



2021-22



Annual Report

Municipal Committee Khanewal

Table of Contents

1. Background:.....	1
2. Map of City Khanewal:.....	2
3. Functions of Municipal Committee Khanewal	3
4. Municipal Committee organogram	4
5. Administrative Setup	5
6. Human resource Available at MC	6
7. Covid – 19 (Response & Resilience).....	7
8. Anti-Dengue Activities	8
9. Khidmat Apki Dehleez Per	9
10. Trainings & Hands-on Sessions.....	10
11. Annual Budget:.....	12
11.1. Expenditures incurred on Municipal Services	12
12. Municipal Services Delivery Detail.....	13
12.1. Water supply system	13
12.1.1. Water supply hours	13
12.1.2. Total coverage of the city.....	13
12.1.3. Tariff structure	14
12.1.4. Water filtration plants:	14
12.1.5. The water source & storage	14
12.1.6. Manpower deployment	15
12.2. Solid Waste Management	15
12.2.1. Solid waste Generation & Disposal	15
12.2.2. Equipment & Machinery.....	16
12.2.3. Manpower Deployed.....	16
12.2.4. Coverage Detail.....	17
12.3. Sewerage	18
12.3.1. Coverage	18
12.3.2. Existing pumping / disposal stations.....	19
12.3.3. Sucker & jetting machines	20
12.3.4. Manpower deployed.....	20
12.3.5. Tariff structure	21
12.4. Streetlight.....	21
12.4.1. Street lights on Major roads:	21
12.4.2. Ward wise detail of existing street lights	22

13. Complaint Management.....	26
14. MC Website (www.mckhanewal.lgpunjab.org.pk)	27
15. MC Response to the Requests of Citizens under RTI Act 2013	27
Annex A.....	29

Foreword:

On behalf of the Municipal Committee Khanewal, I hereby present this Annual Report for the financial year 2021-22. The report will give our stakeholders and communities an insight into the performance and achievements of the Municipal Committee. 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 Committee 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 Committee
Khanewal**

1. Background:

Khanewal is located at 30°-18' North and 71°-55' East with an altitude of 135 meters above mean sea level at a distance of 45 Km in North East of famous city of Multan. It is located on the main arterial highway N-5 of the country and hence connected to all cities of Pakistan through road and rail links. Its boundaries meet the districts of Jhang and Toba Tek Singh in the north, Sahiwal in the east, Vehari in south and with Multan in the west. Underground water resources are generally adequate throughout the district. The subsoil water is sweet and suitable for industrial purposes.

The District Census Report for the Census 2017, has not been published by Government of Pakistan. However, the provisional data available from this census shows the population of 248,248 persons for the city within municipal limits. A land scan process was done to estimate the population of entire inhabited areas of city in close approximation, which was found to be 283,829 persons in the year 2017 with an annual growth rate of 1.32 % and it is expected to rise to 323,600 persons in the year 2027. A large and thick inhabitation has developed outside the municipal limits of city and the municipal limits need to be extended.

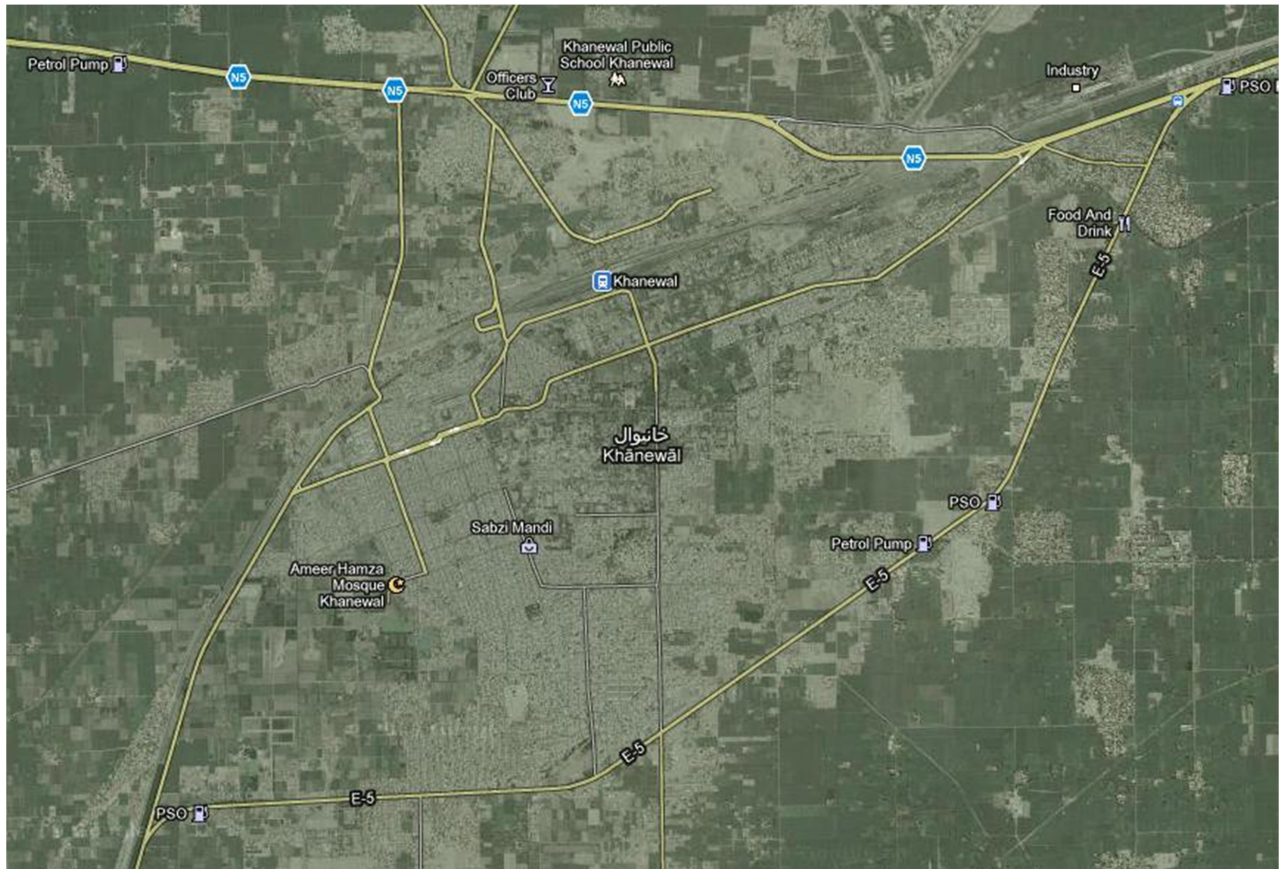
The climate of the district Khanewal is hot and dry in summer and cold in winter. The summer season is lengthy which begins in April and continues till October for about seven months. The hottest months are May, June and July. The mean maximum and minimum temperatures during the period are 42 and 29 centigrade respectively. The winter is pleasant. The coldest months are December, January and February. During this period the mean maximum and mean minimum temperatures are 21 and 5 centigrade respectively. Day temperature in the summer is high but nights are comparatively cool. The hottest day temperature is recorded in the month of June.

