbab Jehandad, lauded the company for its role in sanitation and water supply services. He stressed that sanitation was a collective responsibility that should not be left to the government alone and urged locals to play a role in keeping their houses and streets clean. "If you throw waste all around and then expect the WSSP to remove it, this approach is not going work," he said. Calling the non-biodegradable shopping bags and materials a major cause of environmental and agricultural pollution, he urged masses to pack and dump the waste at designated places. Keeping in view the performance of the WSSP, the KP government has extended its services to 23 more union councils. The company is already providing sanitation and water supply services in 43 urban union councils. Now it will also operate in rural and semi-rural areas of Peshawar.





WSSP LAUNCHES DRIVE FOR WASTE SEGREGATION

WSSP launched an awareness drive to promote waste segregation at source level to ensure cleanliness of city and safe disposal of waste.

The drive aims to encourage segregation of waste for better and safe disposal of waste. Masses from every walk of life would be sensitized, engaged and appealed to implement practice of waste segregation at their homes, markets, shops, offices and workshops.

Chairman Board of Directors Muhammad Rizwan Khan, Chief Executive Officer Dr Hassan Nasir, General Manager (Ops) Riaz Ahmad Khan, Zonal Manager Engr Turab Shah and managers kicked off the drive by holding an awareness walk in Board Bazaar. They were holding banners and placards bearing slogans like 'For cleaner Peshawar, waste segregation is

need of the hour.'

During the drive, WSSP's community outreach teams would hold meetings with vendors, traders, shopkeepers, plaza and market owners as well as conduct door-to-door visits to sensitise women on importance of waste segregation. Since women could play a greater role in waste segregation, therefore they would be sensitized by holding awareness sessions with them daily during the drive.

Masses would be asked to use three-bins, using

red bins for glass, metals and non-biodegradable waste, green bins for biodegradable waste and blue bins for papers, wrappers and other recyclable waste.

WSSP has already placed three-colour bins at a street in University Town on experimental basis where households segregate waste and throw in the allocated bin.

Speaking on the occasion, Khan stressed on starting implementing of the concept to ensure cleanliness of the city. "Promoting waste

segregation would be a time-consuming practice and it takes time to make people implement and practice it," he said.

He said waste bins with different colours would be introduced and placed at specific localities. He appealed to pack biodegradable, recyclable and nonbiodegradable waste in separate biodegradable shopping bags and dump properly.

Dr Nasir said waste segregation at source level would not only make its transportation to transfer stations easy but also keep environment clean by safely disposing it.

"Masses are being sensitized on benefits and importance of waste segregation at source level

"We have been working on different ideas to ensure sanitation in the city. Their success is totally dependent on masses' cooperation," he said. He said WSSP is engaging masses from all walks of life to promote a sustainable sanitation. He urged the masses to cooperate with WSSP sanitary staff by implementing ideas of waste segregation and dump waste at designated places.



EVALUATION OF SERVICES DELIVERY SYSTEM

WSSP top management holds frequent meetings to review progress on ongoing projects, finds challenges and turn them into opportunities. The company evaluate the overall performance of each zone in terms of services delivery and find ways to improve services delivery system. A meeting was held here at Zone-E office with Chief Executive Officer Dr Hassan Nasir in the chair. General Manager (Ops) Riaz Ahmad Khan, General Manager Projects Dr Mehboob Alam, zonal managers Turab Shah, Amir Gul

Khattak, Tariq Aziz, Maria Shehnaz, Anwarul Haq, manager Fleet Muhammad Anwar also attended it. A thorough evaluation was done of company's fleet, problems, repair and maintenance of all vehicles and equipping its own workshops with modern parts to improve services. WSSP is improving its capacity to maintain and repair all its vehicles at its own workshop at low cost and less time. The management expressed satisfaction over the performance of the department. It also reviewed construction of landfill site, that is in its



completion stage. WSSP will become the first-ever company to have landfill site in Khyber Pakhtunkhwa, enabling it to dispose waste scientifically. Preparation for year's biggest sanitation operation was also discussed where it reviewed zonal-wise preparation. Assistant Manager Ajmal Khan shared progress on construction of a pit was underway to dispose offal during three days of Eidul Azha. Each zone provided technical and strategic support for construction of the 30 feet deep and 180x180 feet wide and long pit. The chief executive officer directed to complete it before June 20 and share progress report. The zonal managers were

asked to deliver more in less time and cost.



