

Annual Report 2021-22



Municipal Committee Jaranwala

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Foreword

On behalf of the Municipal Committee Jaranwala, I hereby present this Annual Report for the financial year 2021-22. The report will give an insight into the performance and achievements of the Municipal Committee achieved during financial year 2021-22. The current Annual Report outlines MCs successes in relation to our mandate as mentioned in the key focus areas of Local Government Act. This 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 rigorous 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 resources 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
Jaranwala**

1. Background

Jaranwala is about 400 years old city. There was a well with big roots hanging in it of an old willow tree. In Punjabi language roots are called "Jaraan" and place is called "Wala". So, these both words combined and formed the shape of a name "Jaranwala". By the passage of time, the place called Jaranwala and later on this name became famous and the city was also called Jaranwala. Existing city was founded by British government in 1908. Mr. Micheal Ferrar, Deputy Commissioner of Faisalabad has inaugurated this town in 1909. Rai Ahmad Khral and Bhagat Singh two famous freedom fighters were sons of historic city of Jaranwala. Mian Abdul Bari a freedom fighter and President of All India Muslim League District Paghwara and Then Lyallpur district was settled in Jaranwala after partition.

Jaranwala Town is the headquarter of the Tehsil Jaranwala under the jurisdiction of Faisalabad district which is located from 30°- 42' to 30°- 47' North latitudes and 72°-40' to 73° to 40' East longitude. The city is located at 31°- 20' North latitude and 73° -25' East longitude. Jaranwala is situated at a distance of 37 kilometers from Faisalabad towards south-east, on Lahore-Faisalabad road and Jaranwala-Khurrianwala road. The Sheikhpura-Shorkot railway line also passes through this city. It is connected by regular bus services with Lahore and Faisalabad.

In 1909 a town was established near the old Abadi and was named after the then British Deputy Commissioner, however, his name could not survive against the old name of Jaranwala. In 1912 Jaranwala was declared as a notified area. It was made a Town Committee in 1924 and became a Municipal Committee in 1935.

Population of the city as per District Census Report 1998 was 106,985 persons with annual growth rate of 2.57% which if projected at this growth rate should be 173,264 persons in year 2017. The census report of year 2017 has not been published by Government of Pakistan as yet. However as per provincial data released by the concerned ministry, the population of the city in the year 2017 was 150,380 persons. The city has extended its inhabitation much beyond the existing municipal limits and as per land scans process performed by PMDFC, the city had population of 244,972 persons in the year 2017. The large disparity in population figures shows that the municipal limits of the city need to be extended by incorporating the newly developed inhabitation as municipal services are to be provided to the entire inhabited areas of the city.

Traditional Crops (Sugarcane, Wheat & Rice)

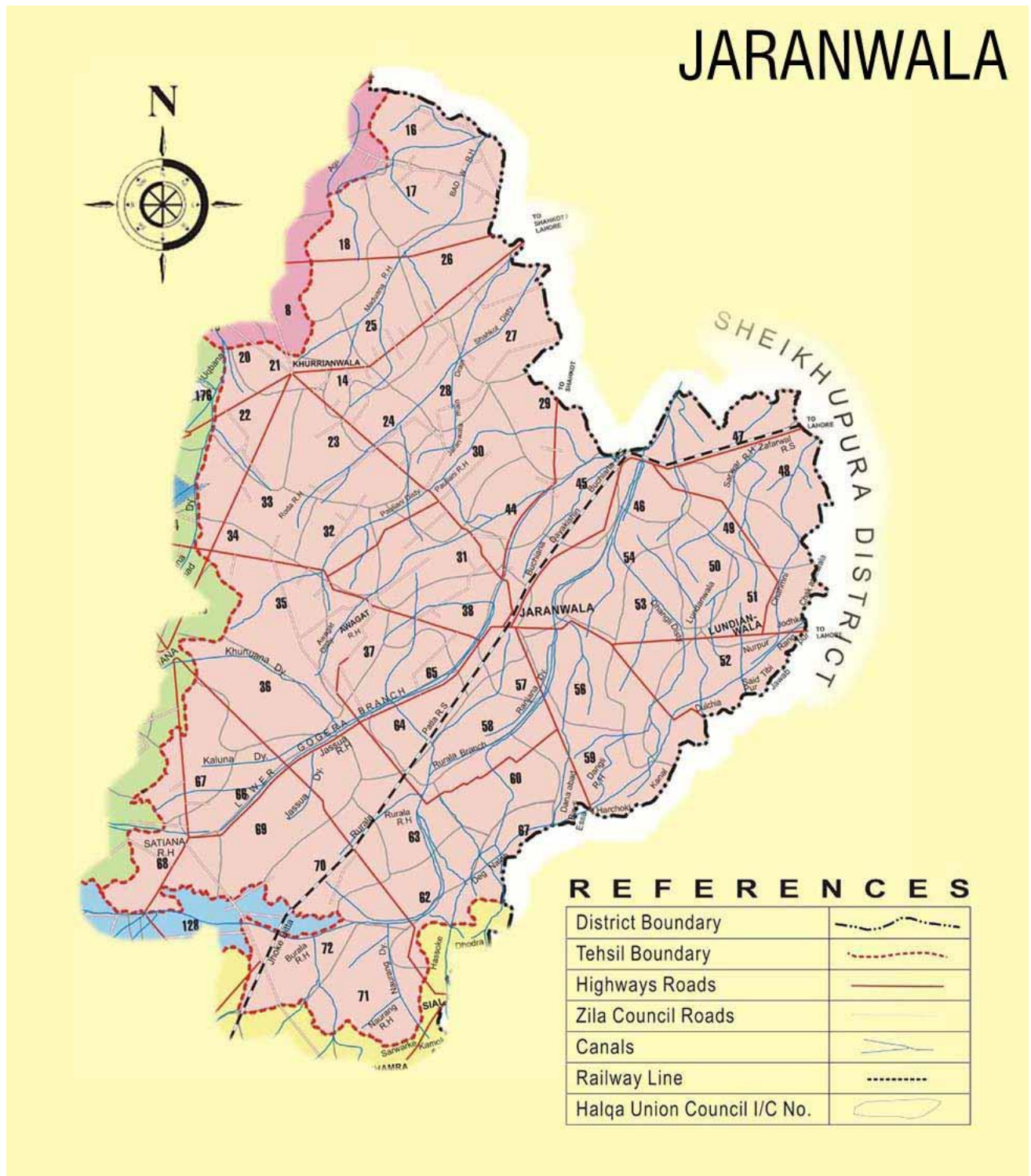
Jaranwala has fertile land with enormous potential in agriculture yield. Major crops in this area are sugarcane, wheat, corn and rice. Jaranwala hosts the 3rd largest jute mill in the world (it is closed now-a-days). The city of Jaranwala shares in growth of Pakistan with sugar, textile, wheat and rice industry.