Economic Activities in the City

Major crops of district Khanewal are wheat, cotton and sugarcane. Among fruit, citrus, mangoes and guavas are grown in large quantities. A variety of vegetables are also grown in the district. In district Khanewal there are 7 textile spinning mills, 4 weaving mill 9 flour mills, 2 vegetable ghee mills, one sugar mills, one solvent oil

extraction unit and a number of cotton ginning / pressing factories and oil expelling units, one Beverage unit, 3 poly propylene bags units, and 2 woolen textile spinning mills. In view of the availability of cotton, fruit, vegetables and the existing industrial pattern, there still exist potential for textile spinning especially for textile weaving / processing, hosiery, terry towel, surgical cotton, household / hospital and bed sheets, surgical bandage and fruit juices, squashes / jams / jellies / pickles and vegetable dehydration.

2. Map of City Khanewal:





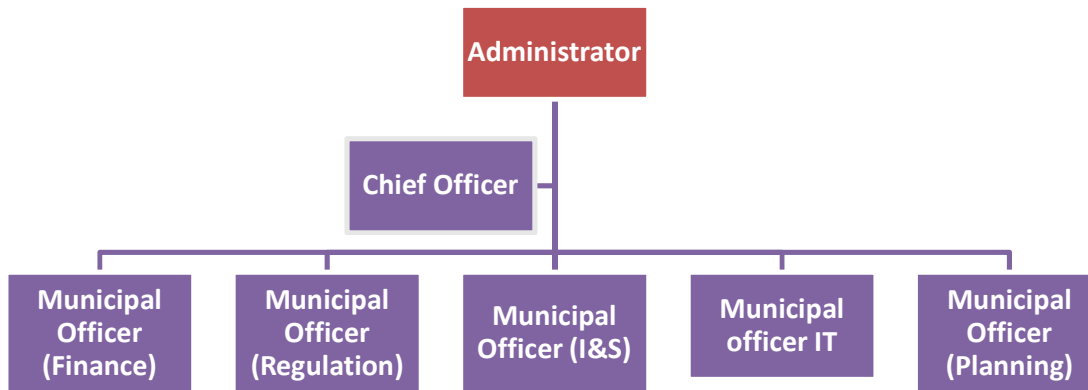
3. Functions of Municipal Committee Khanewal

Municipal Committee Khanewal is responsible for performing the following functions as per new PLGA 2022:


- 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:

4. Municipal Committee organogram



5. Administrative Setup

<p>The Administrator Omer Iftikhar Sherazi Date of Joining 07-01-2022</p>	
<p>Chief Officer Iftikhar Ali Bangash Date of Joining 06-01-2020</p>	
<p>Municipal Officer (Finance) Muhammad Abrar Ahmed Date of Joining 05-03-2022</p>	

<p>Municipal Officer (Regulation) Abdul Rehman Latif Date of Joining 01-07-2022</p>	
<p>Municipal Officer (Infrastructure & Services) Zain Ali Date of Joining 10.03.2019</p>	
<p>Municipal Officer (Planning) (Additional Charge) Muhammad Ijaz Hussain Date of Joining 05-07-2022</p>	

6. Human resource Available at MC

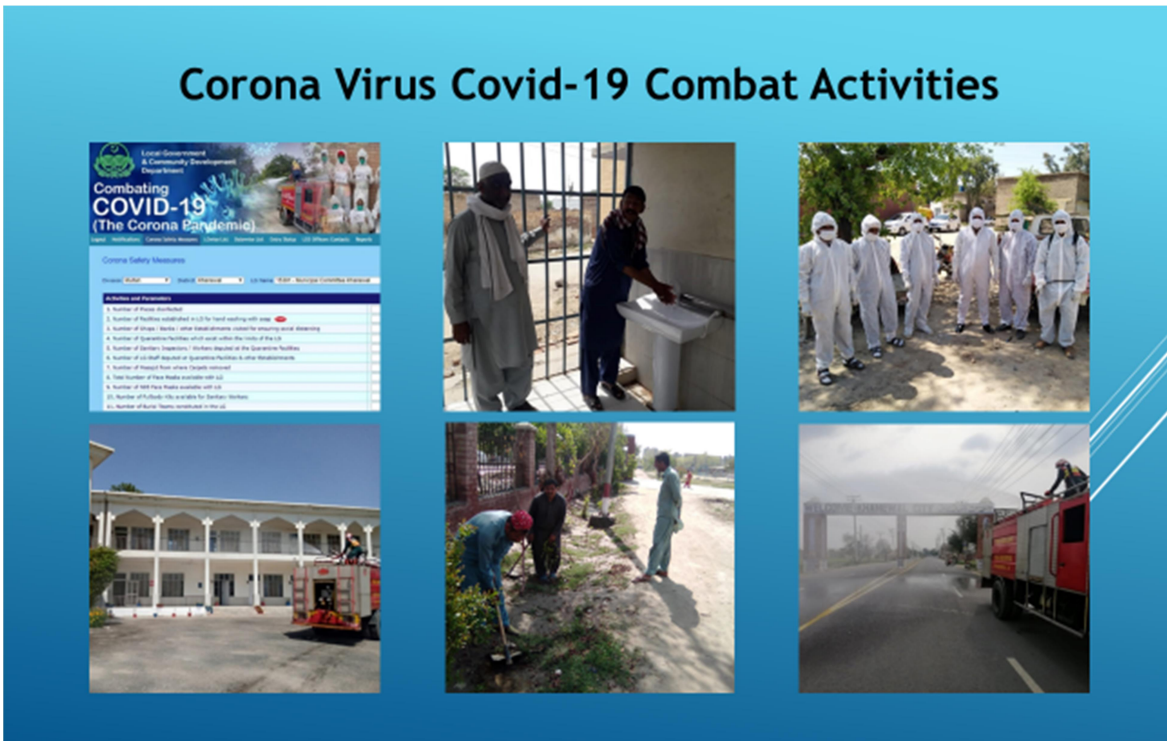
Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Chairman	4	0	4
Vice Chairman	3	0	3

