

# Annual Report



2021-22

**Municipal Committee  
Hafizabad**

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## **Foreword:**

A human, living in a society, needs basic municipal facilities like water supply, Sewage, drainage and other similar amenities. In order to achieve this goal, government of the Punjab has established municipalities in all urban settlements of the Province under Punjab Local Government Act, 2019. These Municipalities aim at providing municipal services to the citizens in systematic manner. The Municipal Committee Hafizabad is also one of these municipalities established under ibid Act. The officials of Municipal Committee (MC) Hafizabad are also striving for providing the municipal services to the citizens.

This report provides a valuable window to look on the background of Municipal Committee Hafizabad, managerial organogram and serving personnel. Valuable information regarding provision of various municipal services, development projects and fiscal and financial distribution of Municipal Resources as well as budget details are also narrated. In this age of global world people wants to get information and knowledge by clicking and scrawling the screens. This report provides comprehensive information on almost all aspects related to Municipal Committee Hafizabad.

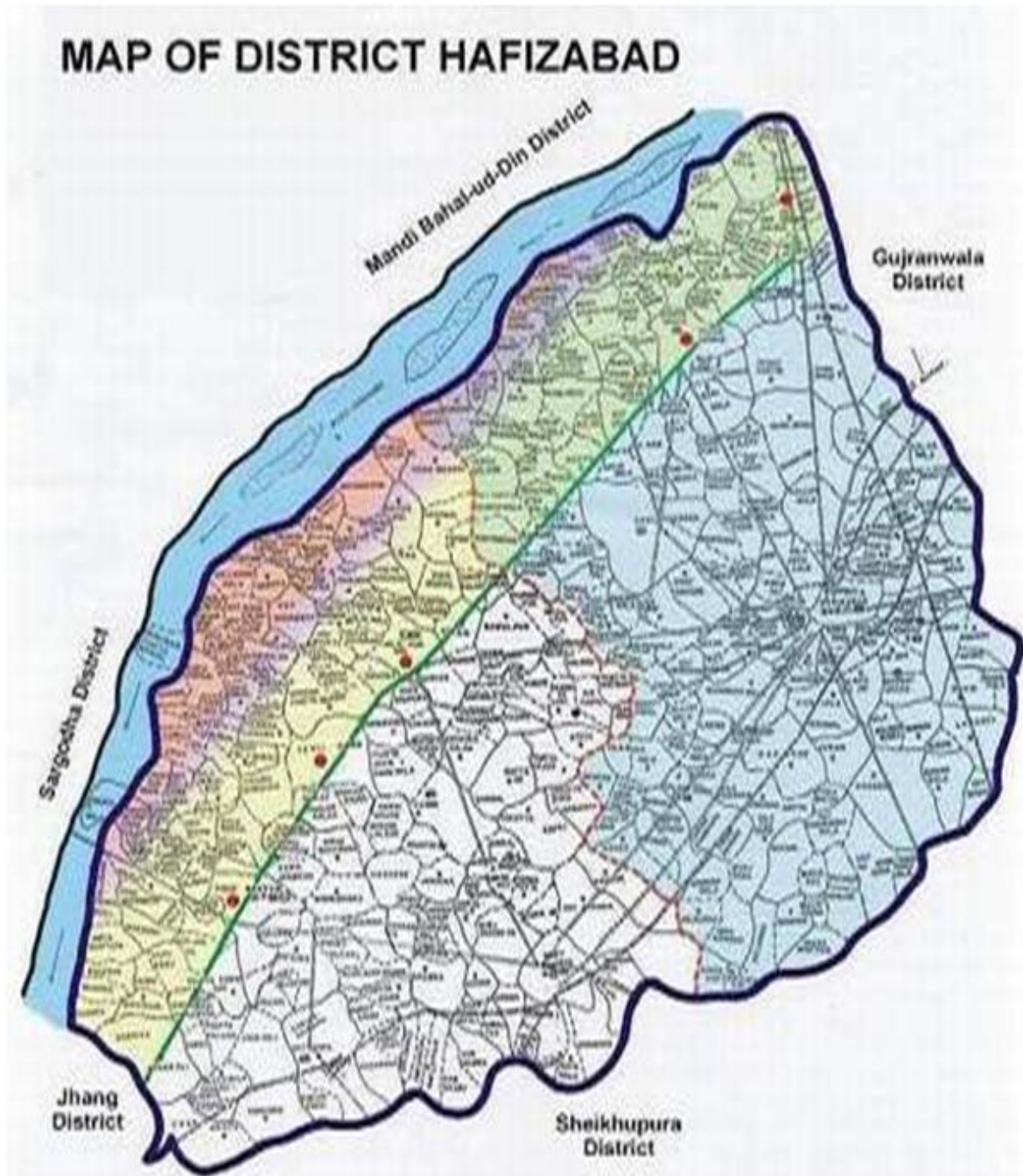
**Administrator**  
**Municipal Committee**  
**Hafizabad**

## 1. Background:

The district Hafizabad is situated in between the districts; district Mandi Bahauddin on the northern side, district Chiniot and, district Faisalabad on South and the district the eastern side there is Gujranwala district. Total area of the district is 205,344 km<sup>2</sup>. Hafizabad was given the status of a district with effect from 01-07-1993. Hafizabad is a very old city in this region. In ancient times, when in 327 B.C Sikandar-e-Azam attacked Sub-continent, this territory of district Hafizabad, was a settled area. Big cities were located in this region and a lot of sub states were organized in the tenure of Maharajaz and Rajaz.

King Akbar once came here for hunting. King lost his friends as he went far away while hunting. The King felt thirst while travelling in this area of present Hafizabad. Suddenly he saw the signs of smoke; he followed the way and found a Sarmast in a cottage. King requested to arrange some water, there was no water, but Sarmast called up the grazing deer and milked the deer to serve the King. King drank the milk and thanked Sarmast and asked if he had any wish or desire. Faqir Sarmast asked to build a town for his followers. King ordered his advisor Hafiz Meerak to construct and build a city in this area. Hafiz Meerak built a town and the town was named after his name as Hafizabad.

Hafizabad was a tehsil of Gujranwala district until 1993. Gujranwala remained in Lahore division till Gujranwala was raised to the status of divisional headquarters in 1982. Later in 1993 Hafizabad was given status of district comprising of two tehsils Hafizabad and Pindi Bhattian.



The city Hafizabad is 24 Km from Motorway M-2, Khanqa Dogran Interchange towards north and 45 km from G.T road Gujranwala, Alam Chowk, towards west. Its total population as per 2017 census is 269498.