Economic Activity in the City

With the passage of time major industry have been established in Jaranwala. At present, following industries of have been housed in Jaranwala.

Sr. #	Major Industries
1.	Sugar Mill
2.	Cotton & Textile Mills
3.	Flour Mills
4.	Food Industry
5.	Confectionary
6.	Cotton Ginning & Pressing
7.	Dairy Farms
8.	Rice Processing Units
9.	Agriculture Implements
10.	Ice Factory & Cold Storage
11.	Shoe Manufacturing
12.	Petrol Pumps
13.	C.N.G Stations

2. Tehsil Jaranwala Map



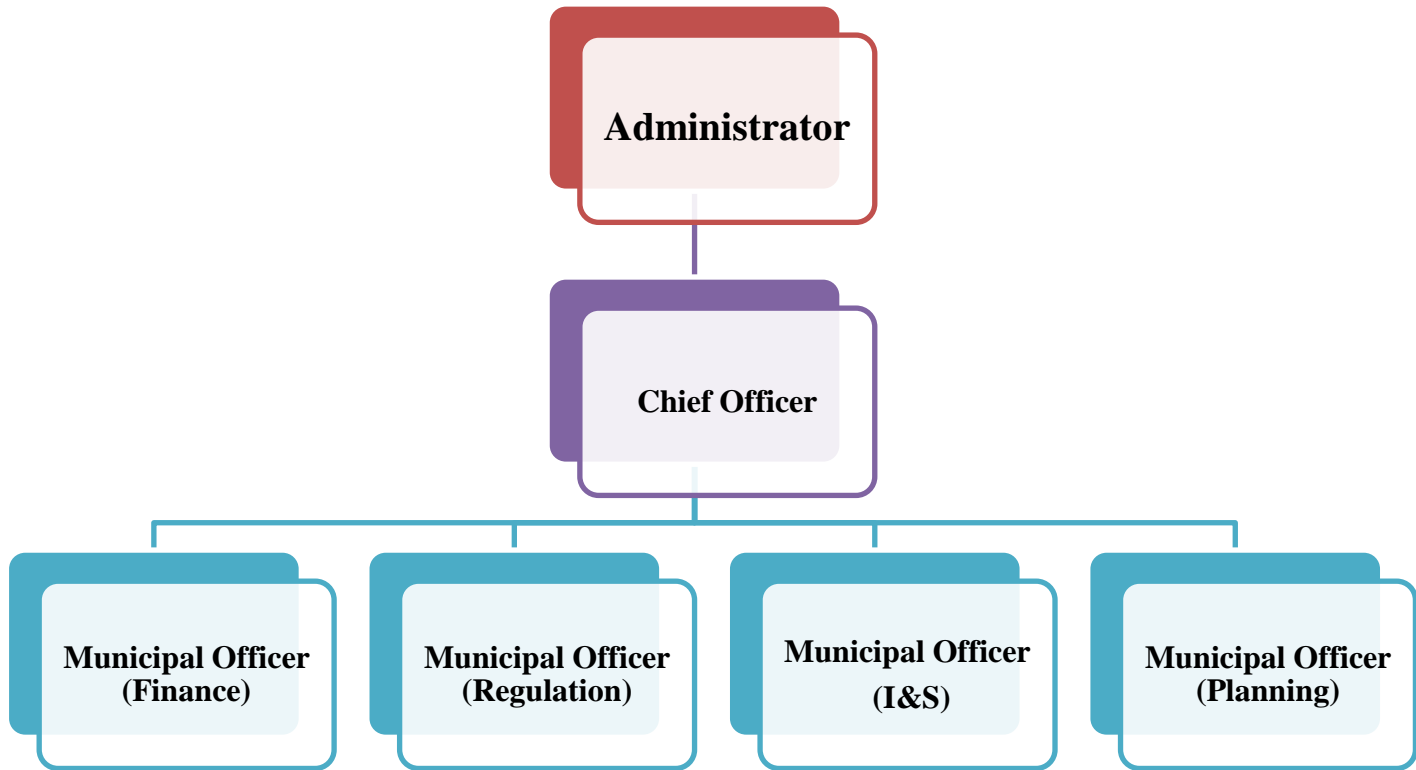
3. Functions of Municipal Committee Jaranwala

