MUNICIPAL COMMITTEE, BAHAWALNAGAR

1. City Profile

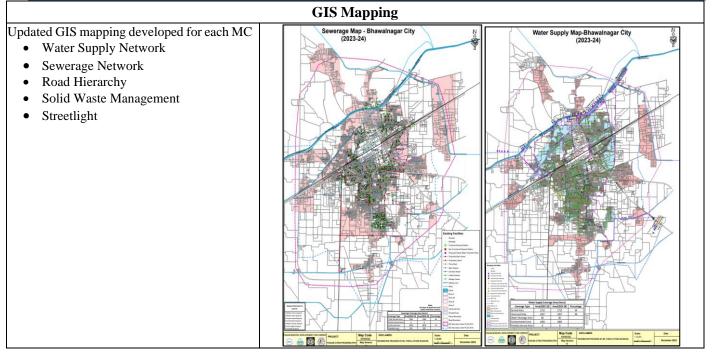
City	Bahawalnagar	Chak Hotiana Warraich Wali
District	Bahawalnagar	Rojhan Wali Mitti Roj
Division	Bahawalpur	Matran متران
Population 2017	199,334 Notified on 05, Nov 2019	Jir Shah
Estimated Population 2024	228,256	Jir Shah باولنگر چنکھل Bahawalnagar کان باولنگر چنگھل Bahawalnagar کان باولنگر (IUB Old Campus BWN
Growth Rate	1.95	
Household Size	6.6 persons	Kat Ghulam Rasool
Major Industrial Activity	Rice Mills, Flour Mills	Wala Basti Puran Kasooi Lukhmir t Murligarh مرلى كره Hafizwala Malagar Bypass

2. HR Profile

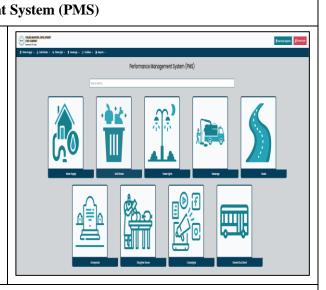
Administrator (<i>in place of Chairman</i>)	Muhammad Qayyum	Section wise vacancy analysis (As per SOE)						
place of Chairman)	place of Chairman) Qudrat posted on Oct 11, 2023		Sactioned	Filled	Vacant			
Chief Officer Muhammad Shafiq		Chairman/Administrator	4	2	2			
	posted on Jan 7, 2022 Mr. Abdul Razzak	Chief Officer	18	10	8			
MO – I&S	posted on Mar 13, 2023	Municipal Officer (R)	31	21	10			
MO – F	Rana Ijaz Ahmad	Municipal Officer (I)	120	82	38			
MO – R	posted on Aug 12, 2023 Muhammad Shafiq	Municipal Officer (S)	331	244	87			
	posted on July 29, 2022	Municipal Officer (P)	5	5	0			
MO – P	Mirza Khursheed	Municipal Officer (F)	23	20	3			
	posted on May 17, 2023	Total	532	384	148			

3. Key Results Achieved

a. E-Governance Initiatives at MCs



		Performance Man	agemen		
Water Supply & Sewe	Solid Waste &Streetlight				
Average hours of water supplied to households (HH) per day	2.13	Solid waste generated per day	89 Ton		
No. of HHs connected with Water Supply	20344	Solid waste lifted per day	76 Ton		
Percentage of Pop. Served	80%	Percentage of solid waste lifted daily	84%		
Total No. of Tube wells	52 35	Total No. of Streetlight	581		
No. of tube wells working Sewerage Total Served Area	35 26%	% Streetlight working	41%		
Sewerage Unserved Area	74%	No. of Parks	04		



Local Government Financial Management Information System (LGFMIS)

CFMS is fully functional and requisite reports under Minimum Access Conditions (MACs) and Performance Measures (PMs) are being generated including;

