



ANNUAL REPORT

Municipal Committee Muridke

2020-21

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Foreword:

On behalf of the Municipal Corporation Muridke, I hereby present this Annual Report for the financial year 2020-21. The report will give our stakeholders and communities an insight into the performance and achievements of the Municipal Corporation. The current Annual Report outlines MCs successes and shortcomings in relation to our mandate as provided in the key focus areas of Local Governments. These can be summarized as; Building a Municipal Corporation that is efficient, effective and responsive; Strengthen Accountability and promote fairness in its dealings; Accelerating Service Delivery and supporting the vulnerable; Promoting Economic and Social development; Fostering Development Partnerships, Social Cohesion and Community Uplift Programs. It is pertinent to note that these endeavors' can never be successfully achieved on their own but it becomes materialized by the collective efforts of officers, officials and support staff who work together in identifying challenges and to meet those challenges with rigor efforts and earnest professional approach.

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

Administrator
Municipal Corporation
Muridke

1 Background:

Tehsil Status

Muridke is a city and headquarters of Muridke Tehsil in Sheikhpura District. It is situated at an elevation of 216 m (710 ft) and is situated on the Grand Trunk Road. It became the headquarters of the newly created Muridke Tehsil in the year 2005.

Location

The city of Muridke is located at 74°-15' East and 31°-48' North at Main GT Road (N-5) at a distance of 33 km from Sheikhpura at its north east, 28 km from Lahore at its north and 40 Km from Gujranwala at its south. It is a railway station on Lahore Rawalpindi section and is connected with entire province through rail and road links.

Climate

a) Weather

The city has extremes of climate. The summer season starts from the month of April and continues till October. May and June are the hottest months with day temperature usually ranging from 39 to 45 degree centigrade. The winter season begins from the month of November and continues till March. January is the coldest month with a mean minimum temperature of 5 degree centigrade. Dust storms occur occasionally during the hot season relieving temporarily the intensity of heat. Towards the end of June monsoon conditions appear and during the following two and half months spell of rainy season alternates with intervals of sultry weather.