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

- a) implement the provisions of this Act, rules and bye-laws;
- b) exercise control over land-use including land-subdivision, land development and zoning by public and private sectors for any purpose, including for agriculture, housing, industry, commerce markets, shopping and other employment centers, residential, recreation, parks, entertainment etc., as per the approved Master Plan;
- c) subject to any other special law relating to preparation and approval of Regional, Master and land use plan for the time being in force; approve spatial plans, zoning, land use plans, including classification and reclassification of land, as per the approved Master Plan;
- d) enforce building control as may be prescribed;
- e) undertake urban design and urban renewal programs;
- f) approve development schemes for beautification of urban areas;
- g) prepare, approve, execute and manage development plans;
- h) regulate development and management of site development and housing schemes;
- i) manage properties, assets and funds vested in the local government;
- j) lease and rent out properties owned or otherwise vested in, managed or maintained by the local governments;
- k) undertake landscape, parks, monuments and municipal ornamentation;
- l) prepare and approve budget, revised budget and annual and long-term municipal development programs;
- m) approve taxes and fees etc.;
- n) collect approved taxes, fees, rates, rents, tolls, charges, fines and penalties;
- o) prepare and approve proposals for construction of express ways, fly-overs, bridges, roads, under passes owned by or vested in local governments;
- p) regulate affixing of sign-boards and advertisements except where this function is being performed by the Park and Horticulture Authority;
- q) naming and renaming of roads, streets and public places vested in, managed or maintained by the local governments;
- r) develop integrated system of water reservoirs, water sources, water supply and treatment plants, drainage including storm water drainage, liquid and solid waste collection, disposal and treatment including landfill site and recycling plants, sanitation and other municipal services;
- s) provide, develop, manage, operate, maintain and improve the municipal infrastructure and services, including –
 - (i) roads and streets;

- (ii) traffic planning, engineering and management including traffic signaling systems, signs on roads, street markings, parking places, transport stations, stops, stands and terminals;
 - (iii) street lighting; and
 - (iv) playgrounds, open spaces, graveyards and arboriculture.
- t) provide, develop, manage, operate, maintain and improve the municipal infrastructure maintain municipal records and archives;
 - u) maintain a comprehensive data base and information system and provide public access to it on nominal charges;
 - v) regulate and organize sports, cultural, traditional and recreational events, fairs and shows;
 - w) undertake adaptive reuse strategies to restore, preserve and undertake heritage and historical assets through agency arrangement, in the local area;
 - x) establish and manage municipal libraries;
 - y) promote school sports and traditional local sports;
 - z) ensure environmental protection;
 - aa) encourage tree afforestation and plantation at local level;
 - bb) provide assistance through grants to registered and credible Government and Non-Government Organizations for provision of public service;
 - cc) regulate and establish street markets in the manner prescribed;
 - dd) undertake steps to implement population control policy of Government;
 - ee) regulate private markets and establish and maintain public markets;
 - ff) regulate, establish and maintain cattle and other animal markets and slaughter houses;
 - gg) regulate sale of cattle;
 - hh) enforce all municipal laws, rules and bye-laws governing its functioning:
 - ii) authorize an officer or officers to issue notice to a person committing any municipal offence and initiate legal proceedings for continuance of commission of such offence or for failure to comply with the directions contained in such notice;
 - jj) sue, prosecute and defend court cases;
 - kk) assist relevant authorities in disaster management and relief activities;
 - ll) provide relief for the widows, orphans, poor, trans genders and other persons in distress, and children and persons with disabilities;
 - mm) make arrangements for enhancement of the care of disabled persons, paupers, aged, sick, persons of unsound mind, abandoned minors, juvenile delinquents, drug addicts, victims of child abuse, needy and disadvantaged persons; and
 - nn) exercise administrative, operational and management control of the devolved district level offices of the Government departments as may be notified by the Government.

4. Municipal Committee Organogram



5. Administrative Setup

1. **Administrator**
Mr. Noman Ali Dogar
Office No: 041-4313066
2. **Chief Officer & Additional Charge of Municipal Officer (Regulation)**
Mian Ishfaq Ali
Office No: 041-4313066
3. **Municipal Officer (Finance)**
Mr. Zia-ur-Rehman
Office No: 041-4313066
4. **Municipal Officer (Infrastructure)**
Mr. Saddam Hussain
Office No: 041-4313066
5. **Municipal Officer (Planning)**
Ms. Shireen Newton
Office No: 041-4313066
6. **IT Officer**
Mr. Zeeshan Salam
Office No: 041-4313066
7. **GIS Officer**
Mr. Zia-ur-Rehman
Office No: 041-4313066
8. **Staff Officer to Chief Officer**
Mr. Zohaib Habib
Office No: 041-4313066

6. Human Resource Available at MC

Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Chief Officer	12	06	06
Municipal Officer (R)	12	07	05
Municipal Officer (I)	359	93	266
Municipal Officer (P)	09	04	05
Municipal Officer (F)	27	19	08
Municipal Officer (IT)	04	0	04
Total	423	129	294

MC Schedule of Establishment is attached as Annex – A

7. Annual Budget

Abstract of annual budget of Municipal Committee Jaranwala is as under:

Municipal Committee Jaranwala		
Annual Budget Statement for The Year 2021 – 2022		
		Estimated 2021 – 2022
Opening Balance		1,492,745,855
Expected Income	Receipts	357,698,891
Total		1,850,444,746
Expected Expenditure	Current Expenditure	334,758,476
	Development Expenditure	1,405,723,958
Total		1,740,482,434
Closing balance as on June 30th.		109,962,312

8. Infrastructure Projects under Punjab Cities Program (PCP)

The detail of infrastructure projects completed under PCP during the FY 2021-22 is as under:

Infrastructure Projects Carried Out in Current FY

Sr.#	Project Name	Project Detail	Duration	Project Cost in Million Rs.
1	Rehabilitation of Municipal Services in Jaranwala City (Group-A)	<p>I-Water supply</p> <ol style="list-style-type: none"> 1. Replacement of MCUs with all electric accessories 2. Replacement of Hypo chlorinators 3. Replacement of vertical turbine pumping units of 1.0 cusec capacity 4. Installation of bulk water meters 5. Installation of sluice valve 6. Installation of non-return valves 7. Raising of plinth Level of Pump House <p>II-Sewerage</p> <ol style="list-style-type: none"> 1. Replacement of sullage pumping units 2. 3 Nos of 4.0 Cusecs 3. 1 No of 2.0 Cusecs 4. 1 No of 1.0 Cusecs 5. Replacement of Manhole covers with frame 6. Supply & installation of Power Factor Improvement Equipment 7. Rehabilitation of staff quarters and disposal Stations <p>III- Street Light</p> <ol style="list-style-type: none"> 1. Replacement of Sodium Lights / Tube Lights at main roads with LED Lights (120 watt) 2. Supply & installation of Street lights 120 watts with telescopic 5".4" & 3" dia GI Pipe pole with PCC foundation and base plates and other allied components at main roads 3. Supply & installation of Photo-electric switches 4. Replacement of circuit breakers with Control Panels <p>VI- Parks</p> <ol style="list-style-type: none"> 1. Replacement of water sprinklers with foundation and accessories 2. Replacement of submersible Pumping Units with foundation, power wiring, electric switches, circuit breakers etc. 3. Replacement of Park lights by 120 Watts LED along with accessories 	8	88.07
2	Rehabilitation of Municipal Services in Jaranwala City (Group-B, Repair Works)	Agreement signed on 03-11-2020.	3	3.41

3	Rehabilitation of Municipal Services in Jaranwala City (Group-C, Supply Items)	Supply Items 1. Provision of winch machines for de silting of collecting tanks of disposal works 2. Provision of winch machines for de silting of collecting of sewer line 3. Provision of Millat Tractor with backhoe for cleaning of sullage carrier 4. Replacement of Tyres of Tractor and Trollyes	4	11.24
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9. Machinery & Equipment Detail for Solid Waste Management

MC Jaranwala procured latest machinery and equipment for improved solid waste management. Total PKR 228.452 million was spent on procurement of machinery & equipment. The detail is at follows:

Sr. No.	Detail of Machinery & Equipment
1)	Compactor Trucks
2)	0.8 m ³ Containers
3)	Three wheeled conventional handcarts
4)	Mini Tippers
5)	Water Bowsers with spray system
6)	Truck mounted vacuum sweeper 4 cubic meter
7)	Font Blade Tractor
8)	Fronnd End Loader
9)	Dumper Trucks 10 m ³
10)	Wheel Excavator
11)	Motorcycles

10. Clean & Green Punjab Campaign

Punjab Government launched an initiative of Clean Green Punjab to make the Punjab clean and green. The Clean Green Punjab campaign included tree plantation, beautification of cities, sanitation, providing safe drinking water, solid waste management and water waste management to its citizens of Municipal Committee Jaranwala. MC took this initiative with full zeal and zest and put its best efforts to turn the city into the clean and green. MC understood that there was a dire need to plant tree to a large extent for ensuring pollution-free environment. MC took practical measures with all financial and human resources. MC also evolved a comprehensive awareness campaign for promoting tree plantation and serious efforts were made in this regard.



11. Khidmat Apki Dehleez Per

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



12. 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.



13.1.3. Tariff Structure

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

Tariff Rate/ Month		
Domestic	Commercial	Industrial
Rs.150/-	Rs.200/-	1,000/-

13.1.4. Water Filtration Plants:

The inhabitants have their own water sources such as hand pumps or motorized pumps. Due to lack of awareness about potable water, the citizens are extracting contaminated water from the shallow aquifers. However, 07 Nos. of water filtration plants have been installed in the city for supply of potable water to the citizen and most of the residents are fetching drinking water from these filtration plant.

13.1.5. The Source of Fresh Water

The city has brackish sub soil water which is unfit for human consumption. Gogera Branch Canal (GBC) is flowing at the western periphery of the city and Burala Branch Canal is flowing at the eastern periphery of the city. Both canals have developed fresh water belts along both of the banks because of the seepage of fresh water from the sides and bed of the canals. Skimming tube wells have been installed on the banks of these canals to harness fresh subsoil water from the shallow aquifers being recharged by these canals.

13.1.6. Detail of Tube wells

Water supply area has been divided into three zones however, below mentioned tubewells were installed in the years 2006-08 under a comprehensive water supply system out of which some tubewells were taken over by MC Jaranwala whereas the remaining were not taken over and ultimately abandoned wasting heavy capital. The detail is given below:

Zone	No of tube wells	Taken over by MC	Functional	Not Taken over by MC & Abandoned
1	9	0	0	9
2	3	3	3	0
3	23	13	13	10

Total	35	16	16	19
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13.1.7. Manpower Deployed

The manpower deployed on water supply system in MC Jaranwala is given below:

Sanctioned strength	31
Existing strength	17
Vacant posts	14

13.2. Solid Waste Management

13.2.1. Solid waste Generation & Disposal

Currently waste is being dumped openly along the Jaranwala Branch seepage drain near Chack No-128/GB. Because of non-availability of landfill, waste was being dumped along Gogera branch canal which has been abandoned now. The solid waste management efficiency is given below:

Total Waste Generated in a year	15,531 Ton
Avg. Generation of Solid Waste per Month	2,957 Ton
Avg. Solid Waste Disposed of per Month	1,266 Ton
% age Efficiency per Month	43%

13.2.2. Equipment & Machinery

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

Sr. No.	Equipment/ Machinery	Total available Nos.	In working condition
1.	Tractors	4	4
2.	Trolleys	4	4
3.	Tractor Front End Loader	2	2
4.	Tractor Front End Blade	1	1

5.	Tractor with Bowser	1	1
6.	Sprinkling Lorry	1	1
7.	Mechanical Sweeper	1	-
8.	Hand Cart for Cleanliness	10	10

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 transportation for improving the sanitary conditions and lowering down the operational and maintenance costs.