Hafizabad is medium city and most of the economy of the district is based on agriculture. The major crops of the area include; wheat, rice and maize. The district Hafizabad is also famous in rice production and export. The major portion of the country's rice exports is from Hafizabad, which is also referred and renowned as the Land of Rice. The other economic activities of the district include cloth industry; Cotton power loom (weaving). It is linked directly with the cotton market in Faisalabad and businessmen from Faisalabad deal directly with the cotton industry in Hafizabad.

Embroidery arts in clothe articles of Hafizabad are also famous throughout the country. These articles are being supplied to Lahore, Peshawar, Sialkot, Faisalabad, Muzafarabad, AJ&K and other major cities of the country. Winter shawls and Khussa of Hafizabad city are also well-known and people from abroad and other areas of the country come here to buy these items.

The total population of Municipal Committee Hafizabad is 269424 as per Census Report 2017. The most common races and tribes in Hafizabad include Awan, Chatha, Tarar, Syed, Kharal, Rajput, Ansari and Bhatti. Major neighborhoods of Municipal Committee Hafizabad include Garhi Awan, Hassan Town, Sharifpura, Bijli Mohalla, Jeelanipura, Mohalla Misri Khan, Mohalla Habib Ganj, Mohalla Madina Colony, Nawab Colony, Kashmir Nagar and Mohalla Ali Town etc.



*Jamia Masjid Siddiqia*



*Jinnah Chowk*



*Fawara Chowk*



*Ghora Chowk*

One of the major recreation and tourist place in Hafizabad is “**Sagar Head**” where Ghogera brach Canal crosses over the Q-B link Canal. Visitors from various areas come to visit this eye catching and worth seeing place.





*Pictorial views of head Sagar Hafizabad.*

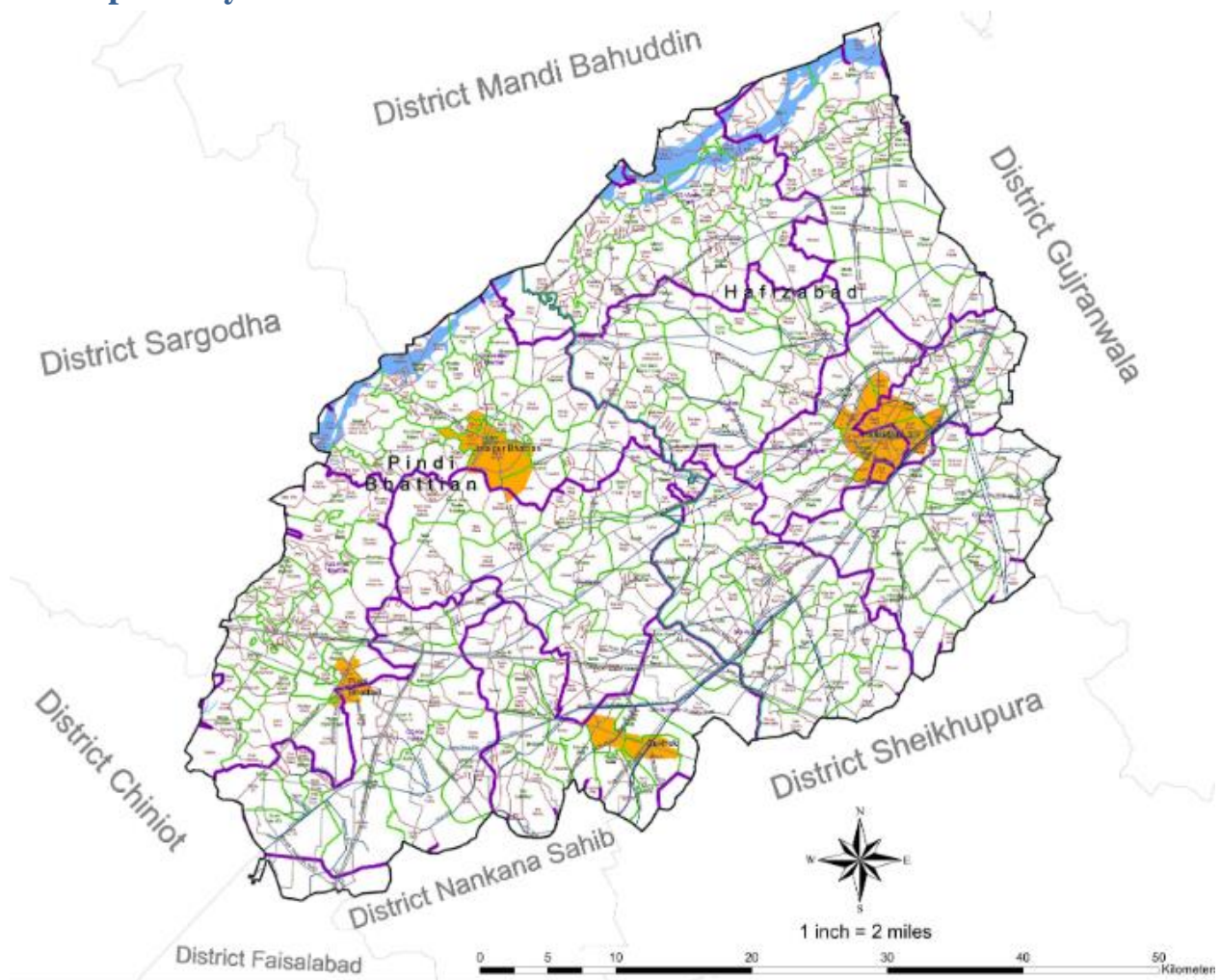
### **Economic Activities in the City**

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:



### 1. Functions of Municipal Committee Hafizabad

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

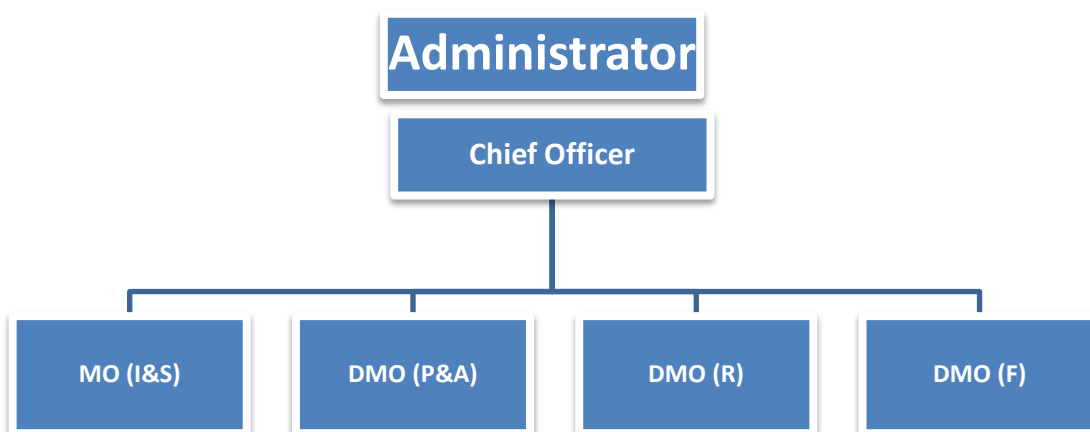
- a) Economic and value chain development;
- b) Management of primary, elementary and secondary education facilities;
- c) School enrolment and universal education;
- d) Monitoring and supervision of primary health care facilities;
- e) Preventive health and hygiene;
- f) Population welfare including 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.

