

JULY 2025

CEO'S MESSAGE

Masses are the key stake holders in sanitation services of a city. To engage masses at different levels for improvement in service delivery, WSSP outreach teams are conducting sensitization and awareness activities for all segments of society to lesser the burden of solid waste, bring changes in behavior and habits of the people. Our teams are focusing on school children & house-women for inculcating good practices and attracting them to play their role in keeping the environment clean. Religious scholars are regularly preaching messages related to sanitation

in their sermons. Despite our hard efforts, we are still facing challenges of littering, throwing waste at undesignated places and into drains, which is not only damping beauty of the environment but negatively affecting public health particularly child health.

We are implementing multi-pronged actions to cope with the challenges and bring a positive change in public behavior, convincing people to fulfil their obligations-throw waste at right place on right time. These actions include convincing people for throwing waste once in a day, teaching children how

to recycle reuseable items for decoration purpose with which they can decorate their streets



and homes as well. They can reduce waste generation by

using cloth bags for shopping. As sanitation is a collective responsibility, we are aware that without masses' support objectives of a clean and healthy environment is difficult task, so masses are engaged and joints efforts would pay dividends. With these actions and strategies, now we are adding some more actions to control littering, disposing waste into drains. At hand, the management has decided to expand door-to-door collection, for this, an official having experience in the area, has been tasked and he has already started expansion of door-to-door collection at Zone

C. With passage of time the same would be replicated in all areas vis-à-vis public awareness to put waste in bags and place them at door step. To yield positive results our teams are conducting sessions with elected representatives to gain their support and help WSSP in expanding door-to-door collection. It is the only way to control littering, eradicate undesignated dumps, and keep drains clear all the time. Better late than never, we still have time. Let's join hands and keep the city clean for a bright future of coming generations.

Yasir Ali Khan (PMS)

Muharram-ul-Haram: WSSP Provides Day-Night Services

Water and Sanitation Services Peshawar (WSSP) has implemented a comprehensive plan for provision of day-night services during Muharram-ul-Haram. About 350 personnels performed duty day and night and regularly cleaned processions routes, applied lime, sprinkled water and replaced hundreds of manhole covers. General Manager Operations Muhammad Ijaz supervised the operation. Zonal staff at Zone A and Zone B also remained on duty. WSSP also provided services at Supreme Command Post, a focal person was deputed there for coordination with district administration and law enforcement agencies besides emergency response. Cleanliness,

lime application and sprinkling water were ensured during all processions and other gatherings related to Muharram. Chief Executive Officer Yasir Ali Khan also visited Supreme Command Post and different areas of the city. He inspected WSSP services, checked staff presence and appreciated them for their dedication.



JULY AT A GLANCE

Water Production	54.70 (MGPD)
Water Quality Tests	60
Solid Waste Collected	13,640 tons
Road Sweeping	5,409 KM
De-Siltation of Manholes	2,748
De-Siltation of Drains	356 KM
Sewer System Unblocking	659
Complaints Redressal Rate	91.59 %
PCP Complaints Redressal Rate	75.51 %
PCP Satisfaction Level	59.80 %

Management Reviews KPIs for June

Chief Executive Officer Yasir Ali Khan chaired a meeting of Management officials, which was attended by General Managers, Zonal Managers and other officials. Key performance Indicators (KPIs) for the month of June were reviewed in the meeting. GM Planning Syed Zamir-ul-Hassan briefed the

forum regarding monthly targets achieved. CEO directed for expansion of door-to-door connection, identification of Model Neighborhood councils, and curtailing operational and administrative expenses. He expressed his satisfaction over the operations and directed improvement.



BoDs Finalizes Plan for Special Cleanliness Drive

A meeting of the Board of Directors (BoDs) was held with Chairman Malik Shahab Hussain in the chair. Board Members Muhammad Shahid Ahmed, Gulzada Khan, Ilyas Khan, Malik Adil, Dr Haider Ali, Chief Executive Officer Yasir Ali Khan, GM Operations Muhammad Ijaz and other officials attended the

meeting. BoDs finalized the plan for special cleanliness drive-to be carried out on directives of provincial government in connection with celebration for Marka-e-Haq and Independence Day 2025 (celebration week)- from August 1 to 14. The meeting was told that all arrangements have been completed for the

drive in which a special focus will be on drains clearance and downstream areas besides a public awareness campaign in the city. Chairman BoDs directed for holding awareness walks at zonal and Neighborhood Councils level and assured full cooperation to Management for a successful drive.