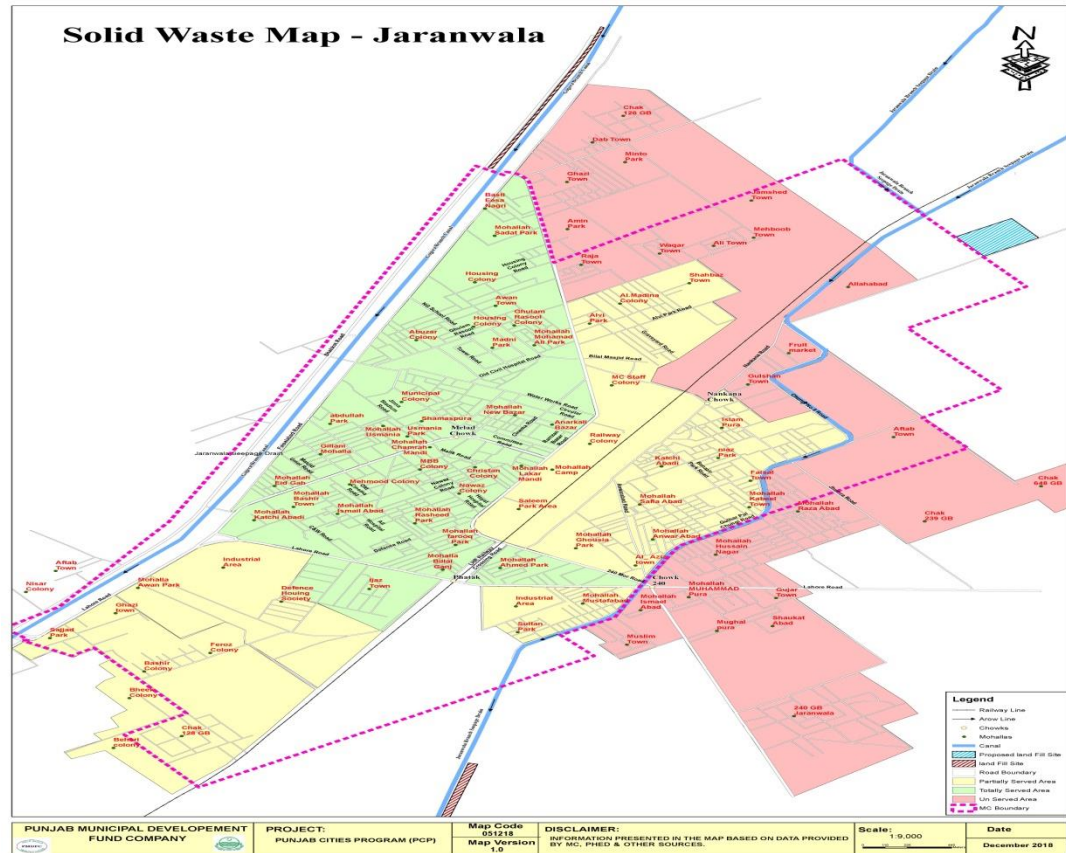
13.2.3. Manpower Deployed

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	Additional MC demand
Sanitary Workers	245	42	203	159	20
Vehicle Drivers	15	5	10	6	5
Supervisors	6	2	4	0	0
Sanitary Inspectors	2	0	2	0	3
Total	268	49	219	165	28

13.2.4. Coverage Detail

The entire city is not served with solid waste collection and disposal. The efficiency of the services is 65% as given below. Most of the areas of the city remain either un-served or these are partially served. The detail of these areas is given below:



a) Partially Served Areas of City (25% of the city area)

1	Shahbaz Town	2	Al- Madina Colony	3	Alvi Park	4	Mc Staff Colony
5	Railway Colony	6	Mohallah Camp	7	Saleem Park	8	Industrial area west side
9	Defence Housing Society	10	Awan Park	11	Ghazi Town	12	Sajjad Park
13	Feroz Colony	14	Bashir Colony	15	Bheek Colony	16	Behari Colony
17	Chak No-128/GB	18	Industrial Aarea (east side)	19	Mustafabad	20	Sultan Park
21	Al-Aziz town	22	Ghousia Park	23	Anwarabad	24	safia-abad
25	Kabeel town	26	Faisal Town	27	Niaz Park	28	Katchi Abadi
29	Islampura						

b) Un-Served Areas (30% of the total city area)