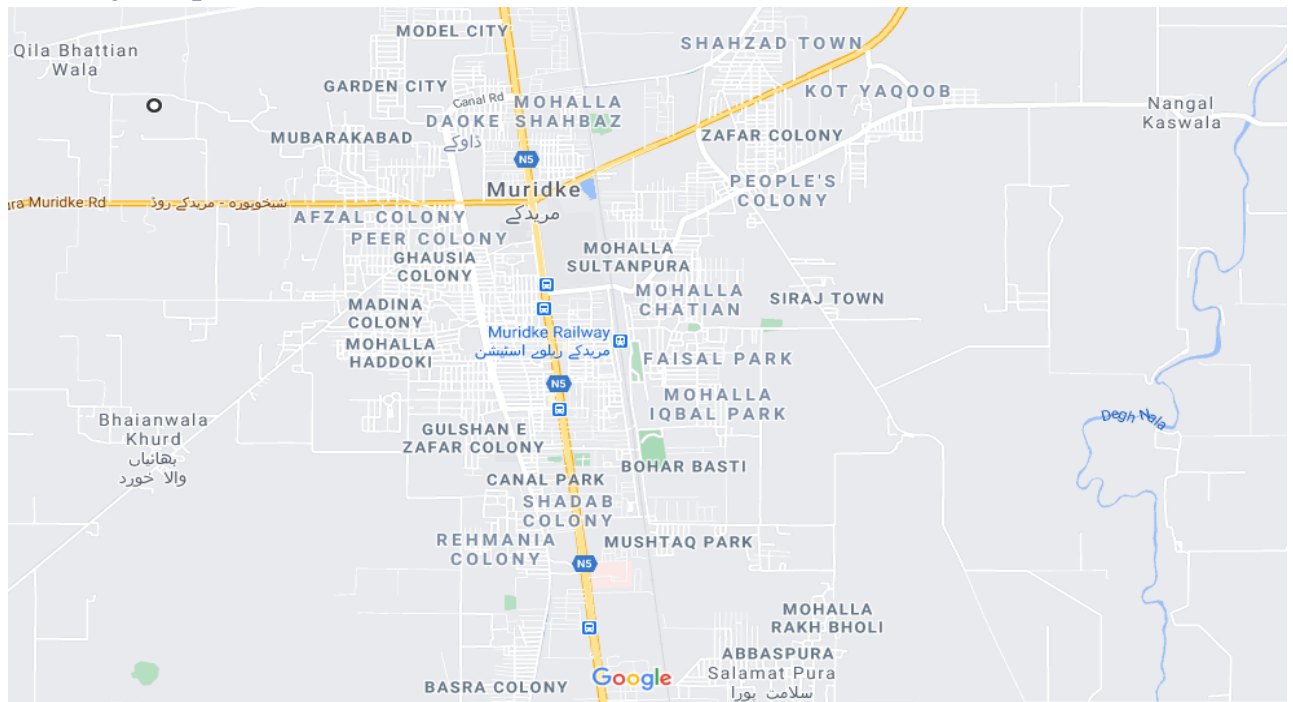
b) Rain fall

Most of rain falls in July, August and September during summer months and in January, February and March during the winter months. The average rain fall in the district is about 635 millimeters.

Demographic status

The District Population Census Reports of the year 2017 have not been published by Government of Pakistan as yet. However the provisional results published by Government for census 2017 for the Punjab Cities show the population of 166,652 persons for Muridke city. As per land scan process conducted by PMDFC Muridke city had the population of 235659 in the year 2017 with an annual growth rate of 2.56 % and it is expected to rise to 303,433 persons in the year 2027.

2 City Map Muridke



Mannon Textile Mills GT Road Muridke



Izhar Concrete Limited GT Road Muridke



3 Functions of Municipal Corporation Muridke

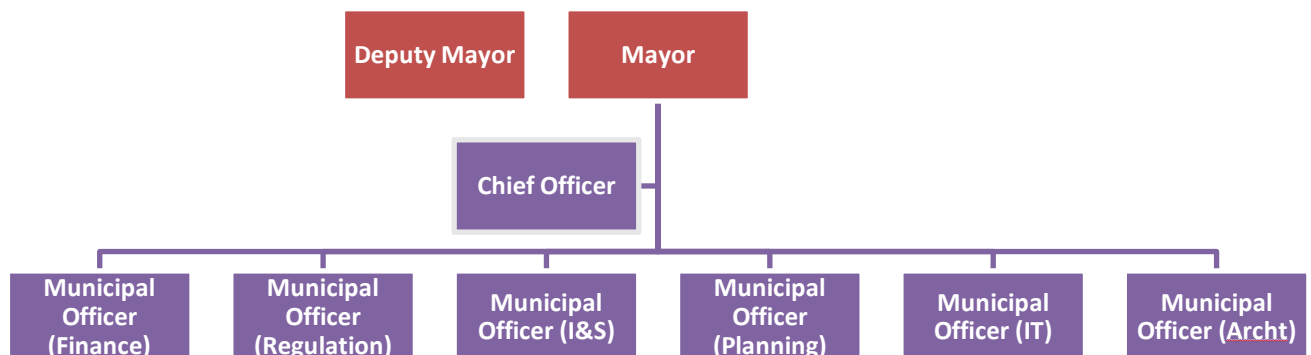
Municipal Corporation Muridke is responsible for performing the following functions as per new PLGA 2019:

- 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.

4 Human Resource at MC:

4.1 Municipal Corporation organogram



4.2 Administrative Setup

Administrator

Muhammad Izharul Haque

042-37990445-6

Joining Date: 05-12-2020



<p>Chief Officer Mirza Muzaffar Baig 042-37990447 <i>Joining Date: 10/07/2021</i></p>	
<p>Municipal Officer (Infrastructure) Muhammad Amir Butt 0323-4819354 <i>Joining Date: 19-05-2021</i></p>	
<p>Municipal Officer (Finance) Sajjad Ahmad 0321-4435773 <i>Joining Date: 04-09-2020</i></p>	
<p>Municipal Officer (Planning) Dr. Rai Imtiaz Ahmed 0321-4061085 <i>Qualification: PHD (City & Regional Planning)</i> <i>Joining Date: 27-07-2021</i> 0346-4600232</p>	

