

# Annual Report



2018-19

**Municipal Corporation  
Hafizabad**

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## **Foreword:**

On behalf of the Municipal Corporation Hafizabad, I hereby present this Annual Report for the financial year 2018-19. The report will give our stakeholders and communities an insight into the performance and achievements of the Municipal Corporation. The current Annual Report outlines MCs successes and shortcomings in relation to our mandate as provided in the key focus areas of Local Governments. These can be summarized as; Building a Municipal Corporation that is efficient, effective and responsive; Strengthen Accountability and promote fairness in its dealings; Accelerating Service Delivery and supporting the vulnerable; Promoting Economic and Social development; Fostering Development Partnerships, Social Cohesion and Community Uplift Programs. It is pertinent to note that these endeavors can never be successfully achieved on their own but it becomes materialized by the collective efforts of officers, officials and support staff who work together in identifying challenges and to meet those challenges with rigor efforts and earnest professional approach.

It is commendable to note the improvements in relation to our spending and expenditure patterns, but we need to do more. The ever present excuse of lack of resource might be a legitimate one, but the key question is how effectively we use the resources at our disposal to accomplish our goals and attaining set targets. It is clear in this annual report that we are moving in the right direction. It is of paramount importance to synchronize our program plans with quarterly targets to achieve our broader goals effectively and efficiently.

**Administrator**  
**Municipal Corporation**  
**Hafizabad**

## 1. Background:

Hafizabad was given the status of a district headquarter with effect from 01-07-1993 by transferring 204 villages of former Hafizabad sub-division to a newly created sub-division of Pindi Bhattian: leaving behind 218 villages in Hafizabad sub-division.

The area has a centuries old civilization, glimpses of which can be seen from the history of some towns, like Dulla Bhatti and Kolo Tarar.

Hafizabad district is located between 73°-12' to 73°-46' East longitudes and 31°-45' to 32°-20' North latitudes. The city of Hafizabad is located at 73° 41' East longitude and 32° 4' North latitude.

The climate of the district is hot for most of the year. The annual average rain fall in the district is 790.9 millimeters. During summer, the temperature goes up to 45 degree centigrade with minimum 20 degree centigrade whereas during winter the temperature falls to maximum 21 degree centigrade and minimum 7 degree centigrade. Rains are experienced mostly in July & August while small showers may take place in December & January.

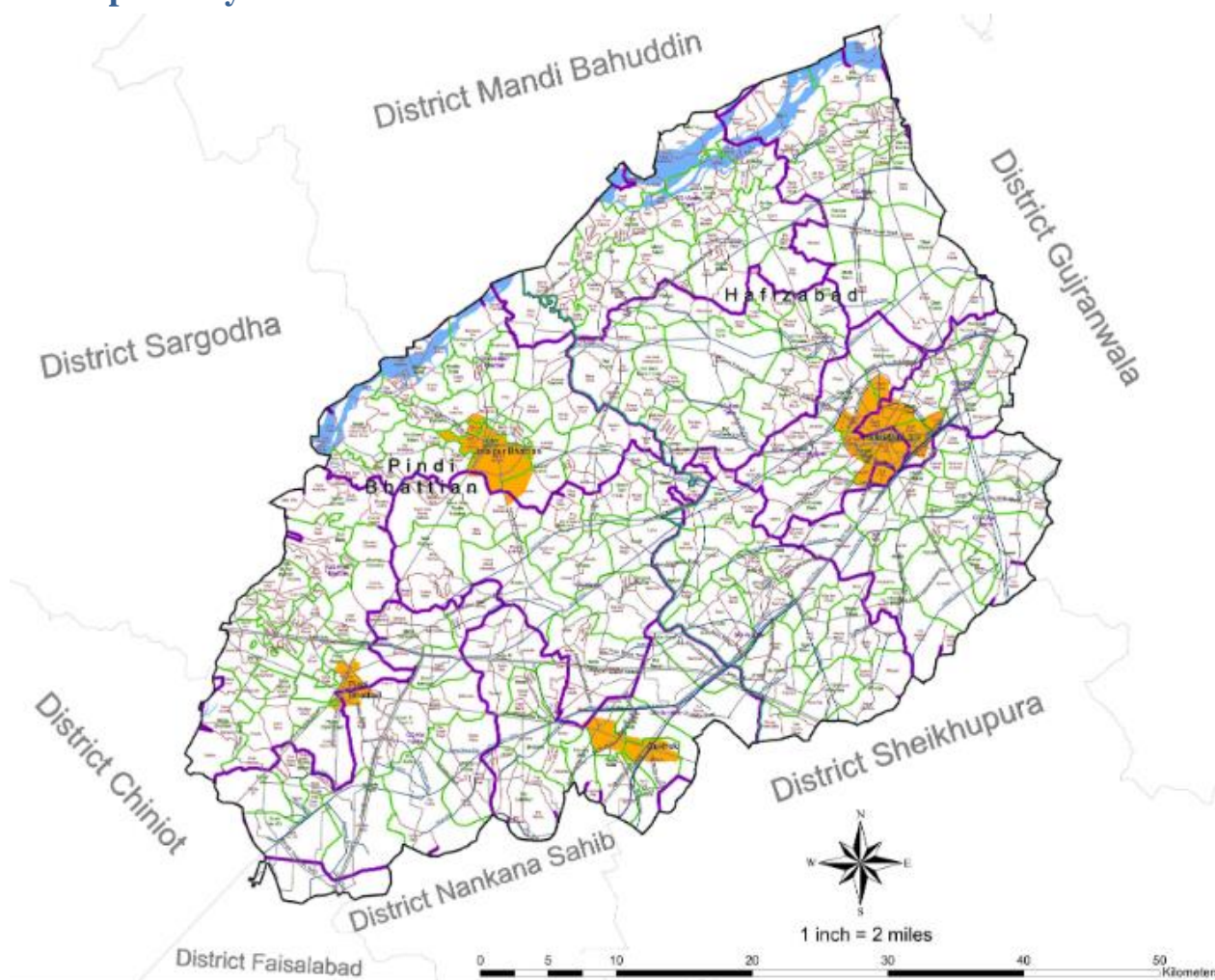
However the provisional population as indicated by Statistic Department is 245,784 persons. However as per land scan process, Hafizabad city has population of 229,921 persons in the year 2017 with an annual growth rate of 4.16 % and it is expected to rise to 345,612 persons in the year 2027.

### **Economic Activities in the City**

Hafizabad is known for its

- Sugar Mills
- Agricultural Implements Manufacturing Workshops
- Rice Shellers
- Power Looms
- Sizing Plants
- Ice Factory
- Mobile Oil Clinic
- Rice Husking
- Flour Mills
- Artificial Leather & Foam Foot Wear
- Carpet Making units plus Hand Looms

## 2. Map of City Hafizabad:



## 2. Functions of Municipal Corporation Hafizabad

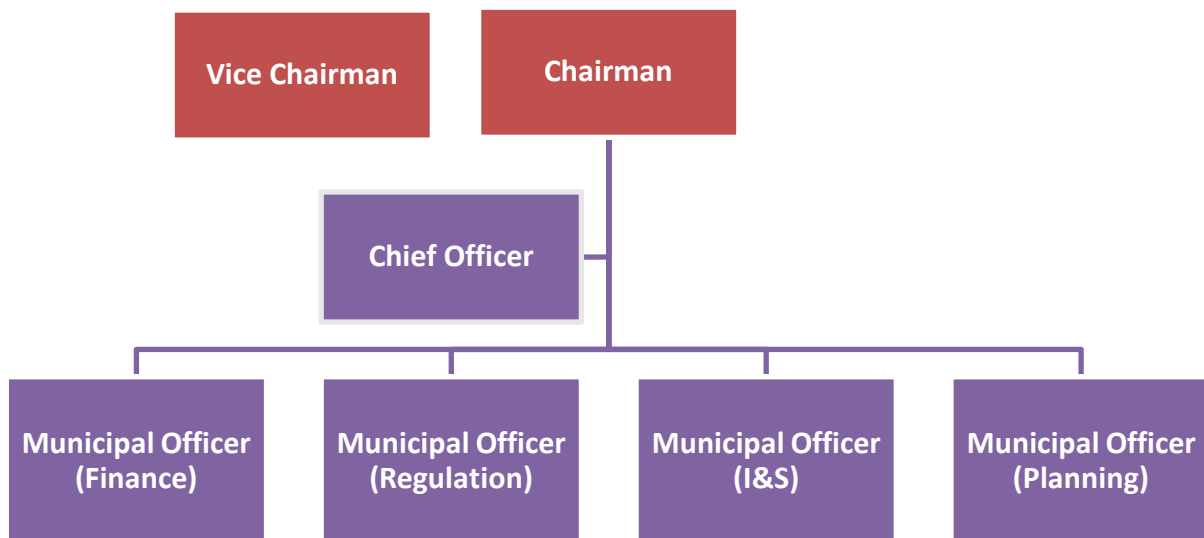
Municipal Corporation Hafizabad is responsible for performing the following functions as per new PLGA 2019:

- a) Economic and value chain development;
- b) Management of primary, elementary and secondary education facilities;
- c) School enrolment and universal education;
- d) Monitoring and supervision of primary health care facilities;
- e) Preventive health and hygiene;
- f) Population welfare including population control;
- g) Solid waste collection and disposal;
- h) Sewerage collection and disposal including water management and treatment;
- i) Building control and land use;
- j) Births, deaths, marriages and divorce registration;
- k) Museums and art galleries;
- l) Open markets;
- m) Livestock and agriculture markets;
- n) Public parking facilities;
- o) City roads and traffic management;
- p) Public transport;

- q) Abstraction of water for industrial and commercial purposes;
- r) Emergency planning and relief;
- s) Support to provincial agencies in prevention of crime and maintenance of public order; and
- t) Regulatory enforcement in the functions
- u) Establishment and management of pre-schools;
- v) Libraries;
- w) Drinking water supply;
- x) Burials, cremations etc.;
- y) Public conveniences;
- z) Children's services;
- aa) Community safety;
- bb) Arts and recreation;
- cc) Public fairs and ceremonies;
- dd) Sports;
- ee) Environmental health, awareness and services;
- ff) Parks and landscape development;
- gg) Slaughtering of animals;
- hh) Street lights; and
- ii) Sign boards and street advertisements.

Human Resource at MC:

### 3. Municipal Corporation Organogram





#### 4. Administrative Setup

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**Administrator**  
**Naveed Shehzad Mirza**

*Date of Joining: 08-11-2019*  
Ph. No. 0547-541249



**Chief Officer**  
**Nadeem Tahir Sandhu**

*Date of Joining: 09-11-2019*  
Ph. No. 0547-541249



**Municipal Officer (Planning) &  
Additional Charge MO  
(Regulations)**  
**Muhammad Bilal**

*Date of Joining: 22-05-2019*  
Ph. No. 0547-541249



**Municipal Officer (Finance)**  
**Umer Khayyam**

*Date of Joining: April, 2019*  
Ph. No. 0547-541249



**Municipal Officer (I&S)**  
**Safdar Hussain**

*Date of Joining: 22-05-2019*  
Ph. No. 0547-541249





## 5. Human Resource Available at MC

### Vacancy Analysis-Section Wise

Section	Sanctioned	Filled	Vacant
Chairman	3	3	0
Vice Chairman	3	3	0
Chief Officer	10	9	1
Municipal officer (R)	20	14	6
Municipal officer (I)	18	13	5
Municipal officer (P)	5	2	3
Municipal Officer (F)	24	22	2
Municipal Officer (S)	287	251	36
<b>Total</b>	<b>370</b>	<b>317</b>	<b>53</b>

MC schedule of establishment is attached as Annex - A

## 6. Annual Budget:

Municipal Corporation Hafizabad					
Financial Position					
Annual Budget Estimates For The Year 2019 – 2020					
		Actual 2017 – 2018	Estimated 2018 - 2019	Actual 2018 – 2019	Estimated 2019 - 2020
Opening Balance as on July 1st.		74,741,732	50,000,000	47,738,584	80,000,00
Expected Income	Local Receipt	112,528,930	256,910,000	156,191,313	162,630,000
	PFC Award Grant	155,271,647	27,202,500	190,007,543	220,000,000
Total		342,542,309	334,112,500	393,937,440	462,630,000
Expected Expenditure	Current / Non Development Expenditure	216,467,883	282,581,879	286,211,129	387,486,900
	Development Expenditure	78,335,842	30,000,000	-	52,000,000
	Development Liabilities (Prev. Year)	-	3,500,000	4,084,962	-
Total		294,803,725	316,081,879	290,296,091	439,486,900
Closing balance as on June 30th.		47,738,584	18,030,621	103,641,349	23,143,100

The income & expenditure statements are attached as Annex – B

### A. Expenditure on O&M of Municipal Services and Revenue Generated

(All figures in million Rs)

Expenditure on O&M of Municipal Services and Revenue Generated					
Water Supply					
O&M Expenditures	13.094	16.199	15.67	13.995	18.38
Revenue earned	1.51	1.9	1.635	1.472	1.88
Subsidy injected	11.584	14.299	14.035	12.523	16.50

<b>Sewerage &amp; Drainage</b>					
<b>O&amp;M Expenditures</b>	14.773	18.598	19.612	16.312	22.308
<b>Revenue earned</b>	0.166	0.098	0.105	0.056	0.6
<b>Subsidy injected</b>	14.607	18.50	19.507	16.256	21,708
<b>Solid Waste Management</b>					
<b>O&amp;M Expenditures</b>	43.395	52.613	60.728	63.08	82.7
<b>Revenue earned</b>	Nil	Nil	Nil	Nil	Nil
<b>Subsidy injected</b>	43.395	52.613	60.728	63.08	82.7
<b>Parks</b>					
<b>O&amp;M Expenditures</b>	2.876	4.192	5.004	3.076	4.74
<b>Revenue earned</b>	Nil	Nil	Nil	Nil	Nil
<b>Subsidy injected</b>	2.876	4.192	5.004	3.076	4.74
<b>Slaughter houses</b>					
<b>O&amp;M Expenditures</b>	0.077	0.0038	0.122	0.082	0.05
<b>Revenue earned</b>	1.076	0.612	1.149	1.023	1.5
<b>Subsidy injected</b>	0.999	0.608	1.027	0.941	1.45
<b>Street Light</b>					
<b>O&amp;M Expenditures</b>	1.076	1.798	2.598	1.201	3.67
<b>Revenue earned</b>	Nil	Nil	Nil	Nil	Nil
<b>Subsidy injected</b>	1.076	1.798	2.598	1.201	3.67

### B. Development Projects

The Annual Development Plan initiated by Municipal Corporation Hafizabad in the current year is as under:

<b>Summary of ADP Projects of Municipal Corporation Hafizabad</b>				
<b>Sr. No</b>	<b>Financial Year</b>	<b>No. of Total Projects</b>	<b>Approved Cost (PKR)</b>	<b>Status</b>
<b>1</b>	<b>2018-19</b>	<b>Nil</b>	<b>Nil</b>	<b>-</b>