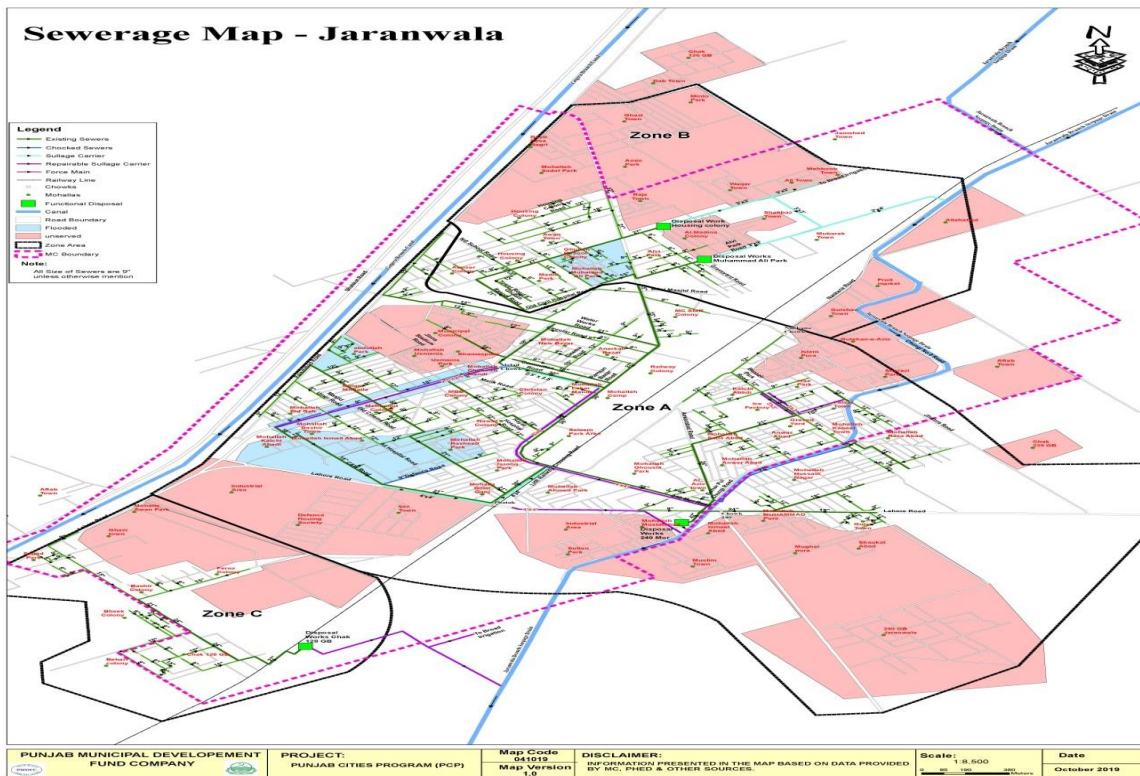
1	Chak No-126/GB	2	Dab Town	3	Minto Park	4	Ghazi Town
5	Jamshaid Town	6	Ameen Park	7	Mehboob Town	8	Ali Town

9	Chak No-248 GB	10	Raja Town	11	Allahabad	12	Fruit Market
13	Gulshan Town	14	Aftab Town	15	Waqar Town	16	Raza abad
17	Chak No- 239 GB	18	Hussain Nagar	19	Muhammad pura	20	Gujjar Town
21	Ismailabad	22	Muslim Town	23	Mughalpura	24	Shaukatabad
25	Chak No-240/GB						

13.3. Sewerage

13.3.1. Coverage

The coverage of the sewerage system is 60% of the total city area. In most of main streets and roads main sewers have been laid but lateral sewers in the streets have not been laid. On some of the main roads, gravity flow sullage carriers have been constructed to tap the water from the surface drains. These sullage carriers have enough sections to take the storm water as well but in dry weather these sullage carriers take the dry weather flow from the streets. The coverage map is as under:



13.3.2. Existing Disposal Works & Pumping Stations

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

Location	Collecting tanks	No. of pumps	Discharge each (cusecs)	Total discharge (cusecs)	Motor BHP	Working status	Force main/S. Carrier			Ultimate disposal
							Size (inch)	Length (ft)	Condition	
Housing colony	2	3	2.0	4.0	30	Poorly working	3'x 3'	5000	Poor	Broad irrigation/Seepage drain
			1.5	1.5	25					
Muhammad Ali Park	1	2	1.5	1.5	25	Poorly working	3'x 3'	3000	Good	Seepage Drain
			1.0	1.0	15					
240 More	2	2	2.5	5.0	40	Yes	18"	200	Good	Seepage Drain
		1	3.0	3.0	55	Yes				
		1	2.0	2.0	30					
Chak No. 128 GB	2	2	1.50	3.0	25	Yes	2'x 2'	2000	Needs repair	Broad irrigation/Seepage drain

13.3.3. Sullage Carrier or Open Channels

Under mentioned sullage carriers collect water from the surface drains and discharge in the main sewer of disposal works. All of these need repairs.

Location of disposal works	Repair of Sullage Carrier	
	Section (feet)	Length (feet)
Kachi abadi To Melad Chowk	2.5'x2.5'	4,000
Lakkar Mandi To Lahore road Phatak	6'x 6'	3,500
Lahore road Phatak to 240 more	8'x 8'	3,000
Defense road railway crossing To 240 More	4'x 4'	4,000
Altaf town to Faisal town	3'x 3'	2,500

13.3.4. Manpower Deployed

The manpower deployed presently for the operation & maintenance of the system is given below against the total regular sanctioned strength of 4 persons. Sanitary workers are being used for operation & maintenance of the sewerage system.

Pump Operators	6
Baildars	0
Supervisors	0
Sewer men	10
Total	16

13.3.5. Tariff Structure

All the sewer connections are not being charged by this time. However, MC Jaranwala notified the sewerage tariff in March 2018. As per gazette sewerage fee is Rs 100 per connection per month but this is not being recovered by MC.

13.3.6. Service Delivery

- As stated earlier, the sewerage system is working in 60% area of the city through main and branch sewers on main roads and streets but a very small area is equipped with lateral sewers.
- Most of the city is being served with surface drains discharging into the sewers without gulley grating chambers which is allowing all the silt and the floating materials in the sewers and is the main reason for chocking of sewer lines.
- No effective de-silting and cleaning of sewers is being done due to shortage of staff and machinery. Hence the service delivery is very poor and lot of waste water flooding in above given parts of the city, is being observed giving loss to public as well as private property.