Achievement of June Targets – Encouragement for Zone E Staff

WSSP Zone E management organized a ceremony in honor of the water rate and recovery staff for achieving the set targets during the month of June. The purpose was to boost staff morale. Zonal Manager Dr Maria Shehnaz and other officials appreciated the efforts of the staff and distributed certificates among them.



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Recovery Operation Intensified

WSSP has intensified recovery operation. Recovery operation is carried out on daily basis. Government has placed the services of Executive Magistrate Naseer Abbas at the disposal of WSSP to recover long-standing liabilities, register illegal connection to lesser burden on public exchequer and achieve the target of self-reliance. A team-comprising of management and water rate staff-led by Executive

Magistrate is carrying out daily operation with special focus on commercial consumers and entities. Notices are also issued to habitual defaulters to clear their dues otherwise legal action will be taken. WSSP management is focusing on recovery and improvement in service delivery, and steps taken so far are yielding positive results. A drive also is in progress to convince defaulters for clearing dues. So that scene is set for legal action.

Eid-ul-Adha Operation: Ceremony Held in Honor of Zone E Staff

In recognition of outstanding performance during Eid-ul-Adha operation, Chairman Neighborhood Council 45 Quaidabad Shah Faisal organized a ceremony in honor of WSSP Zone E staff, where prizes

were distributed among the team members. Zonal Manager Dr Maria Shehnaz, management officials, and elected representatives of the area attended the event. Participants paid tribute to WSSP

for the excellent sanitation arrangements during Eid-ul-Adha and expressed hope that the same spirit of service delivery would be continued.



Saplings Planted at Dumping Site

WSSP has been taking active part in plantation drives since inception and planted hundreds of saplings during different plantation drives. To contribute to monsoon plantation drive,

different saplings were planted at dumping site. Assistant Manager dumping site Ajmal Khan urged the staff to look after these plants and grow them as big trees.

WSSP Management Staff meets Railways Officials

WSSP and Pakistan Railways Officials have started initial talks for proposed Memorandum of Understanding (MoU) for cleanliness and sanitation services at Peshawar Cantt and City Railways Stations. A team of WSSP led by Manager Solid

Waste Dr Gohar Ali visited city railways stations, inspected solid waste practice at railways station and collection points. The team also met with railways officials and discussed different options. Both sides agreed to continue talks for reaching an MoU.



WSSP Zone D enters in MoUs with PMC and Police Colony



WSSP Zone D has inked Memorandum of Understandings (MoUs) with Peshawar Medical College (MPC) and Police services colony for waste disposal. Zonal Manager Zone D Amir Gul Khattak, Manager Solid waste Dr Muhammad Ziad, representative of Peshawar Medical College and President Police services colony Sarwar Jang signed the MoUs. As per MoU with Police services colony, WSSP staff will clean drains and dispose its waste thrice a week. Residents of the colony will pay nominal charges to WSSP for cleaning drains and waste disposal. Like wise PMC will also pay charges to WSSP.

Public Awareness - Coordination with University of Peshawar for Students Volunteers

WSSP has started efforts to engage university students as volunteers in its public awareness campaign. In this regard, General Manager Planning Syed Zamir-ul-Hassan and Manager CLC Muhammad Ismail met with Professor Muhammad Tayyab, Dean

Faculty of Social Sciences at the University of Peshawar. They discussed the potential role of students from the Department of Social Work in WSSP's public awareness drive. A principal decision has been made to involve



students as volunteers, and concrete steps would be taken to utilize of that initiative. It was students' services as volunteers to raise social dialogue would continue, awareness.

Procurement and Finance Committees Meeting Held

The WSSP Procurement and Finance Committee meetings were held separately under the chairmanship of Gul Badshah and Ilyas Khan. The meetings were attended by members Gulzada Khan, Dr. Muhammad Ali Haider, Ilyas Khan, Muhammad Shahid Ahmad, Tahira Yasmeen, CEO Yasir Ali Khan, Director of the Local Government Department Adnan Nawaz, Engineer

Muhammad Ishaq from C&W, and officials from WSSP. The meetings reviewed the procurement plan for 2025-26, construction of the head office building, and the implementation of decisions made in previous meetings. Procurement plans, office building proposals, and budget recommendations were prepared for approval by the board.



WSSP Presents Digitization Process in PWON Workshop



WSSP presented its digitization and automation process in a national workshop organized by Pakistan Water Operators Network (PWON). Stakeholders and service providers in WASH sectors from all over the country participated in the workshop. General Planning Syed Zamir-ul-Hassan briefed

the participants regarding digitization process. He also represented WSSP in Water Sector Labor Market Assessment workshop organized by GIZ. Workshops aimed at strengthening coordination, promoting system thinking and accelerating process towards sustainable WASH services and SDGs 6.