## 7. Municipal Services Delivery Detail

### A. Water supply system

#### i. Water supply hours

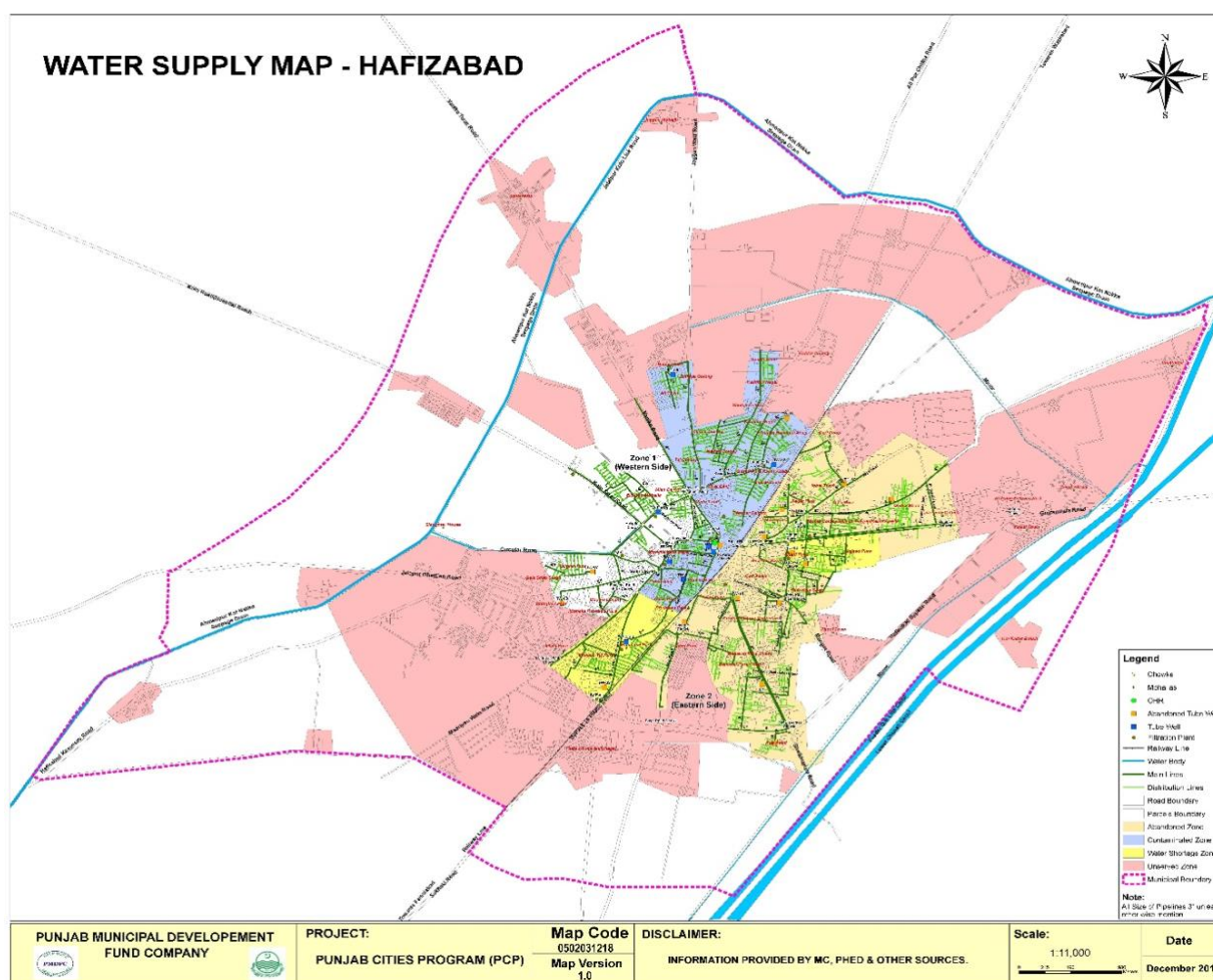
On an average MC is supplying 10 hours of water to households daily as per given schedule

Water Supplied Hours			
Morning	Midday	Evening	Total
3	2	3	8

#### ii. Total coverage of the city

The total area coverage of water supply in the city is approximately 26%. Out of served area 34 % area falls under water shortage and 12 % under the water contamination.

No. of Connections				%age connected
Domestic	Commercial	Industrial	Total	
4414	12	Nil	4426	26%



### iii. Tariff structure

The consumer connections are not metered and hence water. The water rates are given below;

Tariff Rates per month		
Domestic	Commercial	Industrial
Rs. 200	Rs. 400	Nil

### iv. Water Supply Coverage:

The areas covered with water supply system are given below;

- Fully Served Area = 10%
- Partially Served Area with water supply =16%
- Unserved Area or where water supply was installed but abandoned= 13%
- Contaminated Area where water supply system has not been installed for the reason = 20%

### v. Manpower deployment

No sanctioned slots of pump operators and supervisor is available with MC and stop gap arrangements have been made by deploying the sanitary workers. These slots need to be sanctioned and deployment made.

## B. Solid Waste Management

### i. Solid waste Generation & Disposal

The solid waste management efficiency along with present dumping sites is given below;

<b>Total waste generated</b>	102.5 Tons
<b>Waste disposal</b>	50 Tons
<b>% age efficiency</b>	49%

### ii. Equipment & Machinery

Under mentioned collection and transportation machinery is available with MC to handle the solid waste.

S.N	Equipment/machinery	Total available Nos.	Working
1	Tractor trolleys	05	-
2	Water bouzer	02	-
3	Mini tippers	02	-
4	Rikshaws	05	-
5	Front blade tractors	02	1

<b>6</b>	Mechanical sweeper	01	1
<b>7</b>	Trolleys	05	-

The existing machinery is neither sufficient nor cost effective and efficient giving rise to low efficiency of collection and disposal of the waste and as a result of that MC is facing higher waste management cost as well as complaints regarding the insanitary conditions in the city.

Efficient and cost effective machinery is needed to increase the efficiency of collection and disposal of waste for improving the sanitary conditions and lowering down the operational and maintenance costs.

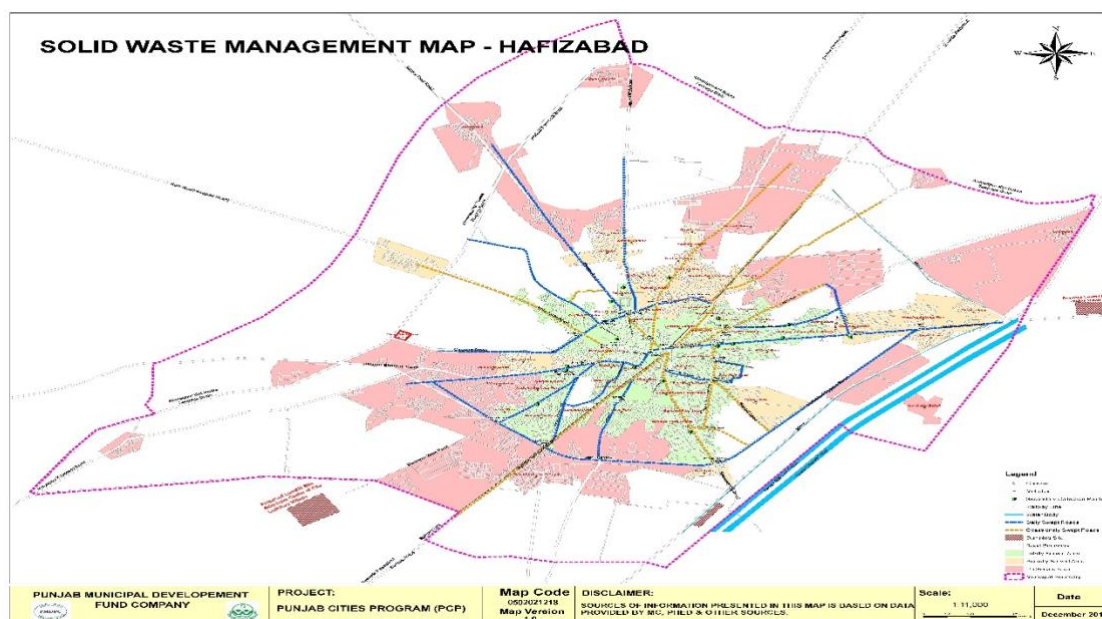
### iii. Manpower Deployed

The manpower deployed for collection, transportation and disposal of the solid waste is given in the under given table. As indicated by MC Officers, this manpower is not sufficient to serve the entire city at the given standards. MC needs additional manpower which is given below. Actual requirement will be identified after detail design and implementation of the project

Slot	Sanctioned strength	Existing strength	Vacant posts	Manpower on daily wages	Total manpower deployed
<b>Sanitary workers</b>	193	183	10	-	136
<b>Vehicle drivers</b>	05	05	-	-	8
<b>Supervisors</b>	04	03	01	-	4
<b>Sanitary Inspectors</b>	01	01	-	-	2
<b>Total</b>	<b>203</b>	<b>182</b>	<b>11</b>	<b>-</b>	<b>152</b>

### iv. Coverage Detail

The entire city is not served with solid waste collection and disposal. 40% area of the city is fully served, 15% is partially served and 9% is un-served as marked on the map. In partially served areas service is rendered intermittently depending upon availability of manpower and transportation machinery.