Chief Officer	18	15	3
Municipal Officer (F)	31	28	3
Municipal officer (R)	10	6	4
Municipal Officer (IT)	3	0	3
Municipal officer (P)	8	5	3
Municipal officer (Architect)	4	0	4
Municipal officer (I &S)	338	261	77
Total	419	315	104

MC schedule of establishment is attached as Annex – A

7. 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 Khanewal. As the COVID-19 situation continued to evolve, the city of Khanewal 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 Khanewal 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.

8. 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.



9. Khidmat Apki Dehleez Per

On the directions of Chief Minister Punjab, Sardar Usman Buzdar, 'Khidmat Apki Dehleez per' program was launched in the Khanewal City. The basic purpose of the program was to revive government machinery for effective delivery of services. Municipal Committee Khanewal were also



DISTRICT KHANEWAL

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 Khanewal 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.

Total No. of Activities	Registered Complaints	Resolved Complaints	Resolution (%)	Postive Feedback	Negative Feedback	Satisfaction (%)	Escalated	Super Escalated
8737	680	590	87	492	24	83	2	0



Target Assigned = 300
 Tree / Plants Planted = 2,000

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



11. Annual Budget

Municipal Committee Khanewal

Form ABS

ANNUAL BUDGET STATEMENT FOR THE YEAR 2022-23

Opening Balance	1230330000
Expected Income	1291250000
Total	2521580000
Expected Expenditure	465910000
Development Expen.	2491991232
Total Closing Balance	29588768

11.1. Expenditures incurred on Municipal Services the expenditure incurred on

Expenditure Detail MC KHANEWAL											
Expenditure Detail for SOLID WASTE											
Financial Year	Establishment		POL Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in SWM	Total		
	No. of Employees	Expenditures									
Budgeted expenditure 2021-22	154	92,087,184	60,000,000	2,510,000	300,000	150,000	11,995,000	-	167,042,184		
Actual Expenditures 2021-22	154	84,370,835	37,560,431	4,013,178	276,000	149,325	10,659,201	-	137,028,970		
Budgeted Expenditures 2022-23	154	105,000,000	50,000,000	4,480,000	12,920,000	480,000	800,000	-	173,680,000		
Expenditure Detail for Sewerage											
Financial Year	Establishment		Electricity Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Sewerage	Total		
	No. of Employees	Expenditures									
Budgeted expenditure 2021-22	27	21,000,000	23,500,000	700,000	100,000	500,000	100,000	-	45,900,000		
Actual Expenditures 2021-22	27	21,000,000	13,639,962	672,300	950,420	436,900	25,630	-	36,725,212		
Budgeted Expenditures 2022-23	27	6,000,000	15,000,000	1,120,000	3,230,000	120,000	200,000	-	25,670,000		
Expenditure Detail for WATER SUPPLY											
Financial Year	Establishment:		Electricity Expenditure	POL Expenditures (in case of use of Generators)	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Water Supply	Total	Water Receipts/ Revenue Generate
	No. of Employees	Expenditures									
Budgeted expenditure 2021-22	26	18,247,671	17,000,000	2,000,000	6,000,000	500,000	300,000	200,000	0	44,247,671	2100000
Actual Expenditures 2020-21	26	17,992,973	14,023,198	3,921,246	5,743,621	263,045	146,230	56,231	0	42,146,544	904825
Budgeted Expenditures 2022-23	29	19,500,000	15,000,000	6,500,000	3,800,000	38,100,000	100,000	800,000	-	83,800,000	3000000
Expenditure Detail for STREET LIGHTS											
Financial Year	Establishment		Electricity Expenditures	Repair & Maintenance Expenditures	Contingencies	Supplies	Others	Development Expenditures in Streetlights	Total		
	No. of Employees	Expenditures									
Budgeted expenditure 2021-22	0	0	35,000,000	500,000	200,000	1,000,000	0	0	36,700,000		
Actual Expenditures 2020-21			5,886,732	456,321	154,620	953,654	0	0	160,342,14		
Budgeted Expenditures 2022-23	0	0	7,500,000	200,000	0	0	0	0	950,000		

11.2.

the municipal services i.e., water supply, solid waste & streetlight in the current financial year is given below;

12. Municipal Services Delivery Detail

12.1. Water supply system

Most of the area of the city is equipped with piped water supply system. However, some of the areas are facing water shortage whereas some others have no water supply system and the inhabitants have developed their own water sources because the shallow as well as deep aquifers over here have chemically fresh water but the shallow aquifers are mostly contaminated and cannot be relied on for drinking purposes.