CASH AWARDS DISTRIBUTION AMONG 200 SANITARY WORKERS

In an attempt to encourage sanitary workers, Water and Sanitation Services Peshawar (WSSP) with the financial assistance from Tars Foundation distributed cash among 200 sanitary workers. The awards aimed to increase motivation of the workers as well as masses to cooperate with them. A ceremony held at WSSP's Zone-E office on Ring Road. Chief Executive Officer WSSP Dr Hassan Nasir, Tars Foundation President Abdul Majid Qureshi, General Manager (Ops) WSSP Riaz Ahmad Khan were present. The distribution of cash award was part of Eid package for the sanitary workers in recognition of their services. WSSP head thanked the foundation for its generosity towards the hardworking sanitary staff. "Sanitation is a hard job that requires labour and strong will and everyone cannot do it," Dr Nasir said. The job becomes harder in month of Ramazan that increases masses' responsibility to cooperate with those keeping their surroundings clean. "Cooperate with them mean throw waste at designated places and if a container is not available around you then pack the waste in a plastic bag and dump it a place where our sanitary workers could easily pick it," he appealed. Tars Foundation head lauded the contribution of WSSP in cleanliness of the city and preserving its beauty. Qureshi said that it was sanitary workers' right over the masses to be taken care of and should be helped out by fulfilling your part of responsibility. "They are the heroes who remove trash people have



thrown, clean your drains and keep your surrounding clean and they need your applause," he said. The foundation distributed cash awards among 70 sanitary workers from Zone C, 70 from Zone D and 60 from Zone E. It had also distributed winter kits among the workers this winter that include clothes, gloves, socks and Rs1000 each among 300 sanitary workers.





WSSP WATER CONNECTIONS REGISTRATION CAMPAIGN

The Water and Sanitation Services Peshawar (WSSP) launched water connections registration and bill recovery process to strengthen financial self-sustainability.

The decision was taken at a monthly-review meeting held here with Chief Executive Officer Dr Hassan Nasir in the chair.

The company decides to bring the unregistered consumers under the revenue net. Dr Nasir directed the officials to devise a multi-pronged strategy that would be put before the Board of Directors for approval.

To facilitate the consumers, the company is registering a connection on payment of just a one-month bill. Besides, consumers are being offered relaxation in various forms to encourage them to pay bills keeping in view consumers' payment capacity.

Consumers who have not got water connection should pay the waste collection bill. The company is also verifying addresses and those who are not receiving bills due to errors in addresses should be sorted out as soon as possible and ensure each and every consumer gets their bills on time.

On arrears collection, zonal managers are facilitating such consumers and present a list of habitual defaulters to raise their cases with the deputy commissioner's office. To improve service delivery, all zonal managers are reviewing attendance mechanisms by installing biometric systems to ensure 100 per cent presence of field staff on duty.





WATER SUPPLY DURATION UP FROM SEVEN TO NINE HOURS

Water and Sanitation Services Peshawar (WSSP) Board of Directors in its meeting reviewed water supply duration and approved increase in supply to nine hours a day.

This duration will be followed throughout summer season to meet the demand that usually increase. The decision was taken at a meeting here with Chairman BoD Muhammad Rizwan Bangash in the chair. Chief Executive Officer Dr Hassan Nasir, General Manager (ops) Riaz Ahmad Khan, General Manager (PMER) Syed Zameerul Hassan and senior management staff attended the meeting. Among the board members were Asif Khan, Gul Badshah, Dr Humaira Gillani, Gul Zada Khan, Saboor Sethi, Syed Shah Hussain and Zarak Khan.

Decision to increase duration of water supply was taken in light of rise in temperature. Previously consumers would get water for seven hours a day while the duration was six hours in winter.

Dr Nasir give a detailed briefing on the overall aspects of the operations, pointing out challenges and strategies and its implementation to turn them in opportunities.

The board also sets up committees for smooth running and monitoring of administrative,

financial and operational affairs of the company. It reviewed progress on previous decisions taken for improvement in services delivery and expressed its satisfaction over its pace of implementation.