- Cashbook, classified abstract
- Contingency Check register, Establishment Check register
- Water Consumer, and Shop Demand & Collection record
- Water & Shops arrears list
- Bank reconciliation



Grievance Redress Management (GRM) System

- Complaint Tracking System (CTS) has been transformed into GRM
 GRM App (Android & IOS)
- compatible) is fully functional 3. Login has been created for all related
- Officers to have access for complaint handling process
- 4. Citizens can register their complaints in writing, through voice messages, or in person.
- 5. Action and response timelines are laid down

	11:27:26	AM		R	ight to Informatic	مطرمات کا حق / nn	Track Co	ىكېك/ omplaint	Add	New Complaint /	ىلى ئىكايت ئىلىل كارين	4	Muhammad Was Akttar
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المجريوة (Dashboard	+ Add New Co	ى دائيت دليل کري (mplaint											
) Admin Section / بشن ببكن (Complaint Status /		Complaint Procedure / J	(1.1.4.X.		Municipal Servi							
) Complaints / کیند)	All		All			All	Alouneer						
Complaints Summary) Reports / المحالية) ريونائي													
Complaints Report / دیند کردورڈ	Tracking Id	Nature of Complaint	Complaint Title	Complainant Name	Phone Number	Date	Resolved Date	Resolution Time	Status	Action			
) Help Desk / بلي ٿينگ (Sewerage- 7416960	Cleanliness and Water Removal	Sewerage	Saqib Ch	03336300852	04-03-2024 16:41:56	12	28	NREVEN	∘			
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ي. ايشرو	Sewerage- 3416957	Blockage, Garbage, Cleanliness	Sewerage	Sagib Ch	03377172786	04-03-2024 16-36-38		×	NREVEN	• • £			
	Sewerage- 4416950	Sewerage Blockage	Sewerage Blockage	Zəfər Aləm	0334-7038926	04-03-2024 00:00:00	04-03-2024 14:43:45		N PROCESS (44-03-2004	• • 2 0			
	Sewerage- 4418949	Sewerage Blockage	Sewerage Blockage	Naveed Akhtar	0300-7923830	04-03-2024 00:00:00	04-03-2024 14:43:36		IN PROCESS 04-03-2008	⊙			
	Sewerage- 7416948	Sewerage Blockage	Sewerage Blockage	Faroq Ahmad	0300-9734353	04-03-2024 00:00:00	04-03-2024 14:43:26		IN PROCESS 64-03-2008	⊙			
	Solid-2416947	Cleanliness	Non Cleanliness of Drain	Malk Sagib	0305-9103495	04-03-2024	04-03-2024		N PROCESS	0 0 £			

MC's Website

www.mcbahawalnagar.lgpunjab.org.pk

- 1. Website of MC Bahawalnagar has been upgraded from static to dynamic
- 2. Information useful for citizens has been uploaded including budget, development sub projects, procurement, RTI-related data, , regulatory mechanism, construction permits related information, services maps, Environment & Social sector related information etc.
- 3. Citizens can complain through website, can share feedback, and can request access to information per RTI Act 2013