12.1.1. Water supply hours

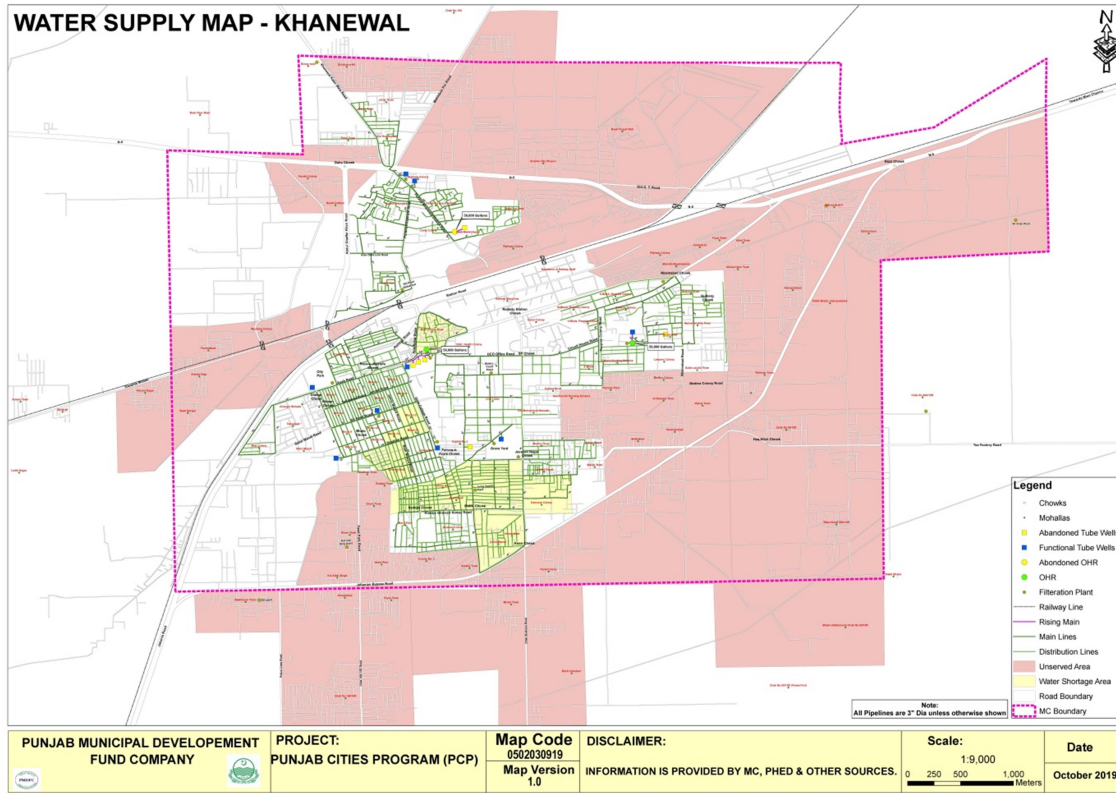
On an average MC is supplying 7 hours of water to households daily as per given schedule

Water supplied hours			
Morning	Midday	Evening	Total
3	2	2	7.0

12.1.2. Total coverage of the city

It is estimated that total present coverage of the city is approximately 40-45%. Unserved area is 40 % and water shortage area is 8%. The detail of water connections and percent connected are given as under;

No. of connections				%age connected
Domestic	Commercial	Industrial	Total	
1779	23	0	1792	6%



12.1.3. Tariff structure

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

Tariff Rates per month		
Domestic	Com.	Ind.
Rs. 100	Rs. 200	Nil

12.1.4. Water filtration plants:

14 No’s ultrafiltration plants and 4 No’s RO plants have been installed in the city at various places for supply of potable water to the citizen and most of the residents are fetching drinking water from these filtration plants.

12.1.5. The water source & storage

In total 13 tube wells were originally installed in the city out of which only 7 tube wells are operational. The table given below shows the capacity of these tube wells and daily water production in the city from this water supply system

SN	No. of tube wells	Capacity each (cusecs)	Total capacity (cusecs)	Working hours per day
1	5	1.5	7.5	7.5

2	4	1.0	4	7.5
Total	9	-	11.5	-

Storage Capacity:

Storage has been constructed in the form of overhead reservoirs (OHRs). The status of the overhead storage is given below;

S.N.	Location	No. of OHRs	Capacity (gallons)
1	Central water works T-Chowk	1	50,000
2	People Colony	1	50,000
	Total		100,000

12.1.6. Manpower deployment

Slot	Sanctioned strength	Existing strength	Vacant post	Manpower on daily wages	Total man power deployed
Tube well operators	13	13	0	0	13
Chowkidars	10	0	10	0	0
Total	23	13	10	0	13

12.2. Solid Waste Management**12.2.1. Solid waste Generation & Disposal**

The solid waste management efficiency is given below;

Total waste generated	94 Tons
Waste disposal	66 Tons
% age efficiency	71%

Land-fill site near treatment plant & industrial state measuring 12 acres is functional and entire waste is being carted to this landfill

A package for solid waste management costing Rs 100.00 million was sanctioned by Chief Minister Punjab under a C.M. Directive and the project was completed in 2016-17. The components completed and commissioned under this Package are given below;

SN	Description	Quantity or numbers	
		Supplied or	Functional

		constructed	
A	Machinery & Equipment		
1	Compactor trucks	4	3
2	1.0 cubic meter containers	191	141
3	Mini tippers	3	3
4	Hand cart type-1	87	40
5	Hand cart type-2	29	29
B	Landfill site equipped with impermeable lining in bed and slopes, leachate collection system, ramps, site parking area, site office, barbed wire, gate and staff quarter	12 acres	Functional
C	Vehicle parking area in the city with parking and washing facilities, parking sheds, office and toilet.	4 kanals	Functional

12.2.2. Equipment & Machinery

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

S.N	Equipment/machinery	Total available (No.s)	In working condition (No.s)
1	Tractor trolleys	8	8
2	Trolleys	8	8
3	5.0 m ³ containers	140	115
4	1.0 m ³ containers	191	141
5	Hand carts	118	58
6	Front blade tractors	1	1
7	Front End loader	1	1
8	Water bowsers	2	2

The existing machinery is quite sufficient to handle solid waste generated by MC Khanewal.