13.4. Streetlight

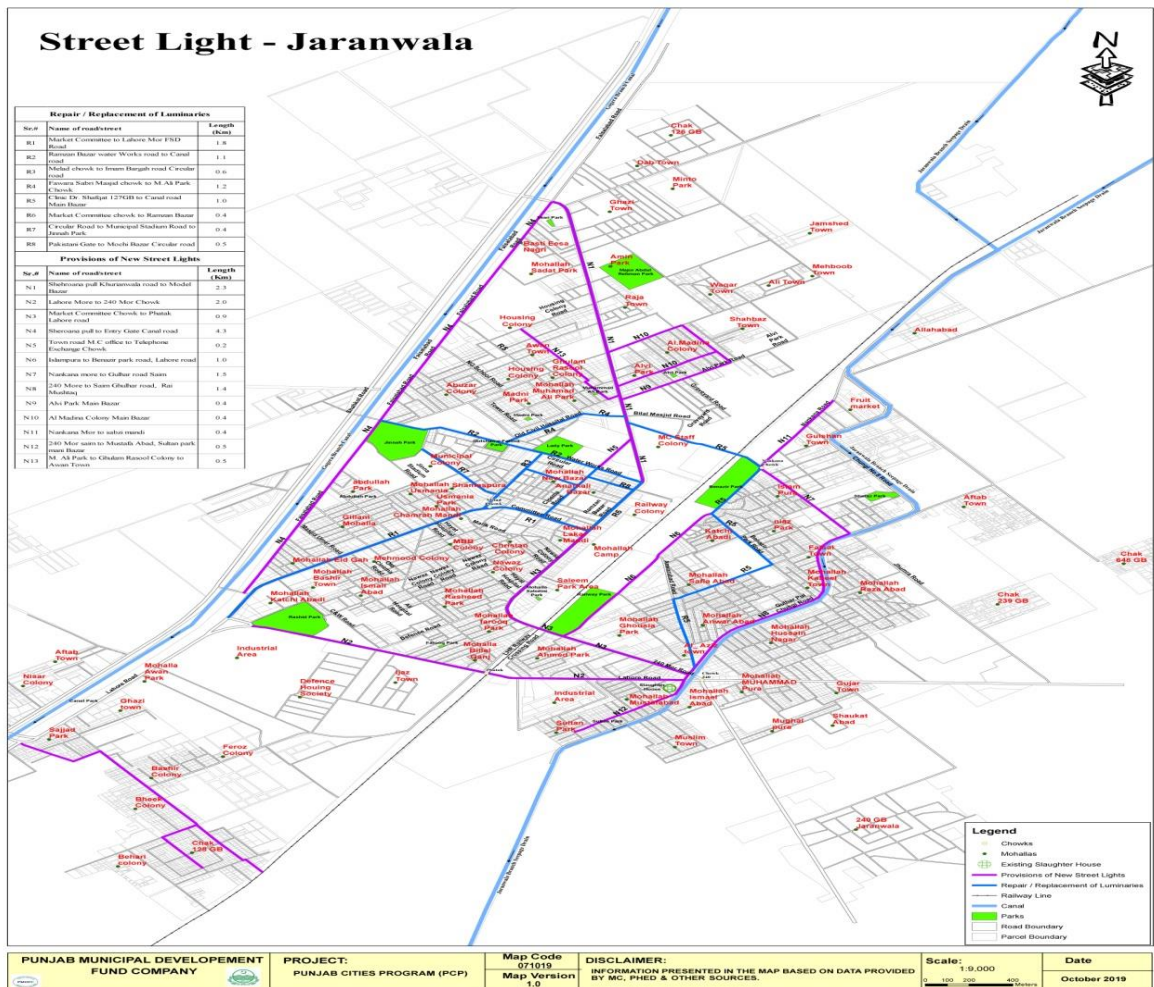
13.4.1. Street lights Existing Situation:

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

Sr. No.	Name of Road/ Street	Type of light (Led/sodium)	Length (Km)
1	Market Committee to Lahore More FSD Road	Sodium	1.76
2	Ramzan Bazar Water Works roads to Canal Road	Sodium	1.09
3	Melad Chowk to Imam Bargah Road & Circular Road	Sodium	0.57
4	Fawara Sabri Masjid Chowk to M.Ali Park Park Chwok	Sodium	1.17
5	Clinic Dr. Shafqat 127 GB to Canal Road Main Bazar	sodium	1.0
6	Khurianwala Road to Housing, Abuzar Colony Main Bazar	Sodium	0.70
7	Civil Hospital Chowk to Islam Pura to 240 Moore	Sodium	3.0
8	Market Committee Chowk to Ramzan Bazar	Sodium	0.42

9	Circular Road to Municipal Stadium Road to Jinnah Park	Sodium	0.40
10	Water Works road to Cinema Chowk Masjid Bazar	Sodium	0.57
11	Water Works Road to FSD Road Neya Bazar	Sodium	0.57
12	Pakistani Gate to Mochi Bazar Circular Road	Sodium	0.50
13	Lahore road to circular road Madni Bazaar	Sodium	0.50
14	Lahore road to Gulistan Cinema road to Defense View road	Sodium	0.50
15	Jhumra Road Sasta Ramzan Bazar to Civil Hospital Chowk	LED	0.50
16	Lahore road phatak to Sugar Mill Phatak	LED	0.50

13.4.2. Street lights Coverage Map:
Street light installed in wards are as below:



14. Complaint Management

Municipal Committee Jaranwala 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 incharge. 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	5%
Sewerage and Drainage	47%
Streetlight	15%
Solid waste	31%
Miscellaneous	2%



15.MC Website (www.mcjaranwala.lgpunjab.org.pk)

Municipal Committee Jaranwala has also developed its website for dissemination of information for general public. The information contains 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 etc.