## 2. Human Resource at MC:

### 2.1. Municipal Committee Organogram

The hierarchical institutional organogram of Municipal Committee Hafizabad is as below:



### **3. Administrative Setup**

#### Administrative Setup of Municipal Committee Hafizabad

The principal accounting officer of the Municipal Committee Hafizabad is Chief Officer headed by the Administrator/mayor. (At present the Deputy Commissioner, Hafizabad is administrator of MC Hafizabad). There are six branches in Municipal Committee Hafizabad:

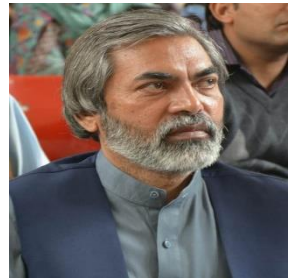
1. Infrastructure and Services branch
2. Architecture and Planning branch
3. Regulation branch
4. Finance branch

These branches are headed by a Municipal officer, supported by the official staff, and work under the supervision of the Chief Officer.

**Administrator**  
Abdul Rauf



**Chief Officer**  
Qazi Abid Qayyum



**Municipal Officer (Planning)**  
Muhammad Bilal



**Municipal Officer (Finance)**  
Aqsa Rasheed



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



**Assistant Municipal Officer  
(Regulation)  
Ms. Farwa Yousaf**



#### 4. Human Resource Available at MC

Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Mayor	9	4	5
Chief Officer	15	10	5
Municipal officer (F)	55	28	27
Municipal officer (R)	22	4	18
Municipal officer (P)	12	4	8
Municipal Officer (IT)	5	0	5
Municipal Officer (Architect.)	4	0	4
Municipal Officer (I&S)	473	273	200
<b>Total</b>	<b>595</b>	<b>323</b>	<b>272</b>

MC schedule of establishment is attached as Annex – A

#### 5. Annual Budget:



## Municipal Committee Hafizabad

### Annual Budget Statement (ABS)

Form ABS

[ See Rule 2 (1) © & 35 (4)(B)]

(Year 2022 - 2023)

Print Date: December 22, 2022

Description	Estimated 2022-2023
<b>Opening Balance</b>	755,864,989
<b>Receipt</b>	498,085,447
Current / Non Development Expenditure	451,800,082
Development Expenditure	777,241,157
<b>Total Expense</b>	1,229,041,239
<b>Closing Balance As On June 30th</b>	<b>24,909,197</b>

**Accounts Officer**

## 6. Covid – 19 (Response & Resilience)

As early as late 2019, MC management was aware of and beginning to prepare for COVID-19. Administratively, the management began preparing of pandemic plans and connected with other community stakeholders. This helped the city be prepared when it started seeing cases in Hafizabad. As the COVID-19 situation continued to evolve, the city of Hafizabad took precautionary measures to protect both staff and the community against the spread of Coronavirus. In response to the increasing levels of response required to follow the recommendations of health professionals. The city of Hafizabad activated and mobilized its emergency team to curb the pandemic and to avoid as many people from the grip of this disease. By taking emergency measures, the city was able to nimbly respond to the constantly changing environment that COVID-19 presented.

Throughout the pandemic, the city has had three main goals:

- To implement the Standards Operating Procedures (SOPs), protocols and decisions taken by the National Command and Operation Centre (NCOC), Government of Pakistan
- To protect the health and safety of staff throughout the duration of the Pandemic;
- To protect the health and safety of the residents by taking precautionary measures;
- To ensure the provision of critical services to the residents, health care facilities, and businesses.
- To create awareness campaigns and messages to sensitize people, residents and

other stakeholders time to time.

City Administration hosted weekly group meetings with the hospital, Augustana, senior's care providers, and school board officials in order to pool information and share what the municipality was doing. Keeping the public updated through social media, print media and motivational materials was a top priority.







## 7. Anti-Dengue Activities

Dengue is a social problem and can be overcome only by including all segments of the society in the anti-dengue drive. By considering need of the hour, MC took steps to create awareness among the people to keep their houses clean and remove stagnant water. MC had been implemented anti-dengue regulations and stern action were imposed on their violators. MC management had given top priority to overcome dengue and special teams had been constituted to keep surveilling high risk areas. In this regard, daily surveillance schedules were prepared, micro plans were developed, field teams were mobilized and social segment of the society were activated to curb the wide spread of epidemic.





## 8. Khidmat Apki Dehleez Per

On the directions of Chief Minister Punjab, Sardar Usman Buzdar, 'Khidmat Apki Dehleez per' program was launched in the Hafizabad City. The basic purpose of the program was to revive government machinery for effective delivery of services. Municipal Committee Hafizabad were also given specific tasks in accordance with the needs of the public to ensure the effectiveness of service delivery mechanisms. The program was truly beneficial for the masses. Weekly schedule was issued in which the officers of municipal committee monitored the sanitation, sewerage and other matters in their allocated areas. The citizens were asked to identify/ highlight the areas that needs quick attention from Government departments, and Government officials will respond to their issues/suggestions. The activities under “Khidmat Apki Dehleez Par” program had been intensified to clean and beautify government buildings as well as parks, intersections and green belts in all areas of the city. Horticultural development was of great importance and for the purpose, MC Hafizabad along with other departments in had taken special measures to beautify the City. The Administrator monitored the activities being conducted under the program Apki Dehleez Par to ensure that there was no delay in the resolution of people’s problems and all targets were achieved well in time.