Assistant Municipal Officer (Regulation)**Ms. Darkhshan Amir***Joining Date: 20-08-2020***4.3 Human resource Available at MC**

MC schedule of establishment is attached as Annex

Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Mayor	7	3	4
Council Officer	3	3	0
CO	09	8	1
MO-F	17	9	8
MO-R	28	19	9
MO-IT	5	0	5
MO-P	8	5	3
MO-I&S	391	151	240
Total	468	198	270

5 Annual Budget:

Abstract of annual budget of Municipal Corporation Muridke is as under:

FORM ABS		
Annual Budget Statement For The Year 2021 - 2022		
[See Rule 33 (6)]		
		Estimated 2021 - 2022
Opening Balance		578,331,000
Expected Income	Receipts	956,275,000
Total		1,534,606,000
Expected Expenditure	Current Expenditure	345,451,000
	Development Expenditure	1,141,321,000
Total		1,486,772,000
Closing balance as on June 30th.		47,834,000

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 Muridke. As the COVID-19 situation continued to evolve, the city of Muridke 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 Muridke 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 Muridke City. The basic purpose of the program was to revive government machinery for effective delivery of services. Municipal Committee Muridke 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 Muridke 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"> • 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.



10. Development expenditure

The expenditure incurred on the development projects from year 2013-14 to the current financial year & source of financing is given below

(All figures in million Rs)

Description	2013-14	2014-15	2015-17	2016-17	2017-18	2018-19	2019-20	2020-21
Expenditure on Development Projects	15.15	20.18	36.40	35.89	3.06	25.058	5.627	84.772
Source of Financing	Own source revenue and Government Grants							

Expenditure on O&M of services and revenue generated

Water Supply									
O&M cost	10.80	18.70	10.70	10.20	9.247	19.62	18.177	34.34	
Revenue earned	3.877	3.332	4.519	4.39	4.667	4.487	5.038	5.21	
%age revenue earned	36%	18%	42%	43%	50%	22.869	27.716		
Subsidy injected	6.923	15.368	6.181	5.81	4.58	15.133	13.139	29.13	
Sewerage/drainage									
O&M cost	5.28	5.90	7.31	7.13	17.948	3.896	2.758	11.70	
Revenue earned	-	-	-	-	-	-	-	-	
%age revenue earned	0	0	0	0	0	-	-	-	
Subsidy injected	5.28	5.90	7.31	7.13	17.948	3.896	2.758	11.70	
Solid waste management									
O&M cost	52.30	31.50	49.80	39.80	49.18	23.529	21.143	52.36	
Revenue earned	0	0	0	0	0	-	-	-	
Subsidy injected	52.30	31.50	49.80	39.80	49.18	23.529	21.143	52.36	
Repair & maintenance of Roads									
Parks									
O&M cost	0.00	0.00	0.00	0.00	0.00	0.00	0.655	2.31	
Revenue earned	0.00	0.00	0.00	0.00	0.00	-	-	-	
Subsidy injected	0.00	0.00	0.00	0.00	0.00	0.00	0.655	2.31	
Slaughter Houses									
O&M cost	0.616	0.746	0.50	0.619	0.347	0.031	0.042	0.12	
Revenue earned	0.369	0.334	0.396	0.356	0.369	0.380	0.394	0.40	
Subsidy injected	0.247	0.412	0.104	0.263	-0.022	0.349	-0.352	-0.28	
Street light									
Total Expenditure	0.855	0.785	0.740	0.746	0.746	0.00	0.00	1.14	
Revenue earned	The service is not charged.								

