

OCTOBER 2025

CEO'S MESSAGE

Water and Sanitation Services Peshawar (WSSP) management is implementing a comprehensive and multi-pronged strategy focused for self-reliance, achieving operational goals, registering illegal water connections, bringing commercial entities into the revenue net, and further improving service delivery. To facilitate consumers, a special package offering free domestic water connections is being implemented until November 30, while existing illegal connections are also being registered free of cost. For this purpose, teams have been formed in all five zones, they are conducting door-to-door registration of unauthorized

connections. To maximize public awareness and increase free registrations, the cooperation of elected entities representatives and religious scholars is also being sought. Public facilitation desks are being set up in various localities, awareness walks are being organized, and along with registration efforts, measures are being taken to ensure safe disposal of solid waste and prevent water wastage. In addition to field teams maintaining direct contact with citizens, teams are disseminating messages about the importance of cleanliness and use of water. WSSP has started bringing



commercial centers, shopping plazas, shops, banks, hospitals, and other entities into solid waste billing net.

Hundreds of such establishments have been brought into revenue net. Bill recovery efforts have also been accelerated. Joint teams comprising staff from Solid Waste, revenue, and Customer Care departments are carrying out daily recovery. These initiatives are producing positive results. We as citizen must recognize responsibility, paying utility bills is a national duty, and fulfilling it will lead to even better service delivery.

Efforts are also being made to further improve service delivery with the available resources. To keep the city clean at all times,

door-to-door waste collection operation is being expanded, which currently covers over 50,000 households and continues to grow. Besides, special focus is being given to keeping main city roads clean day and night, large-scale drain clearance operation is in progress and removal of open garbage dumps continues. These measures, however, will only be effective if citizens also fulfill their civic duty by disposing of garbage only once a day at designated points. WSSP is striving to ensure quality services, but the active participation of every resident is essential to achieve goals.

Yasir Ali Khan (PMS)



Monthly Review Meeting

Chief Executive Officer Yasir Ali Khan chaired monthly progress review meeting, attended by general managers, zonal managers, and other officials. The meeting reviewed performance for the month of

September, and expressed satisfaction over the progress. Officials were directed to further accelerate efforts for achieving targets, improving recovery, and expediting the registration process.



Management Reviews Ongoing Projects

A meeting of the management, chaired by CEO Yasir Ali Khan, was held to review progress of ongoing projects. General Manager Projects Dr. Mahboob Alam, GM Planning Syed Zamir-ul-Hassan, and

Chief Financial Officer Haider Ali attended the meeting. CEO directed the officials to speed up efforts to ensure timely completion of ongoing projects and utilization of released funds.



Finance Committee Meeting

A meeting of Finance Committee of WSSP Board was held under the chairmanship of Ilyas Khan, and attended by members Muhammad Ahmad Shahid, Tahira Yasmeen, Gul Zada Khan, Gul Badshah, CEO Yasir

Ali Khan, and other officials. The meeting reviewed financial matters and finalized several measures aimed at enhancing financial resources and improving management of fiscal affairs.

Performance Review of Zones A and B

CEO Yasir Ali Khan chaired separate meetings of the management staff of Zone A and Zone B. General Manager HR Saqib Nawaz, CFO Haider

Ali, Zonal Manager Zone A Tariq Aziz, Zonal Manager Zone B Amir Gul Khattak, and other officials attended the meetings. The performance

of both zones was reviewed in detail. CEO instructed the zonal management to focus on increasing revenue, registering illegal water

connections, and improving recovery. He also directed them to address public complaints promptly and intensify field monitoring.



OCTOBER AT A GLANCE

Water Production	52.22 MGP/D
Water Quality Tests	100
Solid Waste Collected	14,525 Tons
Road Sweeping	4,822 KM
De-Siltation of Manholes	3,499
De-Siltation of Drains	415.26 KM
Sewer System Unblocking	596
Complaints Redressal Rate	85.70 %
PCP Complaints Redressal Rate	76.92 %
PCP Satisfaction Level	59.30 %

Regularization and SWM Billing campaign continues

Campaign for regularizing illegal water connections and registration of commercial entities for solid waste billing continues in full swing all over the city. Joint teams of WSSP are visiting every nook and corner to regularize domestic water connections free of cost and register commercial entities for solid waste billing. It is pertinent to mention that WSSP has announced a package for registration of illegal domestic water connections without any fee. The package is valid till November 30. Likewise, as per directive of provincial

government, commercial entities are being brought under revenue net, for which teams are visiting commercial entities, holding meetings with trade unions, shopkeepers and other stakeholders, which are yielding positive results. Awareness walks and meetings with elected representatives are also held to encourage people to register their illegal connections and pay bills. Elected representatives and trade unions have assured WSSP to support the campaign.