#### v. Partially served areas

1	Azizabad	2	Phool town	3	Canal colony	4	Shaukat colony
5	Gari Ghos	6	Housing Colony-1	7	Baqar town	8	Zulfiqar colony
9	Faisal town	10	Usman Ganj	11	Iqbal Town	12	Mughalpura
13	Bhawalpura Sharqi	14	Bahawalpura Ghrabi	15	Khan pura	16	Misri Shah
17	Qazi Pura	18	Quaidabad	19	Bijli Muhallah	20	Rehmta Abad
21	Kashmir Nagar	22	Nawab Colony	23	Ali Town	24	Ilyas Pura
25	Habib Ganj	26	Nasir Pura	27	Farooqa abad,	28	Shafqat wala
29	Hakem Colony	30	Muhhala Khan	31	Taj pura	32	Madina Colony
33	Jilani Pura	34	Buban Bhukhari	35	Islam Pura	36	Rasheed Pura
37	Hussian Pura	38	Islam Pura	39	Hassan Town	40	Shara abad
41	Peer Kalay Shah	42	Haji Pura	43	Kareema pura	44	Tahir Colony
45	Crescent Town	46	Church Road	47	Ibra Pura	48	Sharif Pura
49	Muzafar Khan	50	Majeed Pura	51	Mubark Colony	52	Ghari Awan
53	Dhab wala	54	Peoples Colony	55	Gaddfi Pura	56	Post office Road
57	Teacher Colony	58	Mina da kot	59	Taj colony	60	Abdur Sitar
61	Vanike Road						

**vi. Unserved areas**

<b>1</b>	<b>Wali Town</b>	<b>2</b>	<b>Railway Road</b>	<b>3</b>	<b>Qila Shab Singh</b>	<b>4</b>	<b>Sadiq Akhtar Town</b>
<b>5</b>	Rehan Colony	<b>6</b>	Zulafiqar Colony	<b>7</b>	Umer Town	<b>8</b>	Qila Ram kori
<b>9</b>	Rehmat abad Sharqi	<b>10</b>	Kot Hasmat	<b>11</b>	Dhingranwal	<b>12</b>	Khokhrana
<b>13</b>	Muhallah Quida Abad	<b>14</b>	Kot Qadir	<b>15</b>	Baksh,Thata	<b>16</b>	Satila Town
<b>17</b>	Old Nadira office Road	<b>18</b>	Sada abad	<b>19</b>	Phol Town	<b>20</b>	Ghari Ghous
<b>21</b>	Ghala Shailer Wala	<b>22</b>	Housing Town	<b>23</b>	Model Town	<b>24</b>	Al Khair Town
<b>25</b>	Shair Pura South	<b>26</b>	Azam Garden	<b>27</b>	Park Road	<b>28</b>	Cha Qazian
<b>29</b>	Sabria Sarija School	<b>30</b>	Rehmta Abad south	<b>31</b>	Thatha Khokhran	<b>32</b>	Hamid town
<b>33</b>	Hassan town	<b>34</b>	Rasheedpura	<b>35</b>	Jaggan Mohallah	<b>36</b>	Chattadad

**vii. Landfill development**

Approximate area of 17 acres will be required for the next 10 years for construction of landfills for safe and sanitary disposal of the solid waste of the city. Presently the waste is being dumped in depressions belonging to a private land near Baroke village with an area of 8 acres. MC is trying to procure land near Hafizabad for landfill. The suitability of the landfill site will be determined after detailed surveys and design of the project by catering the requirement of the environmental standards in vogue in Punjab.

**viii. Vehicle parking Area:**

The detail of the site available for construction of parking area for the equipment and machinery to be procured is given below;

Location	Description	Unit	Area
<b>Kolo disposal station</b>	Proposed vehicle parking	Kanal	2

**ix. Solid Waste Management Financials (million Rs)**

**Solid waste management expenditure& revenue** (million Rs)  
(Includes manpower, energy, repairs, supplies etc)

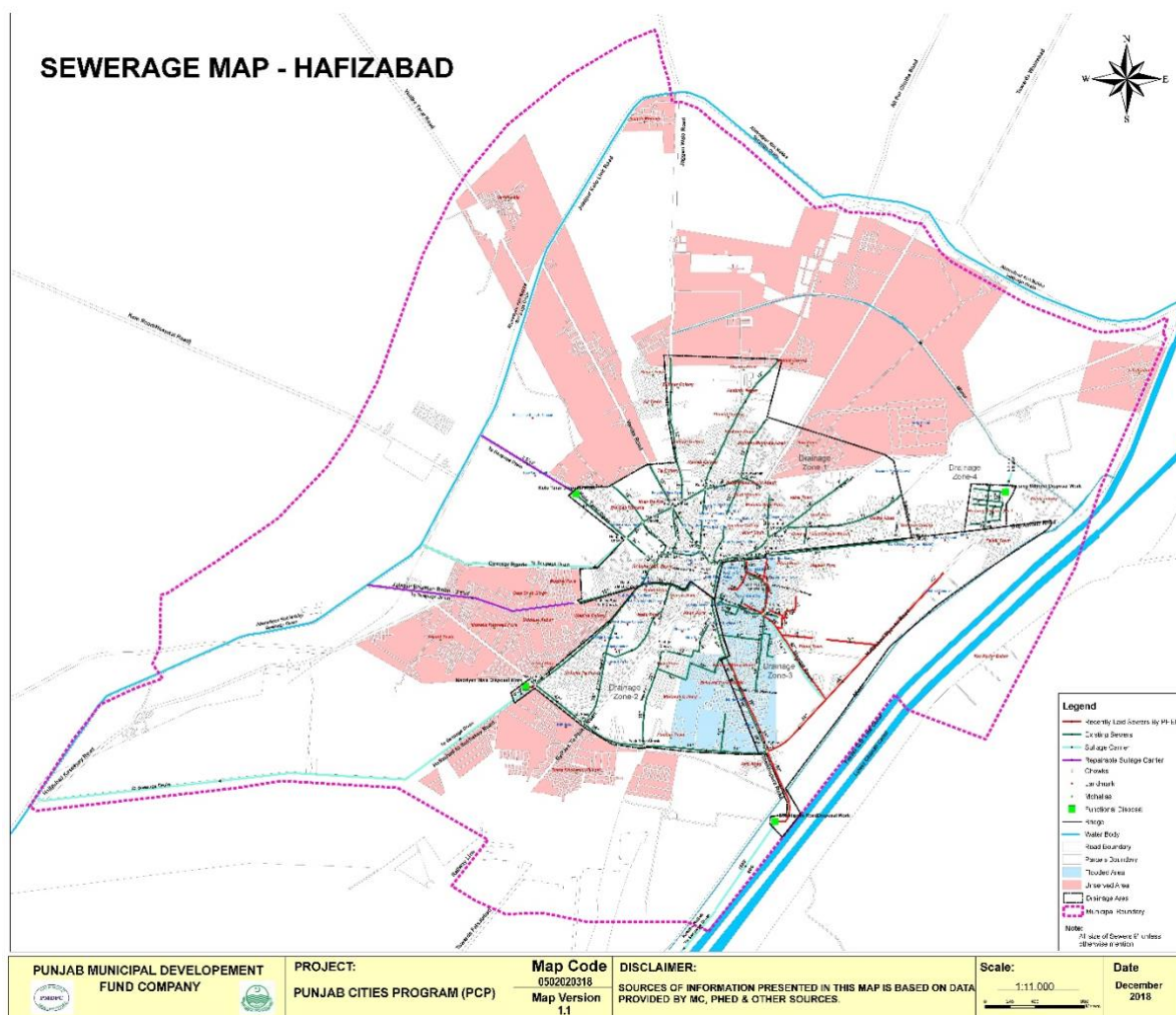
Year	2013-14	2014-15	2015-16	2016-17	2017-18
<b>O&amp;M Expenditure</b>	43.395	52.613	60.728	31.932	63.08
<b>Sanitation fee/month per house hold</b>	Nil	Nil	Nil	Nil	Nil
<b>Subsidy injected</b>	43.395	52.613	60.728	31.932	63.08



## C. Sewerage

### i. Coverage

The city has 61% coverage of sewerage system but only the main and branch sewers have been laid and the lateral sewers have not been provided in most of the city. Partially served areas are 0%. Unserved and Flooded areas are 25% & 24% respectively.



