

## JANUARY 2026

### CEO'S MESSAGE



Despite multiple challenges, due to continuous monitoring by WSSP management and the tireless day-and-night efforts of the WSSP team, the year 2025 concluded with improved service delivery. As a result of several initiatives, significant progress has been achieved in the services, administrative, and financial sectors. The efforts made over the past year to provide the public with quality and timely services have yielded positive results. Key initiatives included the development of a remote testing system for instant drinking water

quality testing in collaboration with experts from the University of Engineering & Technology Peshawar; registration of illegal connections to bring new consumers into the revenue net; the launch of a pilot project for waste segregation at the household level; expansion of door-to-door waste collection; and extension of model streets. Practical steps were taken to address staff shortages, and through rationalization, staff deployment was ensured in every area. During 2025 a total of 19,320 million gallons of water were supplied to consumers, 1,200 tests were conducted to ensure water quality water, 189,389 tons of solid waste were disposed of, 34,380 manholes and 4,410 kilometers of sewerage lines were cleaned, covers were installed on 2,261

manholes, broken pipelines were repaired at 2,070 locations, blocked sewerage lines were cleared at 7,477 locations, and anti-dengue spray was carried out at 1,313 locations. More than 7,000 new consumers were added to the revenue net, and digital mapping of the drainage system was completed. For public facilitation services were provided outside jurisdiction on several occasions on request of TMAs, Irrigation Department, the Cantonment Board, and others. To help dengue patients support extended to district administration and District Health Department Charsadda, awareness campaigns and anti-dengue spraying were conducted in dengue-affected areas of Charsadda. Awareness campaigns were continued, and

partnerships were established with various local partners to promote public participation in maintaining cleanliness and beautification of Peshawar. Targets have also been set for the new year, and responsibilities have been assigned to zonal offices. Recovery from habitual defaulters has been set as a top priority for the current year, while planning has been completed to install RPC covers on all manholes across the city. We remain committed to providing civic services and facilities, and all available resources will be utilized for this purpose. Achieving these targets will only be possible with public support—by stepping forward and playing an active role in urban services.

**Yasir Ali Khan (PMS)**

## DOOR-TO-DOOR WASTE COLLECTION AT LALA ZAR COLONY LAUNCHED

WSSP Zone D has launched a door-to-door waste collection campaign in Street No. 2 of Lala Zar Colony. Staff are collecting waste daily from outside

households. Prior to the campaign, the area, interacted with residents, and clean all the time. Local residents were sensitized to place reviewed the campaign. He urged appreciated the staff's efforts and garbage outside their homes. Manager residents to cooperate with staff in assured their cooperation. Solid Waste Dr. Muhammad Ziad visited cleanliness efforts so the area remains

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### Zone B: Waste Segregation at Household-Level



WSSP Zone B has initiated the implementation of a door-to-door waste collection and source segregation project in Amin Colony Model Street. It is a significant step toward improving the sanitation system. Under the project, an awareness session was conducted in the first phase, attended by Zonal Manager Amir Gul Khattak, former Provincial Minister Salim Khan, local Chairman Kamran Nazir, WSSP staff, and residents. WSSP staff briefed participants on waste segregation practices, explaining which type of waste should be placed in which color bin. The project is being supervised by Zonal Manager Amir Gul Khattak and members of the WASH committee. In the second phase, implementation began, and waste is being collected from an initial 200 households and placed in

different colored bins. A key feature of the project is waste segregation at the household level, for which WSSP has provided three differently colored dustbins. 40 percent of households have already begun segregating waste, with a target to reach 100 percent participation soon. Former Provincial Minister Saleem Khan praised WSSP's performance, assured cooperation, and urged residents to support staff efforts to maintain a clean environment. A consultative meeting was also held with residents, attended by WSSP officials, community elders, elected representatives, and staff. The meeting discussed sanitation and water services, and participants reaffirmed their commitment to support WSSP.

### JANUARY AT A GLANCE

Water Production	50.45 MGPD
Water Quality Tests	100
Solid Waste Collected	15,558 Tons
Road Sweeping	4,969 KM
De-Siltation of Manholes	3,353
De-Siltation of Drains	442 KM
Sewer System Unblocking	630
Complaints Redressal Rate	92.17 %
PCP Complaints Redressal Rate	70.59 %
PCP Satisfaction Level	59.10 %



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### Hygiene Awareness Session for School Children

WSSP organized a hygiene and sanitation awareness session for schoolchildren. Community Liaison Cell Manager Muhammad Ismail delivered a lecture on sanitation and personal hygiene. Boys and girls were educated about hygiene, cleanliness, and the importance of water, and were encouraged to play an active role in maintaining cleanliness.



### Management Reviews Monitoring System

A management meeting was held under the chairmanship of CEO Yasir Ali Khan, attended by General Managers Muhammad Ijaz, Syed Zamir-ul-Hassan, Saqib Nawaz, Chief Financial Officer Haider Ali, Chief Internal Auditor Mian Asif Shah, and other officials. The meeting reviewed the WSSP

Operations Monitoring System. It was decided to further strengthen the monitoring system to improve service delivery and timeliness. Responsibilities were assigned to relevant officials, and zonal offices were directed to ensure immediate implementation of recommendations and suggestions

contained in monitoring reports.



### RTS Team Visits WSSP

A team led by District Monitoring Officer Tashfeen Israr of the Right to Services Commission Khyber Pakhtunkhwa visited WSSP and held discussions with Operations Department officials regarding service delivery, complaint resolution timelines, and monthly

data. The team was informed that timeline-based banners for services and complaint resolution have been displayed in all offices, and the complaint cell operates 24 hours to ensure prompt action on complaints.



## WSSP Board of Directors Approves 10% Discount on Dues

A meeting of the WSSP Board of Directors was held under the chairmanship of Malik Shahab Hussain Khan. Board members Gul Zada Khan, Gul Badshah, Malik Adil, Chief Executive Officer Yasir Ali Khan, officials from the Local Government and Finance Departments, and WSSP management attended the meeting. The board expressed satisfaction over



for recovery from zero-payment defaulters and to offer a 10 percent discount on outstanding dues to those consumers who have not paid bills since 2014. This discount will be valid for two months, after which recovery campaigns will be initiated. Teams will visit different areas for recovery, and WSSP management has issued directives to ensure recovery of dues



financial, administrative, and operational matters and directed for further improvements in services, financial self-reliance, and prompt resolution of public complaints. Among other matters, discussions were held on increasing revenue, eliminating illegal connections, and recovering outstanding dues. It was decided to launch a special campaign



and registration of illegal connections. The objective of the special campaign is not only dues recovery but also ensuring the provision of clean and quality water, timely sanitation services, and further improvement in service delivery. WSSP management has appealed to the public to pay bills and outstanding dues on time to help in improving the services.

## Joint Meeting on WSSP Head Office Building



C&W, WSSP, and PDA was held regarding the WSSP Head Office Building. The meeting reviewed matters related to funding for the building. Experts from the Local Government Department, C&W, and PDA gave different suggestions. Participants included WSSP Board Members Gul Zada Khan and Muhammad Shahid Ahmed, PDA's Muhammad Haider, Local Government Department's Adnan Nawaz, C&W's Hassan Sardar, WSSP GM Projects Dr. Mehboob Alam, GM Planning Zamir-ul-Hassan, CFO Haider Ali, and Company Secretary Nusrat Ali Shah. The



A joint meeting of officials from the Local Government Department, Finance Department,

meeting reviewed progress achieved so far.