## 9. Trainings & Hands-on Sessions

LG&CD Department with the technical assistance of Punjab Municipal Development Fund Company (PMDFC) often organized training programs and hand on sessions for MC management and staff on need basis. PMDFC team always provides continuous support to MCs' staff for MCs institutional strengthening and capacity building and to enhance performances. Various institutional interventions such as GIS maps, Computerized Financial Management System, Performance Management System, Computerized Complaint Tracking System and MCs' websites has been developed, implemented and make functional in MC. However, MC management and staff are putting its best efforts for accomplishing the heightened scope of work against these interventions to obtain the subsequent Performance Based Grants (PBGs) against related Performance Measures (PMs) under PCP. In this context, to fulfill the MACs and PMs under PCP, the detail of work has been chalked out and mentioned below:

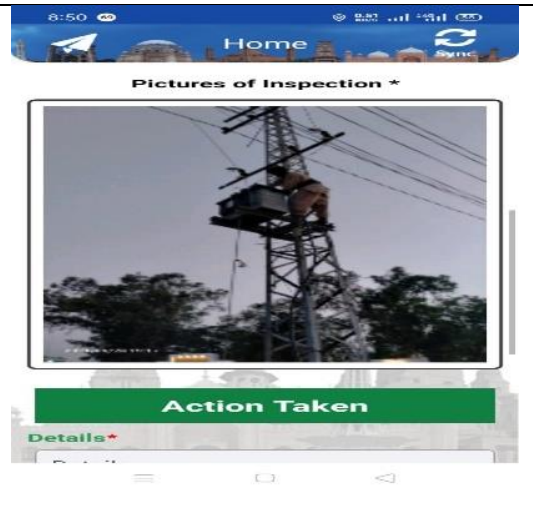
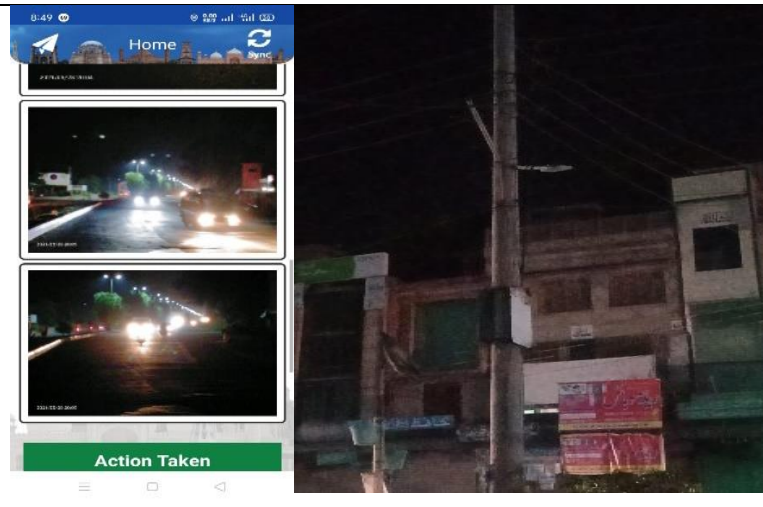
Sr. No	Interventions	Detail of Work
1	GIS Maps	Updated GIS based maps are available with MCs <ul style="list-style-type: none"> <li>• Base maps,</li> <li>• Municipal Infrastructure maps (water supply, sewerage, solid waste, Road hierarchy &amp; streetlight)</li> </ul>
2	Computerized Financial Management System (CFMS)	<ul style="list-style-type: none"> <li>• Budget Entry for the current financial year</li> <li>• Cash book entry for the current financial year <ul style="list-style-type: none"> <li>▪ Receipts</li> <li>▪ Expenditures</li> </ul> </li> </ul>
3	Performance Management System (PMS)	<ul style="list-style-type: none"> <li>• Reports on Performance Indicators to track status of municipal services i.e. water supply, sanitation and streetlights:</li> <li>• Expenditures details on various municipal services: water supply, solid waste, street lights as per information provided by MCs</li> <li>• Customized reporting as per requirement</li> </ul>
4	Computerized Complaint Tracking System (CCTS)	<ul style="list-style-type: none"> <li>• Registration of complaints in the web based software</li> <li>• Sector wise (Water Supply, Solid Waste, Street Lighting, Sewerage System etc) reports</li> <li>• Different analyses of resolved &amp; unresolved complaints</li> <li>• Information pertaining complaint registration and resolution time</li> </ul>
5	MC Websites	Update the links on MC website on regular/ need basis: <ul style="list-style-type: none"> <li>• News &amp; Event</li> <li>• Notice &amp; Tenders</li> <li>• Administrative setup (Name of officer, date of joining, qualification, total service, contact No)</li> <li>• Budget</li> <li>• Incumbency</li> </ul>

- Other website links

**Actions accomplished for implementation of the interventions**

- A. MCs designated the officials to manage the interventions
- B. Refresher Trainings.
- C. Continuous follow-up by PMDFC
- D. MCs managed requisite hardware
- E. MC management were sensitized to review systems generated reports on regular basis.





## **2. Expenditure on Municipal Services and Revenue Generated**

(All figures in million Rs)

## Expenditure Detail MC -unit 1 Hafizabad.

## Expenditure Detail for SOLID WASTE

Financial Year	Esatblishment		POL Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in SWM	Total
	No. of Employees	Expenditures							
Budged expenditure 2021-22	184	97,410,000	22,000,000	7,600,000	3,855,000	500,000	-	-	131,365,000
Actual Expenditures 2021-22		82,145,613	24,385,901	23,280,989	4,663,616	1,184,591	-	-	135,660,710
Budgeted Expenditures 2022-23									-

## Expenditure Detail for Sewerage

Financial Year	Esatblishment		Electricity Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Sewerage	Total
	No. of Employees	Expenditures							
Budged expenditure 2021-22	12	6,985,000	15,000,000	15,000,000	1,300,000	-	-	-	38,285,000
Actual Expenditures 2021-22		6,236,397	16,914,503	12,490,917	5,794,816	-	-	-	41,436,633
Budgeted Expenditures 2022-23									-

## Expenditure Detail for WATER SUPPLY

Financial Year	Etablissement		Electricity Expenditure	POL Expenditures (in case of use of Generators)	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Water Supply	Total
	No. of Employees	Expenditures								
Budgeted expenditure 2021-22	12	7,360,000	12,000,000	-	4,200,000	155,000	500,000	-	-	24,215,000
Actual Expenditures 2021-22		4,927,701	9,956,669	-	2,058,300	345,225	1,825,500	-	-	19,113,395
Budgeted Expenditures 2022-23										-

## Expenditure Detail for STREET LIGHTS

Financial Year	Etablissement		Electricity Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Streetlights	Total
	No. of Employees	Expenditures							
Budgeted expenditure 2021-22		507,000	700,000	300,000	50,000	-	-	-	1,557,000
Actual Expenditures 2021-22		-	9,315,548	1,258,500	632,505	-	-	-	11,206,553
Budgeted Expenditures 2022-23									-