The screenshot displays the website interface for Municipal Committee Jaranwala. At the top, there is a navigation bar with links for PMS LOGIN, RTI, SERVICES MAPS, DOWNLOADS, FAQ'S, SUGGESTIONS & FEEDBACK, and CONTACT US. Below this is a header with the MC logo and a menu including ABOUT US, SERVICES DELIVERY, DEVELOPMENT PROJECTS, BUDGET, NEWS & MEDIA, and PROCUREMENT. A search bar and a COMPLAINT button are also present.

The main content area features a large banner image of a riverbank. Below the banner, there are four data cards:

POPULATION (AS PER 2017 CENSUS)	ESTIMATED POPULATION (2022)	LITERACY RATE	GROWTH RATE
230117	252603	1.82	6.38

Below the data cards, there is a section titled "DEVELOPMENT PROJECTS" under the sub-heading "GOVERNMENT & STRATEGY". This section includes three project categories: Water Supply System, Solid Waste Management, and Sewerage Scheme, each with a representative image.

Next is a "COMPLAINTS STATUS SINCE JULY 2022" section, which uses a red background and circular gauges to display the following statistics:

TOTAL COMPLAINTS	RESOLVED	IN-PROGRESS
85	84	1

The bottom section of the page is titled "NEWS & EVENTS".

16.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
(2021-22)**

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
Total	x	x	x	x	x	x	x	x	x

Human Resource Detail

MC Name: Jaranwala

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
Office of Chairman	Chairman	Fixed	1	0	1	
	Junior Clerk	11	1	1	0	
	Assistant	16	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Naib Qasid/Naib Qasid	1	2	1	1	
	Convener	Fixed	1	0	1	
	Senior Clerk	14	1	0	1	
	Junior Clerk	11	1	1	0	
	Office Boy/ Naib Qasid	2	2	1	1	
	Sub Total	-	11	4	7	
Office of Chief Officer	Chief Officer	19	1	1	0	
	Office Superintendent	17	1	0	1	
	Senior Clerk	14	1	1	0	
	Imam Masjid	14	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	1	1	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Driver	5	1	0	1	
	Sanitary worker	1	1	1	0	
	Bulavi	1	1	1	0	
	Office Boy/Naib Qasid	1	3	1	2	
	Sub Total	-	12	6	6	
Office of Municipal Officer (Planning)	Municipal Officer Planning	18	1	1	0	
	Building Inspector	14	2	0	2	
	Senior Clerk	14	2	1	1	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	1	1	0	
	Naib Qasid	1	1	1	0	
	Office Boy	1	1	0	1	
	Sub Total	-	9	4	5	
Office of Municipal Officer (Finance)	Municipal Officer (Finance)	18	1	1	0	
	Senior Clerk	14	3	3	0	
	Assistant Tax Collector	11	5	0	5	
	Octroi Clerk	14	4	4	0	
	Octroi Inspector	14	1	1	0	
	Junior Clerk	11	3	3	0	
	Accountant	14	1	0	1	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Naib Qasid	1	1	1	0	
	Driver	4	1	0	1	
	Office Boy	1	1	0	1	
	Naib Qasid	1	6	6	0	
	Sub Total	-	27	19	8	
Office of Municipal Officer (Regulation)	Municipal Officer Regulation	18	1	1	0	
	Assistant	16	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Senior Clerk	14	1	0	1	
	Junior Clerk	11	3	3	0	
	Driver	5	1	0	1	
	Naib Qasid	1	1	1	0	
	Office Boy	1	1	0	1	
	Legal Advisor (Part Time)	Fixed	1	1	0	
	Superintendent Slaughter House	Fixed	1	1	0	
	Sub Total	-	12	7	5	
Office of Municipal Officer (Insfrastructure)	Municipal Officer (I&S)	18	1	1	0	
	Head Clerk	16	1	1	0	
	Senior Clerk	14	2	1	1	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
& Services)	Junior Clerk	11	1	1	0	
	Sub Engineer	14	3	2	1	
	Junior Computer Operator	12	1	0	1	
	Draftsman	14	1	1	0	
	Proect Assistant	16	1	1	0	
	Sanitary Inspector	8	3	0	3	
	Fire Superintendent	14	1	1	0	
	Head Fireman	8	1	1	0	
	Fireman	5	5	5	0	
	Sanitary supervisor	5	8	2	6	
	Electrician	5	1	1	0	
	Oil Man	2	1	1	0	
	Fero Khalsi	1	1	1	0	
	Road Quli	1	1	1	0	
	Driver	5	6	1	5	
	Tractor Driver	5	12	2	10	
	Disposal Driver	3	6	1	5	
	Turbine Driver	3	16	6	10	
	Plumber	2	1	1	0	
Chowkidar	15	13	2	11		

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Water Carrier	1	6	6	0	
	Mali	2	10	2	8	
	Baildar	1	12	12	0	
	Sanitary worker	1	230	39	191	
	Sewer man	1	10	0	10	
	OSD Post	1	3	0	3	
	Office Boy	1	1	0	1	
	Sub Total	-	359	93	266	
Office of Municipal Officer (IT)	Municipal Officer (IT)	17	1	0	1	
	Junior Computer Operator	12	2	0	2	
	Office Boy	1	1	0	1	
	Sub Total	-	4	0	4	
Audit & Accounts	Junior Computer Operator	12	1	0	1	
	Office Boy	1	1	0	1	
	Sub Total	-	6	0	6	
Total		-	440	133	307	