12.2.3. Manpower Deployed

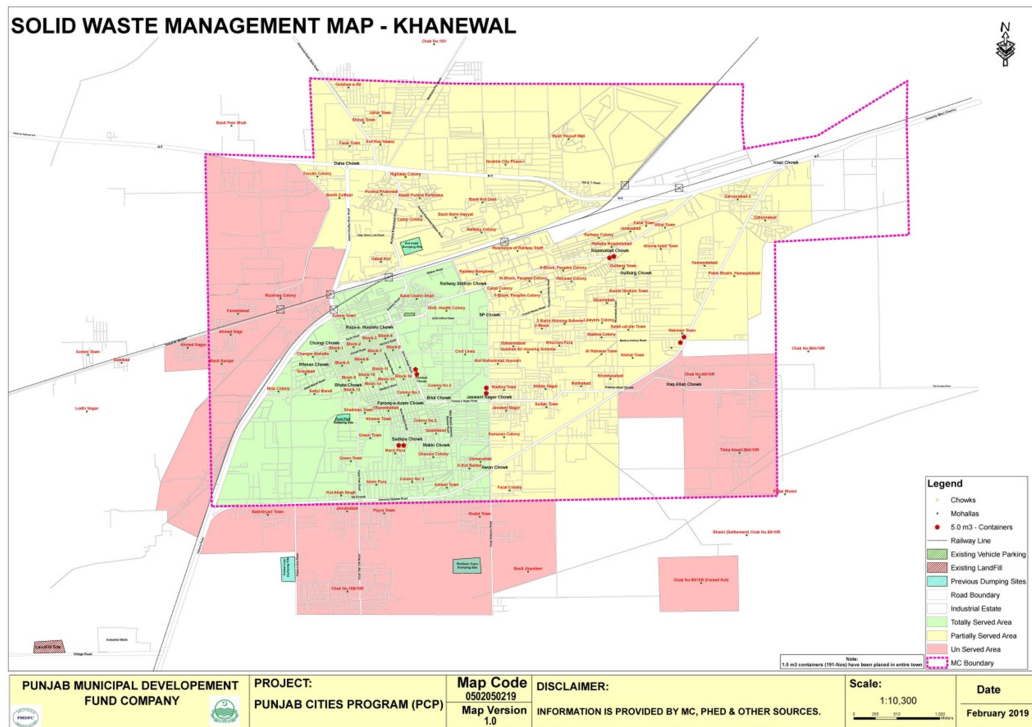
The manpower deployed for collection, transportation and disposal of the solid waste is given in the table below. As indicated by MC Officers, this manpower is not sufficient to serve the entire city at the given standards. Additional manpower required by the MC is also given here.

Slot	Sanctioned strength	Existing strength	Vacant post	Manpower on daily wages	Total manpower deployed	Additional MC demand
Sanitary	194	138	56	56	194	200

Vehicle	15	0	15	2	2	0
Supervisors	6	6	0	0	6	8
Sanitary	0	0	0	0	0	2
Total	215	144	71	58	202	210

12.2.4. Coverage Detail

The entire city is not served with solid waste collection and disposal. The efficiency of the services is 72% as given below. In partially served areas service is rendered intermittently depending upon availability of manpower and transportation machinery. The detail of these areas is given below.



a) Partially served areas

No regular service is rendered in the under mentioned areas. The main complaints are attended by sending the machinery & labor once or twice a week.

1- Gulshan-e-Ali	2- Shiraz Town	3- Kot Haq Nawaz
4- Fazal Town	5- Basti Yousaf Wali	6- Ibrahim City Phase-I
7- Farukh Colony	8- Basti Zulfiqar	9- Purana Khanewal
10- Camp Colony	11- Basti Molvi Hayyat	12- Habat Kot
13- Mohalla Mujahidabad	14- Allama Iqbal Town	15- Peoples Colony
16- Zahoorabad	17- Rehman Colony	18- Gulberg Town

19- Hamayatabad	20- Gulzar Ibrahim Town	21- Nizamabad
22- Housing Scheme	23-Salah-ud-din Town	24-Rehman Town
25-Hakeemabad	26-Gulshan Ali Housing Scheme	27-Khurram Pura
28-Madina Colony	29-Kot Muhammad Hussain	30-Al Raheem Town
31-Nishat Town	32-Abbas Nagar	33-Malikabad
34-Khokharabad	35-Jaswant Nagar	36-Sultan Town
37-Kamaran Colony	38-Fazal Colony	

b) Un served areas

Under mentioned areas are still un served;

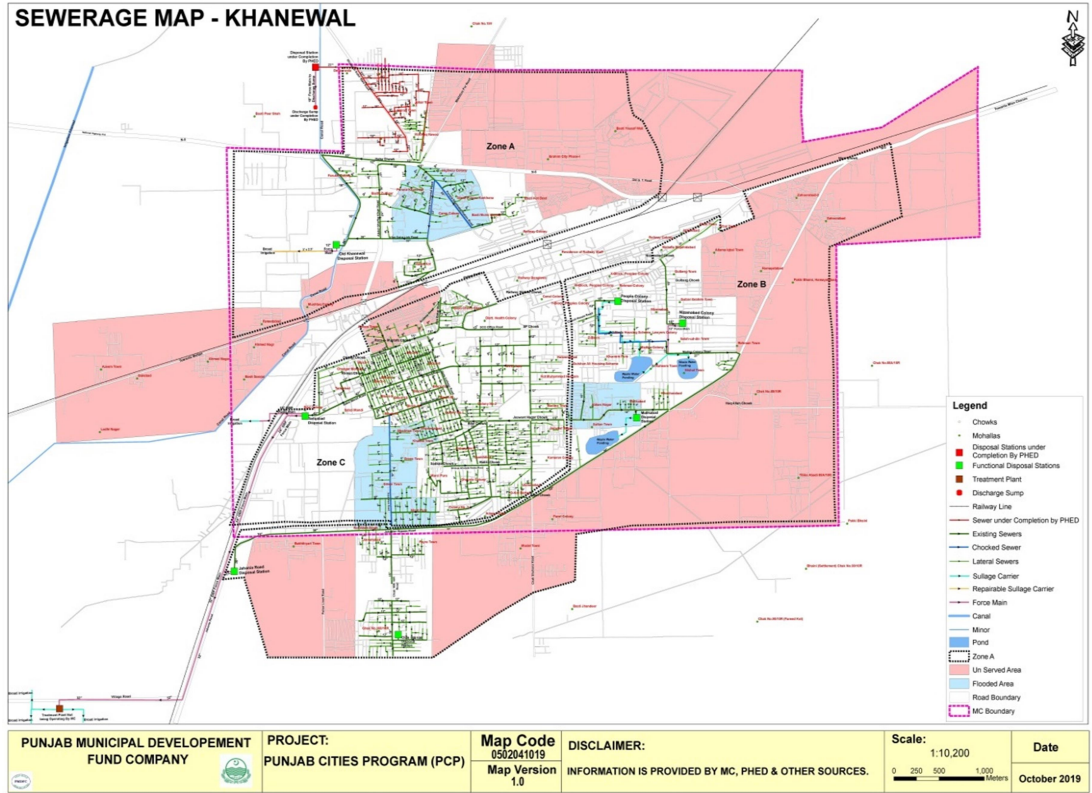
1- Mushtaq Colony	2- Fareedabad	3- Ahmed Nagr
4- Basti Sarajai	5- Bakhtiryari Town	6- Jinnahabad
7- Payra Town	8- Model Town	9-Chak No.168/10R
10-Basti Jhandeer	11- Chak No.90/10R	12- Tibba Abadi 88A/10R
13- Chak No.88/10R		

12.3. Sewerage

12.3.1. Coverage

Khanewal city has extensive sewerage system but some of the areas, roads and streets are flooded with waste water because of the waste water outfall problem which is causing silting up of sewers discussed in the following paragraphs. The city also contains large un-served areas.