### ii. Drainage Areas

The entire city has been divided in four zones called the drainage areas. Each one is described as under;

#### a) Drainage Area-1

This area covers the northern part of the city and is drained into a disposal works located on the Kolo Tarar Road. The outfall sewer is 42” diameter whereas the water from the disposal works is discharged into a sullage carrier for ultimate disposal in the Ahmadabad-Kot Nakka seepage drain drain.

**b) Drainage Area-2**

This drainage system comprises of the central part of the city with disposal works location at Madriyanwala Road. Outfall sewer of 42” diameter is draining the waste water to this disposal station from where it is pumped into a sullage carrier for its ultimate disposal into the seepage drain.

**c) Drainage Area-3**

The eastern portion of the city is drained in the disposal works located at Sheikhpura road through an outfall sewer of 60” diameter. Waste water from this disposal works is also disposed of in Ahmadabad-Kot Nakka seepage drain through a sullage carrier with 1500 lined and rest unlined.

**d) Drainage Area-4**

This is a small area located in north east of the city and comprises of low income housing scheme No-1. It has got independent disposal works with outfall sewer of 12 inches and disposing off waste water into adjoining fields. MC wants to divert the water from this area to Drainage Area No-3 and eliminate the disposal station because no more land for irrigation is available in this side of the city now.

**iii. Sewer lengths**

Approximate lengths of the sewers in all the drainage zones as intimated by MC officials are given below;

Sewer dia. (Inch)	9	12	15	18	21	24	27	Total length in Km
Length in feet	19,000	30,000	27,000	15,000	5,000	10,000	1,300	
Sewer dia. (Inch)	30	36	42	48	54	60	72	<b>43.89</b>
Length in feet	3,000	7,500	7,000	2,315	2,628	2,528	0	

**iv. Un-served areas**

The following areas of the city have not been provided with sewerage system as yet.

<b>1-Rasheed Pura</b>	<b>2-Mughal Pura</b>	<b>3-Jelani Pura</b>
<b>4-Jarianwala</b>	<b>5-Jaggen Mohalla</b>	<b>6-Qila Shab Singh</b>
<b>7-Madina colony</b>	<b>8-Thatha Khokhran</b>	<b>9-Azizabad</b>
<b>10-Hamid town</b>	<b>11-Ghari Ghos</b>	<b>12-Vanika tarrar road</b>
<b>13-Sadiq e Akbar</b>		

**v. Waste water treatment plant**

No waste water plant is available in the city and the waste water is either being disposed in seepage/storm water drain or being used for broad irrigation.

**vi. Gaps in the system and the requirements**

Under mentioned repairs and replacement in the components of the existing sewerage systems are required to be taken up for efficient functioning of the system.

**vii. Disposal stations**

The drainage/sewerage system is equipped with 4 Nos disposal stations. The main features of all these disposal stations are given below;

Location	No of collect. Tanks	No of pumps	Disch. each (cusecs)	Total discharge (cusecs)	Motor BHP	working status	S. Carriers			Ultimate disposal
							Size	Length (ft)	Condition	
6	7	8	9	10	11	12	13	14	15	16
Kolo Tarar road	01	2	5	12	50	functional	2.5'x 2.7'	3000	Poor	Seepage drain
		1	2		25					
Madhria n wala road	02	1	5	11	50	Functional	4'x6'	500	Good	Seepage drain
		3	2		25					
Gujranwala road	01	01	2	2	25	Functional	-	-	-	Fields
Sheikhpura road	02	2	10	40	100	Functional	5'x3.5'	850	Good	Seepage drain
		4	5		60		1.5'x2'	1150	Good	

**viii. Manpower****i. Sewermen**

The system is being operated with 13 sewer men only. These employees will not be able to effectively de-silt and clean the sewers along with addressable of the recurrent complaints. Additional sewer men need to be employed. MC is of the view that they require 30 additional sewer men to keep the system working.

**ii. Pump operators and supervisor**

No sanctioned slots of pump operators and supervisor is available with MC and stop gap arrangements have been made by deploying the sanitary workers. These slots need to be sanctioned and deployment made.

**ix. Operation & maintenance cost & revenue recovery**

MC is charging Rs 250 per annum per household as sewerage charges. The number of sewer connections was not informed by the MC staff. The O&M cost incurred on the service and the revenue collected for the last five years is given below;

(All costs in million Rs)

Year	2013-14	2014-15	2015-16	2016-17	2017-18	Total for 5 years
<b>O&amp;M cost</b>	14.773	18.598	19.612	16.312	16.312	85.607
<b>Revenue recovery</b>	0.166	0.098	0.105	0.056	0.056	0.481
<b>Subsidy injected</b>	14.607	18.5	19.507	16.256	22.248	85.126
<b>% recover vs O&amp;M cost</b>	1.12%	0.53%	0.54%	0.34%	0.34%	0.56%

It can be observed that the revenue recovery is very nominal as compared to the O&M cost and heavy subsidies are being injected to keep the system operative.

### D. Street Light

Street light facility is available only on the under mentioned four roads in the city;

S.N.	Name of road	Length (Km)
1	Gujranwala Road	2.5
2	Jalalpur road (Qatal Garan chowk to Ghora chowk)	2.5
3	Graveyard road Phatak to Hassan Town	0.3
4	Teacher Colony (Ali pur Road food Godam)	0.5
5	Katcheri bazar (Fawara chowk to Vanike chowk)	0.5

All other street and main roads are without street light.

#### i. Rehabilitation of the existing street lights

##### a. Replacement of sodium luminaries by LED lights

Municipal Committee desires to replace the existing sodium luminaries on four below given roads by LED lights to cut down the energy charges.

Sr No	Name of road/street	Length (Km)	No of luminaries to be replaced
<b>R1</b>	Jalalpur road (Qatal Garan chowk to Ghora chowk)	2.5	110
<b>R2</b>	Graveyard road Phatak to Hassan Town	0.3	6
<b>R3</b>	Teacher Colony (Ali pur Road food Godam)	0.5	9

<b>R4</b>	Katcheri bazar (Fawara chowk to Vanike chowk)	0.5	10
-----------	-----------------------------------------------	-----	----

Photoelectric switches should be installed with the main switches for auto on & off of street lights.

**b. Repair of brackets and other allied equipment**

The brackets, LT panels etc of lights on the under mentioned roads need repairs;

Sr #	Name of road/street	Nos of lights
1	Jalalpur road (Qatal Garan chowk to Ghora chowk)	10
2	Gujranwala road	15

**c. Provision of new street lights**

MC Hafizabad requires to provide new street light on the under mentioned main roads of the city;

Sr. No	Name of road/street	Length (Km)
<b>N1</b>	Raja chowk to Deengran wali	3.0
<b>N2</b>	Vanike chowk to Masjid Shabir Shah wali	1.0
<b>N3</b>	Vanike chowk to T.B Hospital	0.5
<b>N4</b>	Fawara chowk to General Bus Stand	1.0
<b>N5</b>	Fawara chowk to Qatal Ghara chowk	1.0
<b>N6</b>	Qatal Ghara chowk to Raja chowk	0.3
<b>N7</b>	Phatak to Kasoki bypass chowk	0.5
<b>N8</b>	Vanike chowk to Raja chowk	1.0

