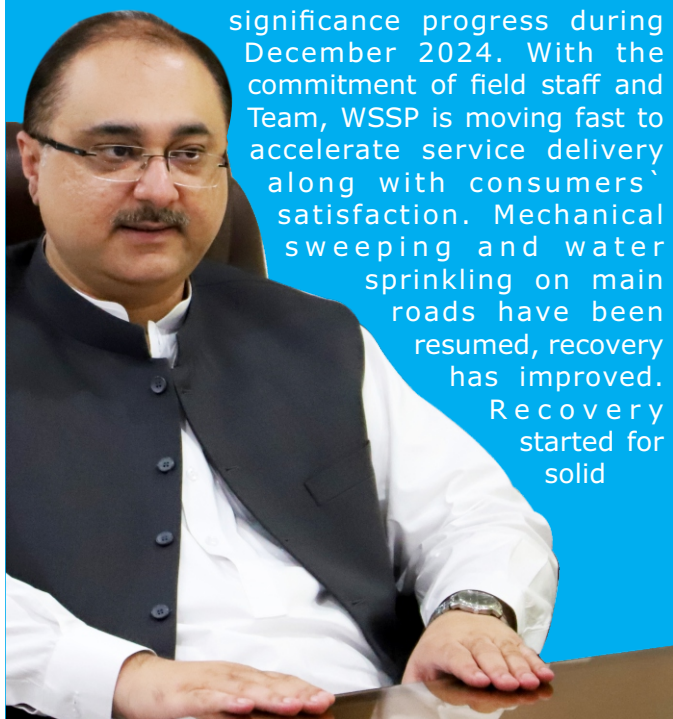




Newsletter December 2024



Chief Executive Officer's Message



I am excited to share the significance progress during December 2024. With the commitment of field staff and Team, WSSP is moving fast to accelerate service delivery along with consumers` satisfaction. Mechanical sweeping and water sprinkling on main roads have been resumed, recovery has improved. Recovery started for solid

waste management, though on low scale but it is gradually increasing. More focus is now on increasing recovery, bringing illegal connections under revenue net, clearing all collection points on daily basis besides transfer stations. Faulty operational vehicles being repaired and mostly have been repaired and put on roads. The management has taken steps to facilitate staff, to provide basic facilities to tube well operators and water supply staff, fund has been released to zonal offices, purchase of new uniform and allied facilities is in process, purchase of tool kits for tube wells mechanics at zonal level has been ordered, and managers water supply have been authorized to carry out minor repair, replacing small pieces of water supply distribution network on emergency basis. To overcome shortage of staff and lesser work load, rationalization of staff has been ordered and two different committees would submit recommendations very soon. I extend my sincere appreciation to the entire WSSP team for their dedication and hard work. Together, we are shaping a city characterized by innovation, sustainability, and citizen-centric services. I am confident, together we will make even greater significance in January 2025. Let's, do for the betterment of Peshawar and its people.

Yasir Ali Khan
(PMS)



WSSP Management Review Performance for Dec 2024

WSSP management has reviewed the performance for the month of December 2024. Chief Executive Officer Yasir Ali Khan chaired the review meeting and directed officials to ensure effective utilization of available resources to complete ongoing projects on time, restore drainage system and clear obstructions in high-risk areas. General Manager Operations Muhammad Ijaz, GM PMER Zameer-ul-Hasan, GM Projects Dr Mehboob Alam and zonal mangers Basit Khattak, Tariq Aziz, Anwar-ul-Haq, Amir Gul Khattak, Dr. Maria Shehnaz and other officials attended the meeting. Yasir Ali Khan lauded the progress in revenue recovery and instructed for more steps.

December at a Glance

Water Production (MGPD)	51.60 MGPD
Water Quality Tests	90
Solid Waste Collected	13,260 Tons
Road Sweeping	5,426 KM
De-Siltation of Manholes	2,500
De-Siltation of Drains	368.59 KM
Sewer System Unblocking	866
Complaints	1615/1847, (87.44%)
PCP Complaints Resolution	61.76%

In Collaboration with Community..... 11 more Model Street Developed

WSSP Citizen Liaison Cell (CLC) conducted 108 activities in December 2024, and reached 1226 beneficiaries. IEC material & pamphlets distributed during the sessions. 11 more model streets were developed with the support of community, one in Zone A, six in Zone B, three in Zone C and one in Zone D. Now WSSP is managing 80 model streets in collaboration with community and elected representatives. Ten more undesignated collection points were eradicated which include six in Zone A, and four in Zone B.



WSSP Develops an Operations Dashboard

Water and Sanitation Services Peshawar (WSSP) has developed and implemented an operations dashboard to enhance service delivery and monitoring. The dashboard is updated daily with data on cleaning, water supply, and drainage operations. Management Information System (MIS) officials have trained head office and zonal staff on the use of the dashboard. WSSP's MIS has imparted training on the dashboard to other water and sanitation companies in the province.

Chief Executive Officer WSSP, Yasir Ali Khan, attended a Christmas event at Kohati Church. Other officials accompanied him. He congratulated the Christian community on Christmas, and cut a cake alongside the Deputy Commissioner. He said that the Christian community is playing a pivotal role in civic services and progress of the country.



CEO assures resolution of problems

A grand meeting of Chief Municipal Inspectors, Municipal inspectors and water supply staff held. Chief Executive Yasir Ali Khan addressed the meeting and assured that problems faced by employees would be resolved within the available resources, however, there will be no compromise on service delivery. Earlier staff also highlighted their issues.



Keeping Shahi Katha cleared all the time



The Chief Executive Officer of Water and Sanitation Services Peshawar (WSSP), Yasir Ali Khan, has directed zonal officials to keep Shahi Katha clear all the time and to enhance measures to prevent littering in it. He issued these instructions during visits to operational sites in

Zone B and Zone D, where he reviewed cleanliness and water supply operations, the cleaning of Shahi Katha, and the clearance of drainage and sewage channels. General Manager Operations Muhammad Ijaz, Zonal Manager Tariq Aziz, and Senior Manager Operations Syed Turab Shah accompanied him.

He inspected operations in areas including Warsak Road, Circular Road, Kohati, Lahori, Gulbahar, Sheikh Abad, Namak Mandi, Qissa Khwani, Jahangir Pura, Shah Kabul Bazaar, and Mohalla Jogan Shah. He directed authorities to take action against those dumping waste at unauthorized places and to pay special attention to clearing drainage channels.

He also reviewed the cleanliness around Gurdwara in Mohalla Jogan Shah and instructed that consultation with minority leaders should be undertaken to ensure continuous cleanliness around minority worship places.