The city is presently served with 7 disposals stations which are in working condition.



12.3.2. Existing pumping / disposal stations

The detail of each pumping station already working in the city is given below;

Location	Nos of collect tanks	Nos of pumps	Discharge each (cusecs)	Total discharge (cusecs)	Motor BHP	working status	Force main/S. Carrier			Ultimate disposal
							Size (inch)	Length (ft.)	Condition	
Tariq Abad	2	1	10	10	125	Yes	24"	3500	good	Treatment Plant
		3	5.0	15	60	Yes	18"	7000	good	Broad Irrigation
People colony	2	1	2.0	2.0	25	Yes	3'x2.5'	600	good	Waste water ponding in city
old Khanewal	2	3	4.0	12	50	Yes	3'x2.5'	2500	good	Broad Irrigation
Nizamabad	2	1	2.0	2.0	25	Yes	12"	500	Poor	Waste water ponding in city
Malikabad	1	1	2.0	2.0	25	Yes	18"	300	Poor	Waste water ponding in city
Jahanian road	2	4	5.0	20	50	Yes	32"	200	good	Treatment Plant
168/10R	1	1	5.0	5.0	50	Yes	2'x2'	300	Poor	Broad Irrigation
Kabirwala road	2	2	4.0	8.0	50	Yes	18"	2100	good	Broad irrigation
Ahmed Nagar	2	1	1.5	1.5	10	Yes	12"	173	good	Broad irrigation

Tariq Abad Upgradation	2	3	1.5	4.5	75	Yes	32"	65	good	Treatment Plant
------------------------	---	---	-----	-----	----	-----	-----	----	------	-----------------

12.3.3. Sucker & jetting machines

1 No sucker and 1 No jetting machines are being used by MC to remove blockades and cleaning of sewers. The barrels of the sewers are also being de-silted by winch machines. The sucker and jetting machines are quite old and require repairs along with supply of required pressure pipe for jetting machine. MC has 6 Nos dewatering sets which are used for drainage of storm water as well as for desilting of sewers

12.3.4. Manpower deployed

The manpower deployed presently for the operation & maintenance of the system is given below against the total regular strength of 52 persons.

Pump operators	6
Baildars	0
Supervisors	0
Sewer men	7

A. Detail of street lights on main Roads								
Sr. No	Road	Type of luminaries				Total	Operational Status	Poles type WAPDA pole / street light pole
		Sodium	LED (100W)	Tube light (40 W)	Energy Saver / light bulb			
1	Jaswant Nagar Chowk to Special Education School	-	-	-	15	15	Operational	WAPDA pole
2	Jaswant Nagar chowk to Football Chowk	-	50	-	11	61	Operational	PHED pole / 25 Double arm (Not handed over to MC)
3	Awan Chowk to Jaswant Nagar Chowk	-	50	-	18	68	Operational	PHED pole / 25 Double arm (Not handed over to MC)
4	Police line road	-	-	-	50	50	Operational	WAPDA pole
5	Sabzi Mandi to Girls College road	-	-	-	28	28	Operational	WAPDA pole
6	Stadium road	-	-	-	36	36	Operational	WAPDA pole
Total strength							13	

7	Chongi Chowk to Ayoub Chowk	-	27	-	17	44	Operational	WAPDA pole
8	Girls College road	-	-	-	17	17	Operational	WAPDA pole
9	Sir Syed road	-	-	-	13	13	Operational	WAPDA pole
10	Ayoub chowk to Railway Station	-	34	-		34	Operational	St. Light Poles
11	T-chowk to SP chowk	-	-	-	13	13	Operational	WAPDA pole
12	Railway station to SP chowk	-	-	-	9	9	Operational	WAPDA pole
13	Ayoub chowk to Railway Crossing	-	-	-	15	15	Operational	WAPDA pole
14	Old Khanewal road	-	-	-	27	27	Operational	WAPDA pole
15	Old Khanewal station road	-	-	-	30	30	Operational	WAPDA pole
16	Peoples Colony road	-	-	-	16	16	Operational	WAPDA pole
17	68 Chowk to Stadium road	-	-	-	46	46	Operational	WAPDA pole
18	SP chowk to People Colony road	-	-	-	15	15	Operational	WAPDA pole

The strength of the staff presently deployed is not enough to operate and maintain the complete sewerage system and MC is demanding more staff for this purpose.

12.3.5. Tariff structure

No service charges have been levied for the liquid waste management which is resulting in operation of the service purely by injecting the subsidy. Only sullage water is being sold which is earning small annual revenue.

12.4. Streetlight

MC Khanewal has street lights on major roads and Mohallahs

12.4.1. Street lights on Major roads:

Some roads in the city have been provided with street light. The detail of these installations is given below;