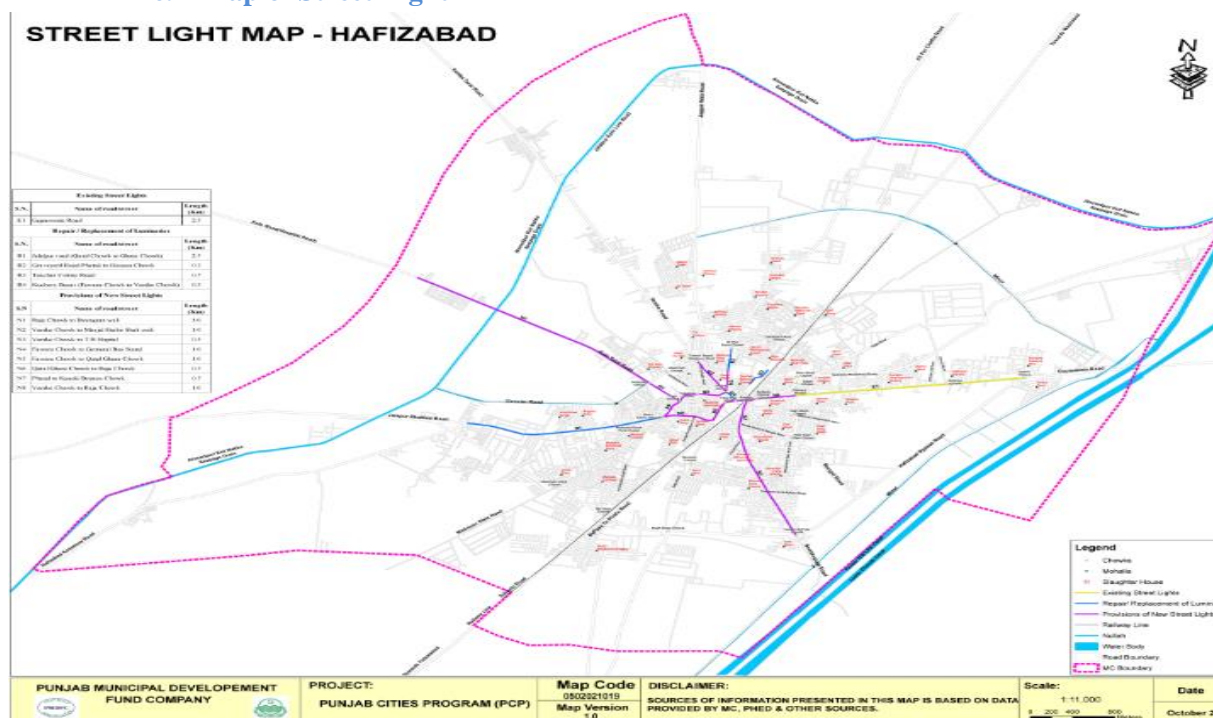
**b. Ward Wise Street Light Situation**

Energy saver bulbs are being used instead of LED lamps which are fulfilling the requirements in different Mohallas

S. No.	Name of Mohalla	No. of Street Lights	S. No.	Name of Mohalla	No. of Street Lights
1	Ward No. 1	10	26	Ward No. 26	0
2	Ward No. 2	6	27	Ward No. 27	0
3	Ward No. 3	0	28	Ward No. 28	0
4	Ward No. 4	0	29	Ward No. 29	0
5	Ward No. 5	0	30	Ward No. 30	0
6	Ward No. 6	0	31	Ward No. 31	0

7	Ward No. 7	0	32	Ward No. 32	0
8	Ward No. 8	40	33	Ward No. 33	0
9	Ward No. 9	0	34	Ward No. 34	0
10	Ward No. 10	0	35	Ward No. 35	0
11	Ward No. 11	25	36	Ward No. 36	0
12	Ward No. 12	25	37	Ward No. 37	20
13	Ward No. 13	0	38	Ward No. 38	30
14	Ward No. 14	30	39	Ward No. 39	0
15	Ward No. 15	30	40	Ward No. 40	30
16	Ward No. 16	0	41	Ward No. 41	0
17	Ward No. 17	0	42	Ward No. 42	0
18	Ward No. 18	0	43	Ward No. 43	0
19	Ward No. 19	0	44	Ward No. 44	0
20	Ward No. 20	0	45	Ward No. 45	0
21	Ward No. 21	0	46	Ward No. 46	0
22	Ward No. 22	0	47	Ward No. 47	0
23	Ward No. 23	0	48	Ward No. 48	0
24	Ward No. 24	0	49	Ward No. 49	0
25	Ward No. 25	0			
	<b>Total</b>	<b>246</b>			

**c. Map of Street Light**



**d. Expenditure on Street Lights**

MC Hafizabad spent under mentioned funds on the O&M of street light in the last years; (All figure in million Rs.)

Year	2013-14	2014-15	2015-16	2016-17	2017-18
O&M Expenditure	1.076	1.798	2.598	1.201	3.67
Total Revenue generated	Nil	Nil	Nil	Nil	Nil
Total subsidies injected	1.076	1.798	2.598	1.201	3.67

**8. Complaint Management**

Municipal Corporation Hafizabad has established a centralized complaint cell for complaints registration, its tracking and resolution. The primary objective of establishing complaint cell was to enhance MC’s efficiency in addressing citizens’ and building confidence of citizens.

The complaint cell has been provided with telephone line to facilitate the complaint registration over the phone without walking in to the office. Every complaint, whether received in writing or verbally, is recorded in the software by a designated complaint cell in charge. Each recorded complaint generates a unique number already printed on the complaint slip. The complainant also receives the complaint number for the follow up, if required. Once the complaint is resolved by the relevant staff, he returns his part of the complaint slip to the complaint cell with his remarks and the complaint cell in charge updates the status of complaint in the software accordingly. The complainant may inquire the status of



his complaint at any time just by calling the complaint registration office with reference to his complaint number. This process ensures the registration and tracking of all the complaints, thus keeping MC staff accountable to the MC management as well as the citizens.

Complaints: Received Summary Year – 2018-19	
Sector	Complaints
Water Supply	2.7%
Sewerage and Drainage	50.2%
Streetlight	0%
Solid waste	32.5%
Percentage Resolved	70.6%



## 9. MC Website (www.mcHafizabad.lgpunjab.org.pk)

Municipal Corporation Hafizabad has also developed its website for dissemination of information for general public. The information contain all major categories of information for citizen’s interest like information about the officers with their telephone numbers, budget detail, Development projects, news and events



## 10.MC Response to the Requests of Citizens under RTI Act 2013

No request received from any citizen during the current year

**SUMMARY OF RESPONSE TO CITIZENS REGARDING RTI REQUESTS  
(2018-19)**

MC Section	No. of Requests Received	No. of Requests Attended	Average No. of Days/ Time span to Attend Request	No. of Requests Refused/ Not Fit for Sharing Information	No. of Requests Forwarded to Other Departments for Seeking Information	Total No. of Requests In Progress	Total No. of Requests Pending	Citizen's Satisfaction Feedback	Remarks
Chief Officer	X	X	X	X	X	X	X	X	X
MO (I&S)	X	X	X	X	X	X	X	X	X
MO (F)	X	X	X	X	X	X	X	X	X
MO (P)	X	X	X	X	X	X	X	X	X
MO (R)	X	X	X	X	X	X	X	X	X
<b>Total</b>	X	X	X	X	X	X	X	X	X

Human Resource Detail											
MC Name: Hafizabad											
Section	Name of Post	BPS	Vacancy detail(No.)			Service Type(No.)			Recruited at		Remarks
			Sanctioned	Filled	Vacant	Permanent	Contractual	Daily wager	MC	Provincially	
Chairman Office	Chairman	Fix	1	1	0	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	
	Senior Clerk/ Telephone Operator	14	1	1	0	1	0	0	✓		
	Naib Qasid	1	1	1	0	1	0	0	✓		
Vice Chairman Office	Vice Chairman	Fix	1	1	0	1	0	0			
	Junior Clerk	11	1	1	0	1	0	0	✓		
	Naib Qasid	1	1	1	0	1	0	0	✓		
Chief officer	Chief Officer	18	1	1	0	1	0	0		✓	
	Office Superintendent	17	1	1	0	1	0	0	✓		
	Personal Secretary	16	1	1	0	1	0	0	✓		
	Assistant	16	1	0	1	0	0	0	✓		
	Computer Operator	12	1	1	0	1	0	0	✓		
	Senior Clerk	14	1	1	0	1	0	0	✓		
	Junior Clerk	11	2	2	0	2	0	0	✓		
	Driver	5	1	1	0	1	0	0	✓		
Naib Qasid	1	1	1	0	1	0	0	✓			
Municipal Officer (R)	Municipal Officer Regulation	17	1	1	0	1	0	0	<input type="checkbox"/>	✓	
	Assistant	16	1	0	1	0	0	0	✓		