11. Development Projects

List of projects under Punjab Cities Program

Sr.#	Project Name	Project Detail	Duration (Months)	Project Cost in Million Rs.
1	Rehabilitation of Municipal Services in MC Muridke (Group-A)	<p>I-Water supply</p> <ol style="list-style-type: none"> 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- External Electrification 7- Installation of power factor improvement equipments 8- Replacement of non-return valves 8” dia 9- Replacement of sluice valves 8” dia 10- Connection of pumping machinery with distribution system 11- Repair of pump houses <p>II-Sewerage</p> <ol style="list-style-type: none"> 1- Replacement of manhole covers 2- Construction of gully grating chambers 3- Raising of manholes <p>III- Parks</p> <ol style="list-style-type: none"> 1-Installation of Street light poles and LED 120 Watts with accessories 2- General repair of parks/green belt 3- Replacement of RCC benches <p>IV- Street Light</p> <ol style="list-style-type: none"> 1- Replacement of conventional lights by 120 watt LED lights on main roads 2- Replacement of conventional lights by 27 watt LED lights 3- Replacement of copper conductor cables 4- Supply & installation of photo-electric sensor switch 5- Supply & installation of wall mounted low tension electric panels 6- Installation of single phase meters 	8	42.28
2	Rehabilitation of Municipal Services in MC Muridke (Group-B, Repair Works)	<p>I-SWM</p> <ol style="list-style-type: none"> 1- Repair of front end loaders 2- Repair of Tractors 3- Repair of Trolleys 4- Repair of steel container 5- Repair of hand carts 6- Repair of water bowsers 7- Repair of Mechanical Sweeper 	6	5.18

Sr.#	Project Name	Project Detail	Duration (Months)	Project Cost in Million Rs.
3	Rehabilitation of Municipal Services in MC Muridke (Group-C) Supply Items	I-Sewerage 1- Supply of winch machines for de-silting and cleaning of sewer lines 2- Supply of back hoe machine for sillage carriers	6	3.35

List of Approved Projects for the last 03 Years of MC, Muridke is attached at Annex-B

a. Existing situation of water supply

The city is considered as a single unit or zone with respect to water supply. Ground water was extracted by the tube wells for the purpose of water supply. Direct water supply systems are operating here.

There are sixteen numbers of total tube wells. Fifteen of them are operated by MC, one of them is non-operational. PHED is executing a project of water supply in city to cover the water shortage area as well as un-served area.

12. Municipal Services Delivery Detail

a. Water supply system

i. Water supply hours

On an average MC is supplying 07 hours of water to households daily as per given schedule

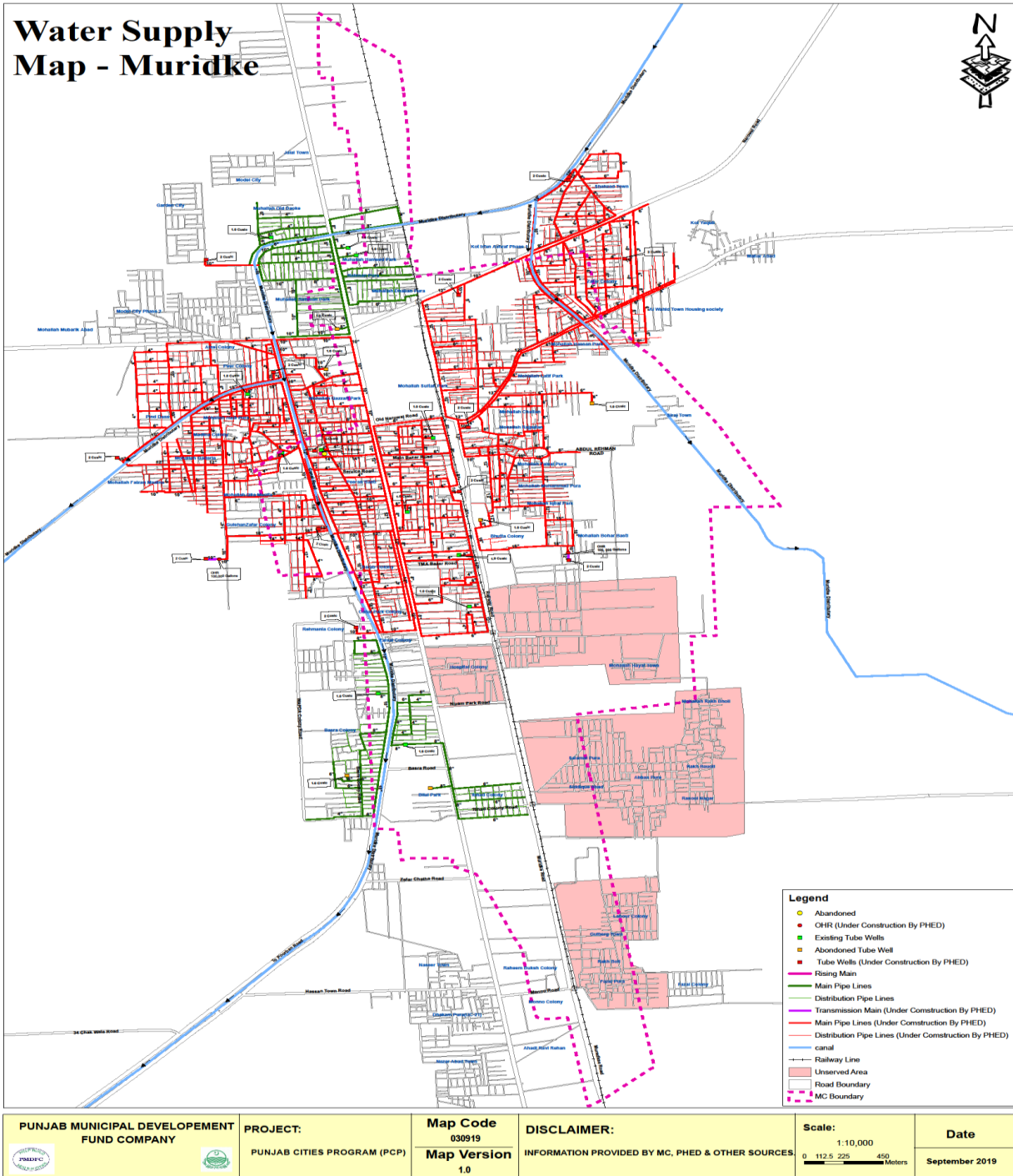
Water supplied hours			
Morning	Midday	Evening	Total
4.0	3	4.0	11