### A. Development Projects

#### Infrastructure Projects Carried Out in Current FY under Punjab Cities Program

Sr.#	Project Name	Project Detail	Duration	Project Cost in Million Rs.
1	<b>Rehabilitation of Municipal Services in MC Hafizabad (Group-A)</b>	<b>I-Water supply</b> 1- Replacement of tube well 2- Replacement of turbine pumping units 3- Installation of bulk water meters 4- Replacement of hypo chlorinators 5- Construction of pump house 6- Repair & up-gradation of filtration plants 7- Replacement of motor control units 8- Installation of power factor improvement equipment 9- Replacement of non-return valves 8" dia 10- Replacement of sluice valves 8" dia 11- Replacement of double acting air valves 12- Supply & installation of water pressure gauges <b>II-Sewerage</b> 1- Replacement of sullage pumping unit 2- Installation of power factor improvement equipment 3- Replacement of penstocks 4- Replacement of bar screens 5- Replacement of motor control units 6- Replacement of 27" i/d sewer line 7- Replacement of 24" i/d sewer line 8- Replacement of 12" i/d sewer line 9- Replacement of sluice valves 10" dia 10- Replacement of non-return valves 10" dia	8	58.41
2	<b>Rehabilitation of Municipal Services in MC Hafizabad (Group-B, Repair Works)</b>	Repair of sullage pumping units	6	0.39
3	<b>Rehabilitation of Municipal Services in MC Hafizabad (Group-C) Supply Items</b>	<b>I-Sewerage</b> 1- Manhole covers with base frame 2- Winch machine for de-silting of collecting tanks. 3- Winch machine for de-silting of sewer lines.	6	8.15

### 3. Municipal Services Delivery Detail

#### A. Water supply system

##### i. Water supply hours

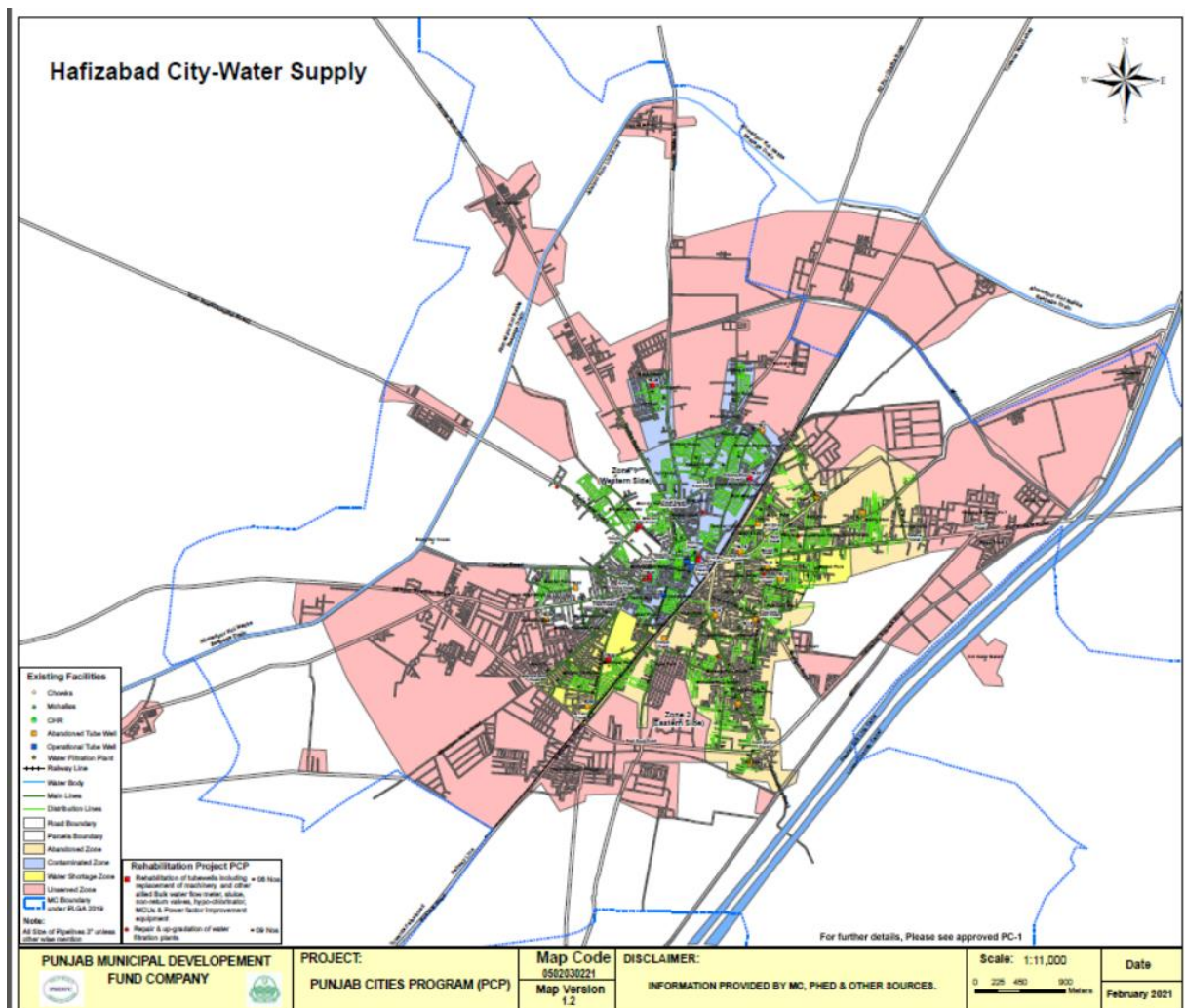
On an average MC is supplying 10 hours of water to households daily as per given schedule

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	8	Nil	4422	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>	3736 Tons
<b>Waste disposal</b>	3208 Tons
<b>% age efficiency</b>	86%

**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	08	08
2	Water bouzer	02	02
3	Mini tippers	02	02

4	Rikshaws	43	43
5	Front blade tractors	03	2
6	Mechanical sweeper	01	1
7	Trolleys	08	08

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.