	Encroachment Inspector	14	2	2	0	2	0	0	✓		
	Octri Clerk	14	2	1	1	1	0	0	✓		
	Junior Clerk	11	2	2	0	1	1	0	✓		
	Octri Clerk	11	1	0	1	0	0	0	✓		
	Octri Clerk	7	1	0	1	0	0	0	✓		
	Octri Naib Qasid	1	8	6	2	6	0	0	✓		
	Naib Qasid	1	1	1	0	1	0	0	✓		
	Legal Advisor	Part time	1	1	0	0	1	0	✓		Short term Contract
Municipal Officer (P)	Municipal Officer Planning	17	1	0	1	0	0	0	☐	✓	Additional Charge with DO-P, DISSt. Council
	Assistant	16	1	1	0	1	0	0	✓		
	Building Inspector/Sub Engineer	14	2	0	2	0	0	0	✓		
	Naib Qasid	1	1	1	0	1	0	0	✓		
Municipal Officer-(S)	Municipal Officer S	17	1	0	1	0	0	0	☐	✓	Additional charge with MO-I
	O.S/ Assistant	14	1	1	0	1	0	0	✓		
	Senior Clerk	14	1	1	0	1	0	0	✓		
	Sanitary Inspector	14	1	0	1	0	0	0	✓		
	Junior Clerk	11	1	1	0	1	0	0	✓		
	Sanitary Supervisor	4	4	3	1	3	0	0	✓		
	Driver	5	20	12	8	12	0	0	✓		

	Work Mistry	4	1	1	0	1	0	0	✓		
	Plumber	4	1	0	1	0	0	0	✓		
	Electrician	4	1	0	1	0	0	0	✓		
	Disposal Operator	3	3	2	1	2	0	0	✓		
	Water Supply/ Filtration Plant Operator/Cum Chowkidar	3	13	12	1	12	0	0	✓		
	Bill Distributer	3	2	2	0	2	0	0	✓		
	Water Carrier	1	13	10	3	9	1	0	✓		
	Baildar	1	6	6	0	5	1	0	✓		
	Mali	1	1	1	0	1	0	0	✓		
	Quli plumber	1	2	1	1	1	0	0	✓		
	Chowkidar	1	6	5	1	5	0	0	✓		
	Sewer Man	1	14	13	1	10	3	0	✓		
	Sanitary Worker	1	193	178	15	102	76	0	✓		
	Naib Qasid	1	1	1	0	1	0	0	✓		
	Veterinary officer	Part Time	1	1	0	0	1	0	✓		
Municipal Officer (F)	Municipal Officer Finance	17	1	0	1		0	0	☐	✓	Additional Charge with DO-F, Distt. Council
	Accountant	14	1	1	0	1	0	0	☐	✓	
	Accounts Clerk	9	3	3	0	3	0	0	✓		
	Junior/Pension Clerk	11	1	1	0	0	1	0	✓		
	Junior Clerk/Cashier	11	1	1	0	1	0	0	✓		

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	Naib Qasid	1	2	2	0	2	0	0	✓		
	Senior Clerk	14	1	1	0	1	0	0	✓		
	Tax Inspector	9	1	1	0	1	0	0	✓		
	Rent Inspector	9	1	1	0	1	0	0	✓		
	Junior Clerk	11	4	4	0	4	0	0	✓		
	Adha/Junior Clerk	11	3	3	0	3	0	0	✓		
	Water Rate Clerk	11	1	1	0	1	0	0	✓		
	Naib Qasid	1	4	3	1	3	0	0	✓		
Municipal Officer (I)	Municipal Officer (I)	17	1	1	0	1	0	0	☐	✓	
	Head Clerk	14	1	0	1	0	0	0	✓		
	Junior Clerk	11	2	1	1	1	0	0	✓		
	Account Clerk	11	2	2	0	2	0	0	✓		
	Sub-Engineer	14	5	3	2	3	0	0	☐	✓	
	Driver	5	2	1	1	1	0	0	✓		
	Naib Qasid	1	5	5	0	5	0	0	✓		
			370	317	53	232	85	0			

Municipal Corporation Hafizabad																		
Form AR-32 see Rule 42(1)(b)																		
Monthly Compilation Of Receipts																		
For The Financial Year 2018 - 2019																		
Major Head	Minor Head	Detail Head	Head Title	Account Code	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
1	Tax reven	Direct taxes	Property tax	UIPT / Share of net proceeds assigned to Districts/TMAs etc.	801302	-	-	-	2,823,791	7,072,627	-	-	-	7,643,185	4,574,913	-	-	22,114,516
2	-	-	-	TTIP / Tax on Transfer of Immovable Property	801313	3,214,934	2,484,833	3,451,753	5,416,472	2,996,157	3,625,282	3,593,376	4,189,816	3,850,568	4,175,437	3,543,629	5,887,944	46,429,281
3	-	-	Other Indirect Taxes	Inter Bank Fund Transfer	803065	-	-	-	-	-	-	-	-	154	-	-	-	154
4	Non-Tax R	Receipts from civil administration and other functions	Community services receipts	Building Rent	C02701	-	-	-	-	-	-	-	-	238,961	-	-	-	238,961
5	-	Miscellaneous receipts	Economic services receipts Others	Car parking fee	C03555	146,040	40,741	52,683	52,683	52,691	52,691	52,691	-	105,382	-	-	-	555,602
6	-	-	Grants	Grant from Provincial Government PPC (Non Development)	C03683	-	-	34,396,074	16,444,537	34,396,074	16,444,537	32,889,074	34,396,074	50,775,157	-	-	-	219,741,527
7	-	-	Others	License fee (Profession Vacation & Trade)	C0388001	47,000	65,500	105,000	62,800	71,800	83,440	219,100	85,200	112,500	200,250	105,000	151,150	1,308,740
8	-	-	-	License fee (Dangerous/Tire and Junk Yard)	C0388002	11,800	3,000	-	-	-	-	7,000	2,000	-	3,000	800	1,000	28,600
9	-	-	-	General Bus Stand fee	C0388016	323,520	326,640	297,280	324,378	338,200	358,280	394,760	350,640	337,960	347,000	316,110	289,280	4,004,048
10	-	-	-	Riksha/Motorcycle/ Bicycle Stand fee	C0388020	590,805	139,564	230,000	264,658	227,489	227,489	228,000	-	456,000	-	-	110,000	2,474,005
11	-	-	-	Fee for approval of Housing Colony	C0388026	19,060	-	-	-	-	-	-	-	-	-	-	-	490,783
12	-	-	-	Fee for approval of Building/ Construction Plan	C0388027	284,541	504,878	-	-	2,102,524	371,719	-	29,465	334,906	337,335	621,822	-	4,587,190
13	-	-	-	Conversion Fee for change in building	C0388029	500,000	38,420	1,004,426	1,022,572	2,517,180	11,146,326	5,704,795	1,920,395	688,490	-	855,197	221,074	25,619,695
14	-	-	-	Fine for Encroachments	C0388034	-	2,000	-	-	-	27,000	11,000	-	-	-	-	30,000	70,000
15	-	-	-	Fee for slaughtering of animals	C0388042	187,860	74,100	56,350	138,850	164,500	145,350	138,650	135,400	160,600	37,900	182,650	178,810	1,601,020
16	-	-	-	Sale of slaughter house waste	C0388043	-	-	-	-	-	-	-	-	10,000	110,950	-	-	120,950



## Municipal Committee Hafizabad

Form AR-30 see Rule 42(1)(a)