12.4.2. Ward wise detail of existing street lights

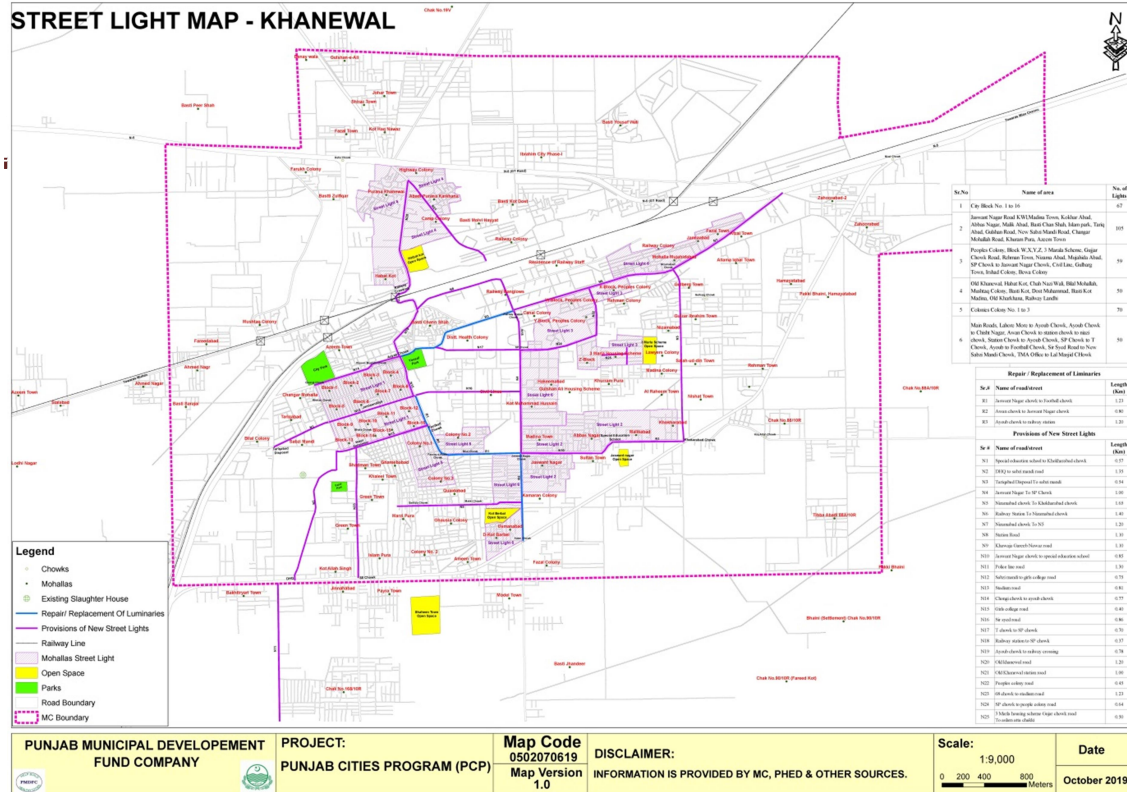
Energy saver bulbs are being used instead of LED lamps which are fulfilling the requirements in different Mohallas.

Sr. No.	Ward No.	Mohallah	Total No. of Street Lights (Energy savers)
1	Ward No. 1	Aziz Abad	-
		Bhatta Zafar Ullah	12
		Farid Abad	-
		Parhyaran Wala	-
		Rajbah Nanak Pur	-
		Sirajia Town	-
2	Ward No. 2	Bhatta Abdul Majid	-
		Haibat Kot	39
		Kothi Faisal Imam	-
		Mushtaq Colony	10
		Niazi Wala	14
		Railway Phatak	15
		Shabnam Cinema	8
3	Ward No. 3	Chitti Kothi	10
		Farah Abad	19
		Qazian Mohallah	
		Old Khanewal	26
4	Ward No. 4	Basti Kot Haq Nawaz	21
		Gulshan-e-Ali	-
		Lahore More	-
		Mohallah Bhattian	-
		Old Khanewal	34
		Yousaf Abad Near Chhaoni	-
5	Ward No. 5	Basti Kot Dost Muhammad	6
		Basti Molvi Hayat	6
		Chah Niazi Wala	-
		Chowk Haji Moj Din	10
		Old Karkhana	29
		Railway Colony	-

6	Ward No. 6	Basti Khalil Abad	-
		Oad Basti	-
		Railway Colony	-
		Railway Landhi	38
7	Ward No. 7	Chan Shah Town	41
		Christian Colony	13
		Civil Lines	59
		Nizam Abad	-
		Quarters Hospital	-
		Railway Stand	-
		RCA Colony	4
8	Ward No. 8	Chan Shah Town	10
		Yousaf Park	10
9	Ward No. 9	Androon Vehari Adda	-
		Islam Park	27
		Lakkar Mandi	17
10	Ward No. 10	Block 3,4,7,8	89
11	Ward No. 11	Block 6,2,1	69
12	Ward No. 12	Azeem Tow	18
		Bilal Mohallah	37
		Islam Park	29
		Karkhana Shakoor	-
		Lakkar Mandi	26
		Tariq Abad	115
13	Ward No. 13	Block 10 to 13, 16	35
14	Ward No. 14	Block 14-15	26
		Gharib Abad	42
15	Ward No. 15	Colony No.1	55
		Bilali Masjid	29
		Farooq e Azam	10
		Noor Masjid	15
		Mehngay Wali Puli	2
16	Ward No. 16	Afzal Town	-
		Gulberg-I	75
		Gulberg-II	107

		Nizam Abad	-
		Rehman / Irshad Colony	27
		X-Block	51
17	Ward No. 17	Civil Lines	53
		Hakim Abad	35
		W-Block	11
18	Ward No. 18	Jamia Abad	23
		Mujahid Abad	15
		Railway Quarters	-
19	Ward No. 19	3-Marla Scheme	25
		Nizam Abad	-
		Z-Block	15
20	Ward No. 20	Civil Lines	54
		MC Khanewal	24
		Khurram Pura	60
		Madina Colony	-
		Shadab Town	-
21	Ward No. 21	Khokhar Abad	12
		Al-Raheem Town	-
22	Ward No. 22	Abbas Nagar	-
		Kot Muhammad Hussain	5
23	Ward No. 23	Jaswant Nagar	72
		Madina Town	-
24	Ward No. 24	Al-Haram City	-
		Faisal Town	-
		Jaswant Nagar	21
		Kamran Colony	20
		Makkah Town	-
25	Ward No. 25	Colony No.1	54
		Colony No.3	-
		Colony No.1 Saddiqia Masjid	6
		Colony No.3 Islam Pura	15
		Colony No.3 Mehboob Masjid	1
26	Ward No. 26	Imam Bargah	5
		Minar Masjid	3
		Noor Masjid	10
27	Ward No. 27	Block No.9	25

		Green Town	10
		Shadman Town	-
		Tariq Abad	23
28	Ward No. 28	Green Town	11
		Kot Ala Singh	39
29	Ward No. 29	Colony No.2 Civil Lines	30
		Colony No.2 Sargana House	9
30	Ward No. 30	Colony No.3 Islam Pura	15
		Colony No.3 Makki Masjid	-
32	Ward No. 32	Colony No.3	-
		Colony No.3 Multani Darbar	10
33	Ward No. 33	Amin Town	-
		Colony No.3	-
		Colony No.3 Kot Birbal	41
		Colony No.3 Multani Darbar	-
34	Ward No. 34	Colony No.3	-
		Colony No.3 Amin Town	6
		Marzi Pura	4
36	Ward No. 36	Zahoor Abad	10
43	Ward No. 43	Dingian Pullan	-
		Khanewal Kohna	15
44	Ward No. 44	Khanewal Kohna	12
		Total No of lights	2134