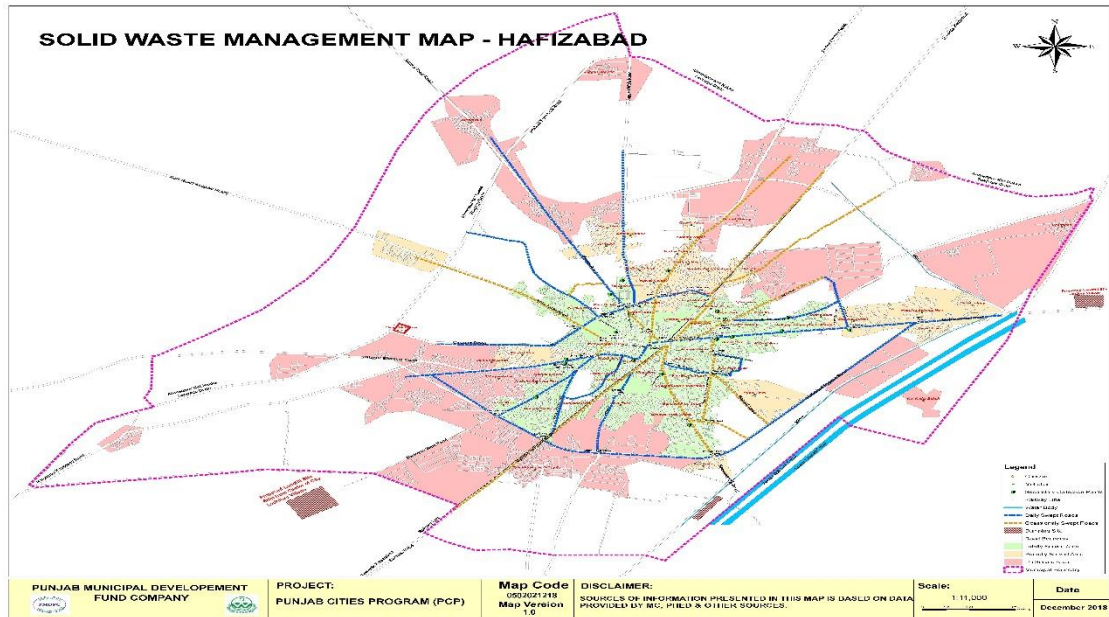
### iii. Manpower Deployed

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 man power deployed
<b>Sanitary</b>	193	183	10	-	136
<b>Vehicle drivers</b>	03	03	-	-	20
<b>Supervisors</b>	04	03	01	-	4
<b>Sanitary</b>	01	01	-	-	2
<b>Total</b>	<b>201</b>	<b>190</b>	<b>11</b>	<b>-</b>	<b>162</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.

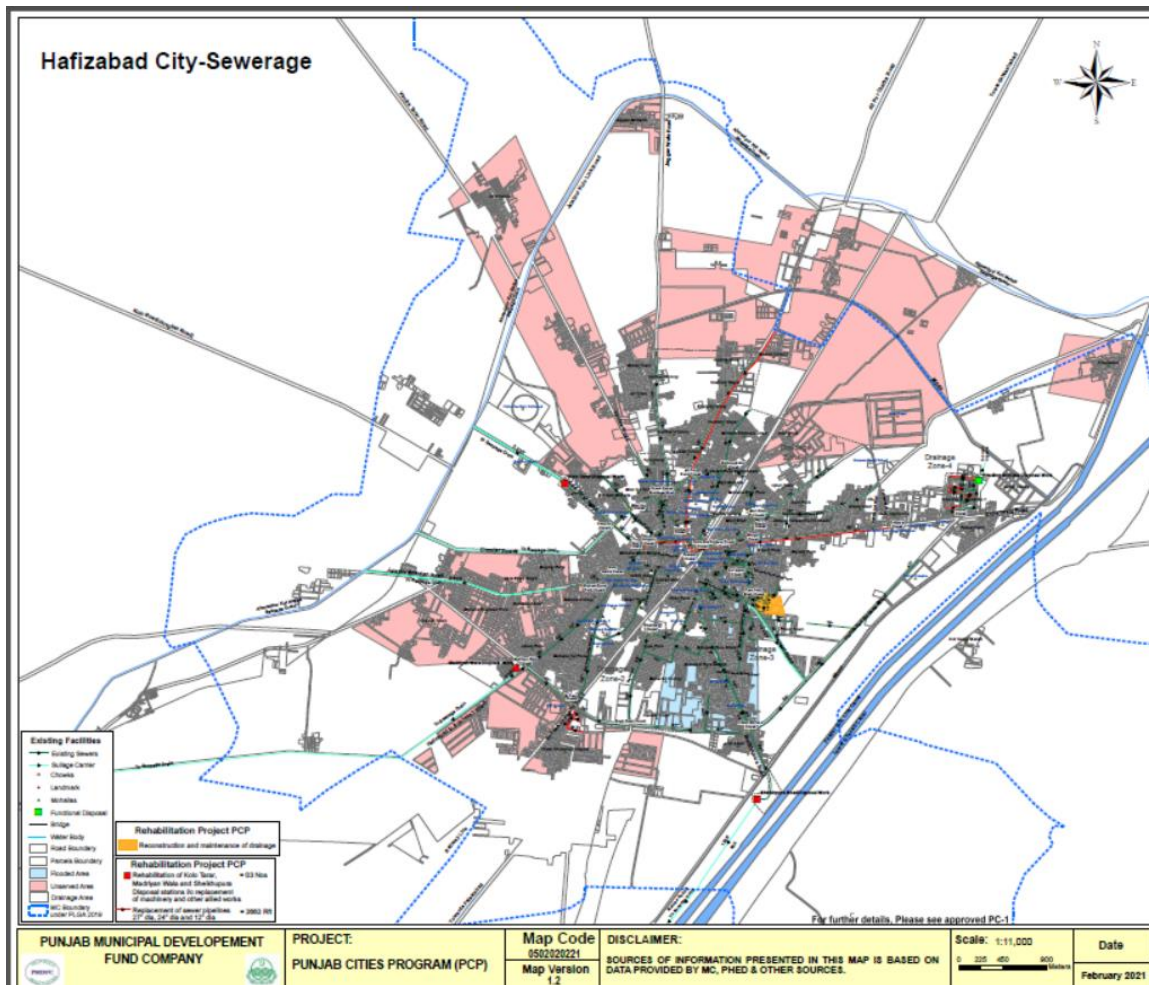
**viii. Vehicle parking Area:**

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

**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%. un served 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.

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

#### 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
Sheikhupura 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. Sewer men

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 are 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.

### 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
R1	Jalalpur road (Qatal Garan chowk to Ghora chowk)	2.5	110
R2	Graveyard road Phatak to Hassan Town	0.3	6
R3	Teacher Colony (Ali pur Road food Godam)	0.5	9
R4	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