WSSP CONCLUDES EID UL FITR OPERATION



Water and Sanitation Services Peshawar (WSSP) concluded Eidul Fitr operation by providing municipal services in three shifts. Since rain was predicted, the company constituted special teams and kept them on standby to cope with emergency situations during rain. It devised a sanitation plan and cancelled leaves of its selected operation staff in all of five zones. Though vehicles are maintained regularly, those allocated for Eid operation were especially repaired, washed and overhauled. As many as 2500 sanitary workers were on duty during Eid who used 230 small or big vehicles to collect and transport the waste to transfer stations. Besides, 550 water supply staff were also present on duty. Leaves of officials in the complaint cell were also cancelled who would register complaints and forward them to concerned zonal officials. All complaints' response time was less than seven hours. WSSP cleaned major mosques, Eidgah and places allocated for Eid prayer as well as adjacent localities used limes after picking garbage dumps for disinfection. Keeping in view the rain forecast, the company formed teams and deputed them at hotspots to ensure smooth drainage of rainwater on roads and streets. It also rained during however not a

single incident of inundation was reported in the city. Dr Nasir and General Manager (operations) Riaz Ahmad Khan, zonal managers and managers monitored the situation. Dr Nasir and GM Operations Riaz Ahmad Khan while acknowledging services of the field staff distributed sweets and juices among them.



WSSP CARRIED OUT CLEANLINESS DRIVE AT AFGHAN REFUGEES' SETTLEMENT

Water and Sanitation Services Peshawar carried out a sanitation drive in an Afghan refugee settlement in Meira Kichori area of Peshawar to provide a clean and healthy environment. As Khyber Pakhtunkhwa hosts hundreds of thousands of Afghan refugees who have equal access to jobs, businesses, health and education facilities. To ensure their access to sanitation and clean drinking water, the company has recently launched a cleanliness drive in the settlement.

WSSP constituted teams under the supervision of General Manager (operations) Riaz Ahmad Khan and zonal manager, Zone E, Anwarul

Haq. It deployed machinery and workforce to remove garbage dumps during the drive.

Drains were desilted, streets and houses were fumigated and applied lime after removing garbage dumps. Community awareness teams carried out a door-to-door awareness drive regarding dumping of waste and usage and conservation of water. Female field officers held sessions with women inside their houses and sensitized them on importance of water, sanitation and hygiene. The company also placed containers with financial assistance from UNICEF. The drive was launched under a UNICEF-funded project to promote WASH.





CAREER FESTIVAL AT CITY UNIVERSITY

To promote water conservation, sanitation and hygiene, WSSP engages and participate in different kind of activities taking place around the city. In one such event titled Career Festival organised by City University Peshawar, Communication and Media Management and CLC Departments of

WSSP sets up a stall. The department displayed information, community and education materials for mass awareness. It also displayed different kinds of equipment to highlight how WSSP's sanitary staff work and what equipment they use.



RTPS ACKNOWLEDGES WSSP SERVICES

When it comes to recognition and acknowledgment of services, WSSP always stands on top of all and receives applause from every walk of life. The company's improvement in the existing system and introduction of innovative and modern machinery to improve services delivery system has been acknowledged on many occasions.

Right To Public Services Commission also acknowledged WSSP's services in water and sanitation sector and invited WSSP to an award distribution ceremony. The commission awarded the company 'Best Performance Award'. General Manager (Ops) Riaz Ahmad Khan received the shield.



HARNESSING SUNLIGHT

Amid search for innovative solution to escape growing energy crisis, WSSP, like other organizations, is not lagging behind in the race to find a sustainable renewable sources of energy.

It has converted a tube-well in Bahadur Killi area of Peshawar to solar energy on pilot basis and the experience has proved successful. The tube-well is efficiently catering to the needs of hundreds of households in the area without incurring huge sum in terms of electricity bills.

Team of engineers has been working on methods and means to convert the remaining tube-wells from electricity to solar energy to lessen burden on its exchequer, save electricity of the national grid and operate its water pumping machinery in an eco-friendly environment.



WSSP PROVIDES SERVICES ON EASTER

Water and Sanitation Services Peshawar approved leaves of all sanitary staff belonging to Christian Community to celebrate Easter with religious zeal. The company approved payment of salary in advance. Senior management of the company joined the community and celebrated the festival. The company deputed teams who washed churches and provided other sanitation services to localities of the community. There are a total of 960 Staff from Christian community working in field and management positions in WSSP.





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