Monthly Compilation Of Expenditure  
For The Financial Year 2018 - 2019

	Head Title	Account Code	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
1	Basic Pay Officers	A01101	46,908	131,762	-	-	84,207	86,851	-	86,851	456,113	-	-	-	892,692
2	Basic Pay Staff	A01151	368,293	13,057,837	2,220,104	8,972,507	9,124,759	5,693,187	639,440	11,588,087	4,927,308	4,620,519	4,520,519	4,920,519	70,653,079
3	House rent Allowance	A01202	17,135	1,075,822	198,600	928,621	865,708	630,512	2,470	865,708	432,854	432,854	432,854	432,854	6,315,992
4	Conveyance Allowance	A01203	35,135	1,413,680	256,284	1,217,622	1,141,182	1,192,632	5,712	1,141,182	570,591	570,591	570,591	570,591	8,685,793
5	Medical allowance	A01217	20,401	1,104,885	197,655	973,155	897,000	644,655	3,000	897,000	448,500	448,500	448,500	448,500	6,531,751
6	Adhoc relief (2016) 10%	A0124407	24,428	717,052	197,329	569,582	293,614	556,417	5,062	293,614	146,807	146,807	146,807	146,807	3,244,326
7	Adhoc relief (2017)	A0124408	28,240	880,598	245,843	721,981	363,122	705,797	6,330	363,122	181,561	181,561	181,561	181,561	4,041,277
8	Adhoc relief (2018)	A0124409	1,029	1,130,282	242,408	953,015	875,984	936,831	-	875,984	437,992	437,992	437,992	437,992	6,767,501
9	Personal Allowance	A01254	-	77,652	14,650	63,057	62,852	62,247	-	62,852	31,426	131,426	31,426	131,426	669,014
10	Other	A01270	900	258,692	22,764	249,128	235,928	241,978	-	235,928	117,964	117,964	117,964	117,964	1,717,174
11	Overtime allowance	A01271	-	385,378	27,072	385,289	169,330	565,902	12,240	-	231,798	-	-	42,310	1,822,319
12	Honoraria	A01273	88,500	143,613	-	88,500	177,000	88,500	-	88,500	75,000	13,500	-	-	763,113
13	Telephone and trunk call	A03202	-	45,535	-	41,415	41,415	41,415	48,535	57,489	-	-	-	-	275,804
14	Gas	A03301	-	13,335	-	9,865	-	-	-	9,386	-	-	-	-	32,586
15	Electricity	A03303	-	-	-	-	-	-	-	-	3,340,222	-	1,520,111	1,720,111	6,580,444
16	Travelling allowance	A03805	-	79,890	-	-	-	-	16,053	88,370	52,030	4,684	2,903	-	243,930
17	Stationery	A03901	-	5,339	-	-	-	-	-	-	-	-	-	-	5,339
18	Printing and publication	A03902	-	8,750	-	-	-	-	-	-	75,000	-	-	-	83,750
19	Newspapers periodicals and books	A03905	-	11,008	-	-	-	17,410	17,337	-	-	-	-	-	45,755
20	Contribution & subscription PLGB Funds	A03913	-	139,547	73,335	-	63,077	-	70,812	55,195	-	-	-	-	401,966
21	Exhibitions, fairs and other national celebrations	A03918	-	-	-	-	-	1,277,760	-	-	-	-	-	-	1,277,760
22	Unforeseen expenses	A03940	-	64,922	-	64,922	64,922	-	124,922	164,494	-	35,142	-	-	519,324

23	Cost of Other Stores	A03942	-	88,445	-	60,750	60,750	21,645	102,110	121,500	977,161	141,185	-	-	1,573,546
24	Advertising / Publicity & Dengue	A03966	-	-	-	-	-	156,263	-	68,764	-	-	-	-	225,027
25	Photo Copy Exp	A03967	-	41,406	-	35,196	16,646	16,123	77,274	94,735	-	-	-	-	281,380
26	Others	A03970	-	21,250	4,724,521	10,663,690	7,646,854	5,410,936	2,924,216	2,058,140	1,264,592	859,589	-	-	35,573,788
27	Pension	A04101	1,349,250	1,488,200	-	-	-	3,583,292	1,267,584	-	-	-	-	-	7,688,326
28	Payment of Pension Contribution of Ex-Employees	A04110	-	4,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	4,000,000	2,000,000	3,313,586	2,000,000	4,000,000	29,313,586
29	SSB Social Security Benefit	A04115	-	434,796	45,612	428,268	389,184	418,980	-	226,607	194,592	194,592	194,592	194,592	2,721,815
30	Financial Assistance for in-service death of employee	A04171	-	2,955,555	-	-	-	-	-	-	-	-	-	-	2,955,555
31	House building Advances	A08101	-	-	50,000	-	-	-	-	-	-	-	-	-	50,000
32	Hardware	A09201	-	17,443	-	-	-	-	10,079	-	-	-	-	-	27,522
33	Purchase of Plant and Machinery	A09601	-	-	-	-	-	-	-	-	18,134	2,739	-	-	20,873
34	Transport (Repairs) Official Staff Cars, Motor Cycles	A13001	-	57,459	402,589	662,091	158,231	201,544	158,231	1,014,173	297,856	147,980	-	-	3,100,154
35	Machinery and Equipment (Repairs)	A13101	-	-	599,640	1,349,190	899,460	749,550	449,730	149,910	108,669	79,920	-	-	4,386,069
36	Repair and Maintenance of Others	A13199	-	-	-	-	-	-	-	-	63,633	-	-	-	63,633
37	Residential Buildings (Repairs)	A13302	-	-	-	-	-	-	-	-	25,880	3,440	-	-	29,320
38	Drainage (Repairs)	A13503	-	-	1,257,000	2,956,500	1,848,000	1,479,000	886,500	3,667,682	147,750	621,960	-	-	12,864,392
39	Maintenance of gardens (Repairs)	A13801	-	66,087	-	659,327	1,399,247	593,240	66,087	66,087	-	19,980	-	-	2,870,055
40	Apparatus and plant (Repairs)	A13802	-	-	-	1,075,600	2,441,050	1,149,900	-	-	-	-	-	-	4,666,550
41	POL Official Staff Cars, Motor Cycles	A15101	-	-	55,536	31,573	35,580	31,573	31,573	-	43,420	43,420	43,420	43,420	359,515
42	POL Vehicles for Municipal Services	A15102	-	-	-	-	-	-	-	-	1,083,562	1,183,562	1,683,562	1,583,562	5,534,248
43	POL for General Use Vehicle/Truck/Trolley	A15105	984,125	1,235,143	935,270	853,638	935,270	935,270	935,270	1,235,143	-	-	-	-	8,049,129
44	POL for Office Generator	A15106	-	-	33,352	33,352	33,352	33,352	33,352	-	-	-	-	-	166,760
45	POL for Sanitation Disposal Generator / Machinery	A15109	167,405	205,447	290,857	372,489	290,857	132,847	290,857	205,447	-	-	-	-	1,956,206
46	Electricity (Office)	A15201	21,724	104,395	38,434	71,448	35,521	129,440	35,521	35,521	-	-	-	-	472,004
47	Electricity (Street Light)	A15203	-	80,130	139,516	73,098	73,098	146,196	73,098	73,098	-	-	-	-	658,234

48	Electricity (Water Supply)	A15204	-	654,248	1,307,210	654,248	654,248	981,968	754,248	654,248	-	-	-	-	5,660,418
49	Electricity (Disposal Works)	A15206	-	987,946	668,749	987,946	668,749	1,292,819	987,946	668,749	-	-	-	-	6,262,904
50	Electricity (Parks)	A15207	-	10,209	-	10,209	10,209	20,418	10,209	10,209	-	-	-	-	71,463
51	On going schemes ADP (Previous year)	A16304	-	533,585	-	1,067,170	533,585	-	-	-	-	-	-	-	2,134,340
52	Contractors Security & Reimbursement	G04201	-	-	106,690	767,049	1,279,980	1,181,016	1,894,817	2,413,985	1,972,765	1,678,719	2,078,720	-	13,373,741
53	Income Tax deduction from contractors / suppliers	G12714	-	-	108,327	845,698	1,397,502	1,202,630	1,683,077	1,638,606	-	1,011,358	-	-	7,887,198
54	PST (Punjab Sales Tax)	G12715	-	-	112,085	1,177,598	1,470,328	997,544	1,469,007	2,011,471	-	-	-	-	7,238,033
55	GST (General Sales Tax)	G12716	-	-	595	7,180	110,377	138,996	191,396	37,594	-	-	-	-	486,138
56	Municipal Funds	G12718	-	-	1,160	2,320	-	-	-	-	-	-	-	-	3,480
<b>Total:</b>			<b>3,153,473</b>	<b>33,727,323</b>	<b>16,573,187</b>	<b>42,087,287</b>	<b>38,848,178</b>	<b>35,746,636</b>	<b>17,284,095</b>	<b>37,325,431</b>	<b>19,723,180</b>	<b>16,443,570</b>	<b>14,411,522</b>	<b>14,972,209</b>	<b>290,296,091</b>