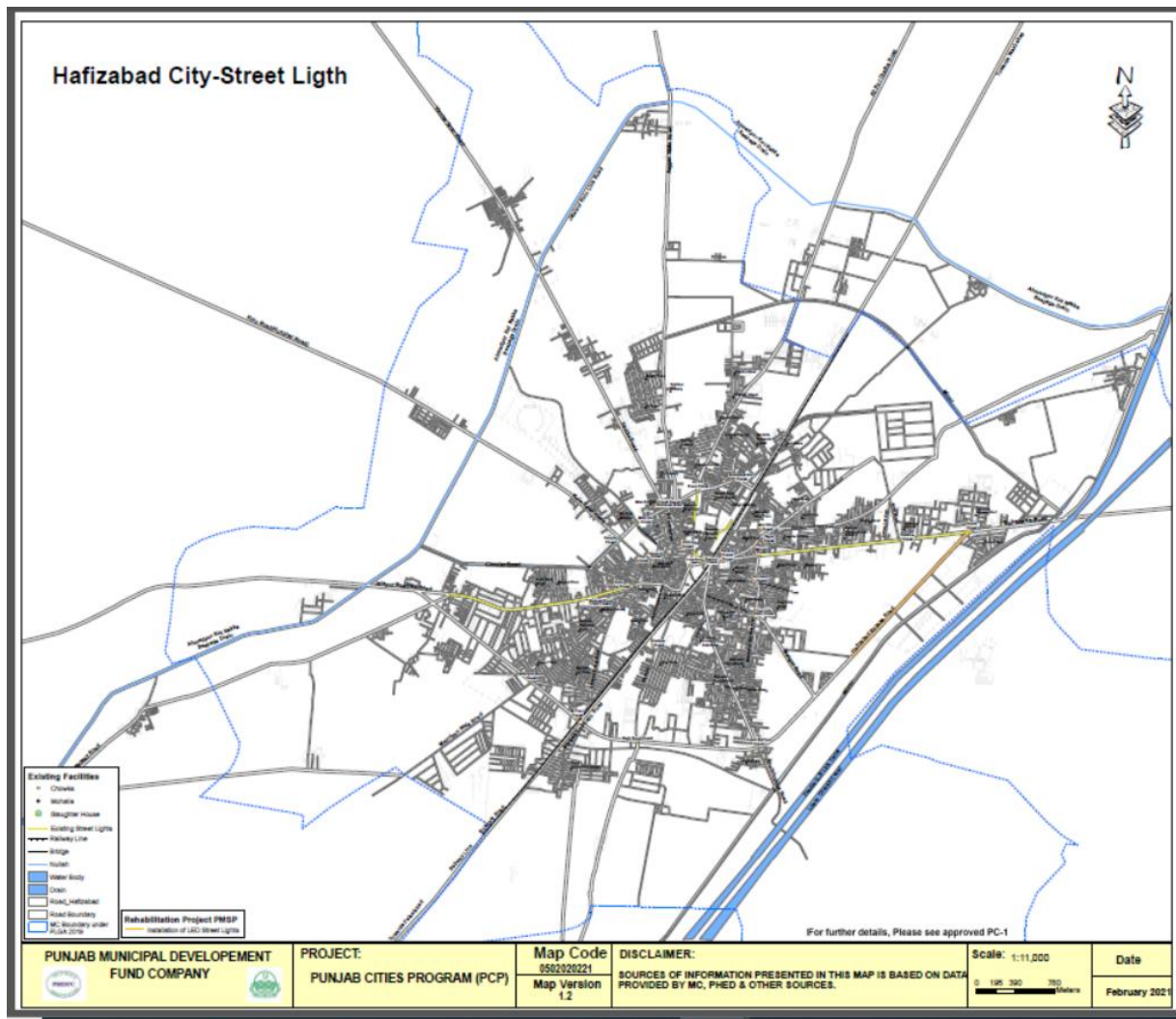
#### b. Ward Wise Street Light Situation

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**



#### 4. Complaint Management

Municipal Committee 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.

<b>Complaints: Received Summary Year – 2021-212</b>	
<b>Sector</b>	<b>Complaints</b>
Water Supply	2.4%
Sewerage and Drainage	55.3%
Streetlight	0%
Solid waste	41.6%
<b>Percentage Resolved</b>	<b>95%</b>



#### 5. MC Website

([www.mchafizabad.lgpunjab.org.pk](http://www.mchafizabad.lgpunjab.org.pk))

Municipal Committee 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

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

**SUMMARY OF RESPONSE TO CITIZENS REGARDING RTI REQUESTS  
(2021-22)**

<b>MC Section</b>	<b>No. of Requests Received</b>	<b>No. of Requests Attended</b>	<b>Average No. of Days/ Time span to Attend Request</b>	<b>No. of Requests Refused/ Not Fit for Sharing Information</b>	<b>No. of Requests Forwarded to Other Departments for Seeking Information</b>	<b>Total No. of Requests In Progress</b>	<b>Total No. of Requests Pending</b>	<b>Citizen's Satisfaction Feedback</b>	<b>Remarks</b>
Chief Officer	1	1	1	-	-	-	-	-	-
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)	10	10	2	-	-	-	-	-	-
MO (R)	x	x	x	x	x	x	x	x	x
<b>Total</b>	11	11	2	-	-	-	-	-	-

Sr. No.	Nomenclature of Post	BPS	No. of Post	Filled	Vacant
<b>OFFICE OF THE MAYOR / ADMINISTRATOR</b>					
1.	Mayor	Fixed		0	0
2.	Senior Clerk	BS-14	1	0	1
3.	Junior Computer Operator	BS-12	1	0	1
4.	Driver	BS-5	1	0	1
5.	Office Boy	BS-1	2	0	2
6.	Octroi Senior Clerk	BS-14	1	1	0
7.	Octroi Naib Qasid	BS-01	2	2	0
8.	Junior Clerk	BS-11	1	1	0
	<b>Total</b>		<b>9</b>	<b>4</b>	<b>5</b>
<b>OFFICE OF THE CHIEF OFFICER</b>					
9.	Chief Officer	BS-19	1	1	0
10.	Office Superintendent	BS-17	1	1	0
11.	Assistant	BS-16	1	1	0
12.	Senior Clerk	BS-14	2	1	1
13.	Patwari	BS-14	1	0	1
14.	Senior Computer Operator	BS-16	1	1	0
15.	Junior Computer Operator	BS-12	1	0	1
16.	Legal Advisor	Fixed			
17.	Driver	BS-5	1	1	0
18.	Office Boy	BS-1	2	0	2
19.	Octroi Senior Clerk	BS-14	1	1	0
20.	Octroi Senior Clerk (OSD)	BS-14	1	1	0
21.	Junior Clerk	BS-11	2	2	0
	<b>Total</b>		<b>15</b>	<b>10</b>	<b>5</b>
<b>OFFICE OF THE MUNICIPAL OFFICER FINANCE</b>					
22.	Municipal Officer (Finance)	BS-18	1	1	0
23.	Computer Operator	BS-15	1	0	1