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Special Cleaning Campaign Continues

A 15-day special sanitation campaign is in progress with special emphasis on public awareness and removal of garbage heaps from undesignated sites. Outreach teams are conducting daily awareness walks, while operational staff are actively engaged in routine cleaning and elimination of unauthorized dumping points. Citizens

are being encouraged to use water responsibly, register illegal water connections, and conserve water for coming generations. In addition, anti-dengue activities are also underway, teams are carrying out spray in the morning and evening, and conducting door-to-door awareness campaigns.



WSSP Observes Kashmir Black Day

Water and Sanitation Services Peshawar (WSSP) observed Kashmir Black Day to express solidarity with the people of Indian Illegally Occupied Jammu and Kashmir (IIOJK). In this connection walks were organized at all Zonal offices, led by zonal managers, management officials and staff participated in the walks. A one-minute

silence was also observed in all offices of WSSP. Participants of the walks showed solidarity with Kashmiri people and support to their struggle for freedom. They demanded the World community and United Nations to notice Indian atrocities in IIOJK and implement UN resolutions on Kashmir.



Zone B Recovery Team Honored

Zonal Management Zone B organized an event in the honor of recovery team to recognize and appreciate team efforts for achieving set targets. Zonal Manager Amir Gul Khattak and other officials lauded dedication and hard work of the team,

expressed gratitude and appreciation for their contributions. The management emphasized the importance of sustaining the achievements and meeting future targets.



Community Engagement Session Held in UC 4

A Community engagement session was held in UC 4, Zone A in connection with regularization of illegal water connections. Member WSSP Board of Directors Gulzada Khan, General Manager Operations Muhammad Ijaz, Zonal Manager Tariq Aziz, Chief Financial Officer Haider Ali, other officials and community members attended the session. Gulzada Khan and Haider Ali delivered a detailed presentation highlighting the potential of connection regularization and shared insights to expedite connection regularization and enhance revenue. People were asked to get their unregis-

tered connections registered free of cost, pay their bills regularly to further improve service delivery. Later on, awareness walk was organized and door to door registration drive was carried out.



Facilitation Desk Setup in UC 20, Zone B

A facilitation desk was setup in UC 20, Zone B to sensitize general public regarding free regularization of domestic water connections and provision of free water connections. neighborhood councils' chairmen, elected representatives and local community attended the desk. Field officer Izzatullah informed the participants regarding WSSP free connection package and asked the

people to register their illegal connections as soon as possible. NCs Chairmen emphasized the importance of utilizing free connections package, appreciated WSSP management's efforts and asked people to regularize their connections. They supported the initiative and announced to mobilize community in this regard. Later on, awareness walk was organized to sensitize general public.



Coordination Meetings Held in Zone D and Zone E

Coordination meetings were held at Zone D and Zone E with Zonal Managers Dr Maria Shehnaz and Anwarul Haq in the chair. Executive Magistrates Naseer Abbas, Field officer CLC, Assistant Manager customer care and other official attended the meeting. In Zone D meeting updates on Solid Waste Management (SWM) bills at Karkhano Market were discussed and previous meeting's updates were shared; follow-

up visits were planned to facilitate registration with WSSP. It was decided to hold meeting with Trade Union to get them on board for registering all shopkeepers under the SWM billing system. In Zone meeting daily operations, revenue enhancement, solid waste billing and other matters were discussed and targets were set for field staff.



WSSP arranged an orientation session for University of Peshawar Students. The session was aimed to sensitize students regarding WSSP mandate, social mobilization activities and people role in public services. General Manager Operations Muhammad Ijaz, General Manager Planning Syed Zamirul-Hassan, Manager CLC Muhammad Ismail, Lecturer

Orientation Session for University Students



Social Work Department Dr Iman A Sajid delivered lectures and sensitized students. WSSP intends to engage students as volunteers for social mobilization and has developed a plan for field visit. ToRs for students' engagement WASH committees were also presented in the session; field activities will be starting soon.