13. Complaint Management

Municipal Committee Khanewal 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 – 2021-22	
Sector	Complaints
Water Supply	6%
Sewerage and Drainage	63%
Streetlight	2%
Solid waste	30%
Percentage Resolved	90%



14.MC Website (www.mckhanewal.lgpunjab.org.pk)

Municipal Committee Khanewal 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



15.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
(2020-21)**

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)	3	3	1	x	x	x	x	x	x
MO (R)	x	x	x	x	x	x	x	x	x
Total	3	3	1	x	x	x	x	x	x

Human Resource Detail

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Service Type (Nos.)		
			Sanctioned	Filled	Vacant	Permanent	Contractual	Daily wager
Office of Chairman/Vice Chairman	Chairman	-	1	1	0	1	0	0
	Vice Chairman	-	1	1	0	1	0	0
	Personal Secretary	16	1	0	1	0	0	0
	Assistant	16	1	1	0	1	0	0
	Senior Clerk	14	1	0	1	0	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Naib Qasid	1-3	2	2	0	2	0	0
Chief Officer	Chief Officer	18	1	1	0	1	0	0
	Superintendent	16	1	1	0	1	0	0
	Computer Operator	12	1	1	0	1	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Imam Masjid	6	1	1	0	1	0	0
	Driver	5	1	1	0	1	0	0
	Naib Qasid	1-3	1	1	0	1	0	0

Annual Report 2021-22

	Sanitary Worker	1	2	2	0	2	0	0
	Chowkidar	1-3	2	2	0	2	0	0
CO-Legal Branch	Legal Advisor	Fixed	1	1	0	1	1	0
CO-Slaughter House Branch	Superintendent/ Vetrenary Officer	Fixed	1	1	0	1	1	0
Municipal Officer (Planning)	M O (P)	17	1	1	0	1	0	0
	Head Clerk	16	1	1	0	1	0	0
	Building Inspector	14	1	0	1	0	0	0
	Computer Operator	12	1	1	0	1	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Driver	5	1	0	1	0	0	0
	Naib Qasid	1-3	2	2	0	2	0	0
Municipal Officer (Finance)	MO (F)	17	1	1	0	1	0	0
	Accountant	16	1	1	0	1	0	0
	Assistant	14	1	1	0	1	0	0
	Computer Operator	12	1	0	1	0	0	0
	Head Clerk Pension	16	1	0	1	0	0	0

Annual Report 2021-22

	Pension Clerk	14	1	0	1	0	0	0
	Cashier/Senior Clerk	14	1	1	0	1	0	0
	Junior Clerk	11	4	4	0	4	0	0
	Driver	5	1	0	1	0	0	0
	Naib Qasid	1-3	5	5	0	5	0	0
MO (F)-Octroi Wing	Octori Superintendent	16	1	0	1	0	0	0
	Senior Octori Clerk	14	9	9	0	9	0	0
	Junior Octori Clerk	11	2	2	0	2	0	0
	Octori Naib Qasid	1-3	6	6	0	6	0	0
Municipal Officer (Regulation)	MO ('R)	17	1	1	0	1	0	0
	Land Supervisor	16	1	0	1	0	0	0
	Head Clerk	16	1	1	0	1	0	0
	Senior Clerk	14	1	1	0	1	0	0
	Enforcement Inspector	14	1	0	1	0	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Patwari	7	1	0	1	0	0	0

Annual Report 2021-22

	Driver	5	1	1	0	1	0	0
	Naib Qasid	1-3	1	1	0	1	0	0
Municipal Officer (Infrastructure)	MO (I)	17	1	1	0	1	0	0
	Senior Sub Engineer	16	1	0	1	0	0	0
	Sub Engineer	11	1	1	0	1	0	0
	Enforcement Inspector	14	1	1	0	1	0	0
	Light Inspector	11	1	0	1	0	0	0
	Senior Clerk	14	1	1	0	1	0	0
	Head Clerk	16	1	1	0	1	0	0
	Draftsman Auto cad	11	1	0	1	0	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Driver	5	1	1	0	1	0	0
	Road Roller Driver	6	1	1	0	1	0	0
	Tracer	7	1	0	1	0	0	0
	Naib Qasid	1-3	2	2	0	2	0	0
	Municipal	MO (s)	17	1	1	0	1	0

Annual Report 2021-22

Officer (Services)	Superintendent Horticulture	16	1	0	1	0	0	0
	Assistant	16	1	0	1	0	0	0
	Senior Clerk	14	1	0	1	0	0	0
	Junior Clerk	11	2	2	0	2	0	0
	Water Supply Superintendent	9	1	1	0	1	0	0
	Assistant Water Supply Superintendent	8	1	1	0	1	0	0
	Water Supply Operator cum Chowkidar	6	13	13	0	13	0	0
	Disposal Station cum Chowkidar	6	10	10	0	10	0	0
	Head Mali	4	1	1	0	1	0	0
	Mali Cum Baildar	4	12	12	0	12	0	0
	Oilman	4	4	4	0	4	0	0
	Pipe Fitter	6	1	1	0	1	0	0
	Mali Cum Chowkidar	3	7	7	0	7	0	0
	Sewer man	1	18	18	0	18	0	0

Annual Report 2021-22

	Fitter Collie	3	1	1	0	1	0	0
	Assistant Sanitary Supervisor	5	6	6	0	6	0	0
	Driver	5	15	15	0	15	0	0
	Cleaner	3	1	1	0	1	0	0
	Sanitary worker	3	268	194	74	194	0	0
	Spray Cooli	3	1	1	0	1	0	0
	Naib Qasid	3	2	2	0	2	0	0
	Mashki	1	15	15	0	15	0	0
MO(S)-Fire Brigade Branch	Fire Officer	17	1	1	0	1	0	0
	Asst. Fire Officer	16	1	0	1	0	0	0
	Head Fireman	8	2	2	0	2	0	0
	Driver Fire brigade	7	4	4	0	4	0	0
	Fireman	6	16	16	0	16	0	0
	Naib Qasid	3	1	1	0	1	0	0