24.	Senior Clerk	BS-14	1	0	1
25.	Driver	BS-05	1	0	1
26.	Office Boy	BS-1	2	0	2
27.	Octroi Inspector	BS-14	1	1	0
28.	Junior Clerk	BS-11	2	2	0
29.	Octroi Naib Qasid	BS-01	2	2	0
		<b>Total</b>	<b>11</b>	<b>6</b>	<b>5</b>
<b>Taxation Branch</b>					
30.	Assistant	BS-16	1	0	1
31.	Senior Clerk	BS-14	1	1	0
32.	Junior Computer Operator	BS-12	1	0	1
33.	Junior Tax Collector	BS-11	10	0	10
34.	Office Boy	BS-1	1	0	1
35.	Tax Inspector	BS-14	1	1	0
36.	Rent Inspector	BS-14	1	1	0
37.	Octroi Senior Clerk	BS-14	5	5	0
38.	Octroi Clerk	BS-11	1	1	0
39.	Octroi Inspector	BS-14	1	1	0
40.	Junior Clerk	BS-11	3	3	0
41.	Tax Clerk	BS-11	1	1	0
42.	Adda Clerk	BS-11	1	1	0
43.	Naib Qasid	BS-01	3	3	0
44.	Octroi Naib Qasid	BS-05	4	4	0
		<b>Total</b>	<b>35</b>	<b>22</b>	<b>13</b>
<b>GENERAL BUS STAND BRANCH</b>					
45.	Senior Clerk	BS-14	1	0	1
46.	Junior Tax Collector	BS-11	3	0	3
47.	Office Boy	BS-1	1	0	1
		<b>Total</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>SLAUGHTER HOUSE BRANCH</b>					
48.	Slaughter House Superintendent (V.O)	<b>Fixed</b>	<b>1</b>	<b>0</b>	<b>1</b>
49.	Junior Tax Collector	<b>BS-11</b>	<b>1</b>	<b>0</b>	<b>1</b>
50.	Chowkidar	<b>BS-1</b>	<b>2</b>	<b>0</b>	<b>2</b>
		<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>

<b>OFFICE OF THE MUNICIPAL OFFICER (REGULATION)</b>					
51.	Municipal Officer (Regulation)	BS-18	1	0	1
52.	Office Superintendent	BS-17	1	0	1
53.	Assistant	BS-16	1	0	1
54.	Encroachment Inspector	BS-14	2	0	2
55.	Senior Clerk	BS-14	1	0	1
56.	Junior Computer Operator	BS-12	1	0	1
57.	Driver	BS-5	1	0	1
58.	Office Boy for Anti Encroachment	BS-1	10	0	10
59.	Octroi Senior Clerk	BS-14	2	2	0
60.	Junior Clerk	BS-11	1	1	0
61.	Naib Qasid	BS-01	1	1	0
	Total:		<b>22</b>	<b>4</b>	<b>18</b>
<b>OFFICE OF THE MUNICIPAL OFFICER (IT)</b>					
62.	Municipal Officer (IT)	BS-17	1	0	1
63.	Junior Computer Operator (IT Assistant)	BS-12	3	0	3
64.	Office Boy	BS-01	1	0	1
	Total:		<b>5</b>	<b>0</b>	<b>5</b>
<b>OFFICE OF THE MUNICIPAL OFFICER (PLANNING)</b>					
65.	Municipal Officer (Planning)	BS-18	1	1	0
66.	Assistant	BS-16	1	0	1
67.	Building Inspector (LGS)	BS-14	3	0	3
68.	Senior Clerk	BS-14	1	0	1
69.	Junior Computer Operator	BS-12	1	0	1
70.	Driver	BS-5	1	0	1
71.	Office Boy	BS-1	1	0	1
72.	Municipal Officer (Planning) OSD	BS-17	1	1	0
73.	Octroi Senior Clerk	BS-14	1	1	0
74.	Naib Qasid	BS-01	1	1	0
	Total:		<b>12</b>	<b>4</b>	<b>8</b>
<b>OFFICE OF MUNICIPAL OFFICER (ARCHT.)</b>					

75.	Municipal Officer (Archt.)	BS-17	1	0	1
76.	Tracer	BS-07	1	0	1
77.	Junior Computer Operator	BS-12	1	0	1
78.	Office Boy	BS-01	1	0	1
	Total:		<b>4</b>	<b>0</b>	<b>4</b>
<b>OFFICE OF THE MUNICIPAL OFFICER (I&amp;S)</b>					
79.	Municipal Officer (Infrastructure & Services)	BS-18	1	1	0
80.	Office Superintendent CO (HQ)	BS-17	1	1	0
81.	Assistant	BS-16	1	0	1
82.	Senior Sub Engineer (LGS)	BS-16	1	0	1
83.	Sub Engineer (LGS)	BS-14	4	2	2
84.	Senior Clerk	BS-14	2	1	1
85.	Junior Computer Operator	BS-12	1	0	1
86.	Draftsman	BS-11	1	0	1
87.	Driver	BS-05	2	0	2
88.	Office Boy	BS-1	2	0	2
89.	Accounts Clerk	BS-15	1	1	0
90.	Octroi Senior Clerk	BS-14	4	4	0
91.	Junior Clerk	BS-11	1	1	0
92.	Driver	BS-05	2	2	0
93.	Naib Qasid	BS-01	4	4	0
94.	Sprayman	BS-01	3	3	0
95.	Work Mistri	BS-04	1	1	0
96.	Quli Plumber	BS-01	1	1	0
97.	Fireman	BS-07	4	4	0
98.	Water Carrier	BS-05	8	8	0
99.	Baildar	BS-04	6	6	0
		<b>Total</b>	<b>51</b>	<b>40</b>	<b>11</b>
<b>WATER SUPPLY BRANCH</b>					
100.	Senior Clerk	BS-14	1	1	0
101.	Bill Distributer	BS-04	2	2	0

102.	Plumber	BS-3	2	0	2
103.	Tube Well Operator cum Chowkidar	BS-3	24	11	13
104.	Office Boy	Bs-1	1	0	1
	Total:		<b>30</b>	<b>14</b>	<b>16</b>
<b>STREET LIGHT BRANCH</b>					
105.	Electrician	BS-11	3	0	3
106.		<b>Total:</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>PARK &amp; GARDENS BRANCH</b>					
107.					
108.	Mali	BS-1	25	0	25
109.	Chowkidar	BS-01	5	0	5
		Total:	<b>30</b>	<b>0</b>	<b>30</b>
<b>SEWERAGE BRANCH</b>					
110.	Sewerage Supervisor	BS-05	2	0	2
111.	Disposal Operator	BS-04	12	1	11
112.	Sewer Man	BS-1	30	13	17
113.	Chowkidar	BS-01	6	4	2
		<b>Total:</b>	<b>50</b>	<b>18</b>	<b>32</b>
<b>SANITATION BRANCH</b>					
114.	Chief Sanitary Inspector	BS-16	1	0	1
115.	Sanitary Inspector	BS-14	5	0	5
116.	Senior Clerk	BS-14	1	0	1
117.	Sanitary Supervisor	BS-5	12	4	8
118.	Driver	BS-05	20	3	17
119.	Sanitary Worker	BS-01	270	194	76
		<b>Total:</b>	<b>309</b>	<b>201</b>	<b>108</b>
<b>Grand Total Part (I + II)</b>			<b>595</b>	<b>323</b>	<b>272</b>