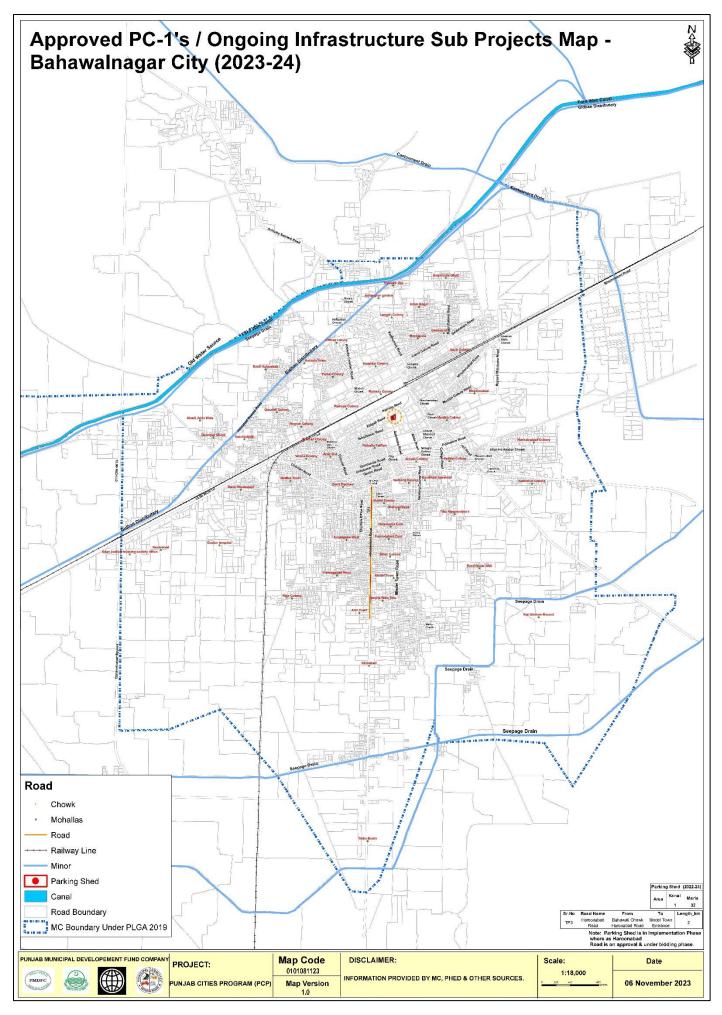
b. Other Initiatives

- i. Revenue Enhancement Plans prepared for each MC. Own Source Revenues increased between 3-9% year-onyear.
- ii. Asset inventory prepared/updated indicating: a) age; b) condition; and c) book value of assets.
- iii. Gap Analysis of infrastructure and services undertaken in Muridke city for each municipal service.
- iv. Three-year, rolling, Integrated Development and Asset Management Plans (IDAMPs) being developed for MC. The GIS-based asset inventories, Energy Audits, and EMPs are providing the data and evidence for them. Their development follows a highly participatory process, and IDAMPs are envisaged to replace the Annual **Development Planning processes**
- v. Procurement SOPs developed to assist MCs adhere to PPRA Rules in procurements from all sources of funding.
- Incremental application of environmental and social screening including gender considerations, assessment, vi. and mitigation processes on all infrastructure investments. Environmental and Social Instruments prepared and implemented as needed for social and environmental impacts.
- Manuals for Operations & Maintenance of assets developed earlier being updated to ensure optimum service vii. provision. These lay down requirements for periodic and routine maintenance of assets for all municipal services.

Sr. #	Sub Project	Cost (Rs. Million)	Status		
1.	Rehabilitation works (Group A)	85.035	Completed		
2.	Repair Works (Group B)	15.772	Completed		
3.	Supply Items (Group C)	5.771	Completed		
4.	Renovation / Construction / Repair of Municipal Committee Office Building Bahawalnagar (Saving Amount)	5.434 M	Completed		
5.	Provision of Machinery & Equipment for Improvement of Solid Waste	Management in Bahav	valnagar City		
	<u>Group A</u> Vehicles Chassis	41.428	Completed		
	Group B Super Structure of the vehicles	64.943	Completed		
	<u>Group C</u> Three years HR cost for operation of Solid Waste Machinery	27.360	Completed		
	<u>Group D</u> Cost of purchase of the Vehicle Tracking System including 5 % PST Service charges for 3 years including 16 % PST	4.500	Completed		
6.	Construction of Parking Shed	14.99	Completed		
7.	Construction of Haroon Abad Road	224.700	In progress		
8.	Water Supply Scheme	542.339	In progress		
9.	Solarization of Water Works and Disposals	20.165	In Progress		

6. Infrastructure Development Sub-Projects

Punjab Municipal Development Fund Company



Punjab Cities Program

Punjab Municipal Development Fund Company