ii. Total coverage of the city

After completion of the ongoing scheme the total coverage of the city will reach 85% within the present municipal limits. The city is surrounded by all types of industry and hence handsome portion of the population is living outside the municipal limits of the city which requires extension of the municipal limits. If overall population of the city is considered then overall coverage may be to the extent of 70%

iii. Water Supply hours and consumer connections

Consumer connections			
Domestic	Commercial	Industrial	Total



iv. 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. 500	-

v. Water filtration plants:

In Municipal Corporation there is no any filtration Plant

1. The water source & storage

After completion of the ongoing scheme the total coverage of the city will reach 85% within the present municipal limits. The city is surrounded by all types of industry and hence handsome portion of the population is living outside the municipal limits of the city which requires extension of the municipal limits. If overall population of the city is considered then overall coverage may be to the extent of 70%

2. Manpower deployment

Slot	Sanctioned strength	Existing strength	Vacant post	Manpower on daily wages	Total man power	Additional Requirements
Tube wells operators	18	13	5	0	13	
Chowkidar	0	0	0	0	0	
Electricians	1	1	0	0	1	1
Plumbers	4	0	4	0	0	
Clerks	2	2	0	0	2	
Total	25	16	9	0	16	1

b. Solid waste management

i. Solid Waste Generation & Disposal

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

Total waste generated per day	112 tons
Waste disposal per day	66 tons
% age efficiency	59%

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 but requiring repair (Nos)
1	Tractor trolleys	06	0
2	Arm rolls	0	0
3	4-5 m3 containers	0	0
4	Front blade tractors	01	0
5	Front End loader	03	01
6	Water bowsers	01	0
7	Mechanical sweepers	01	01 (abandoned)

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.

iii. 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
Sanitary workers	139	62	77	34	96
Vehicle drivers	11	2	9	2	4
Supervisors	6	6	0	0	6
Sanitary inspectors	1	0	1	0	0
Other	0	0	0	0	0
Total	157	70	87	36	106

iv. Coverage Detail

Un-served and partially served areas

The entire city is not served with solid waste collection and disposal. The average efficiency of the services is 63% 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

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.

Levying of sanitation fees

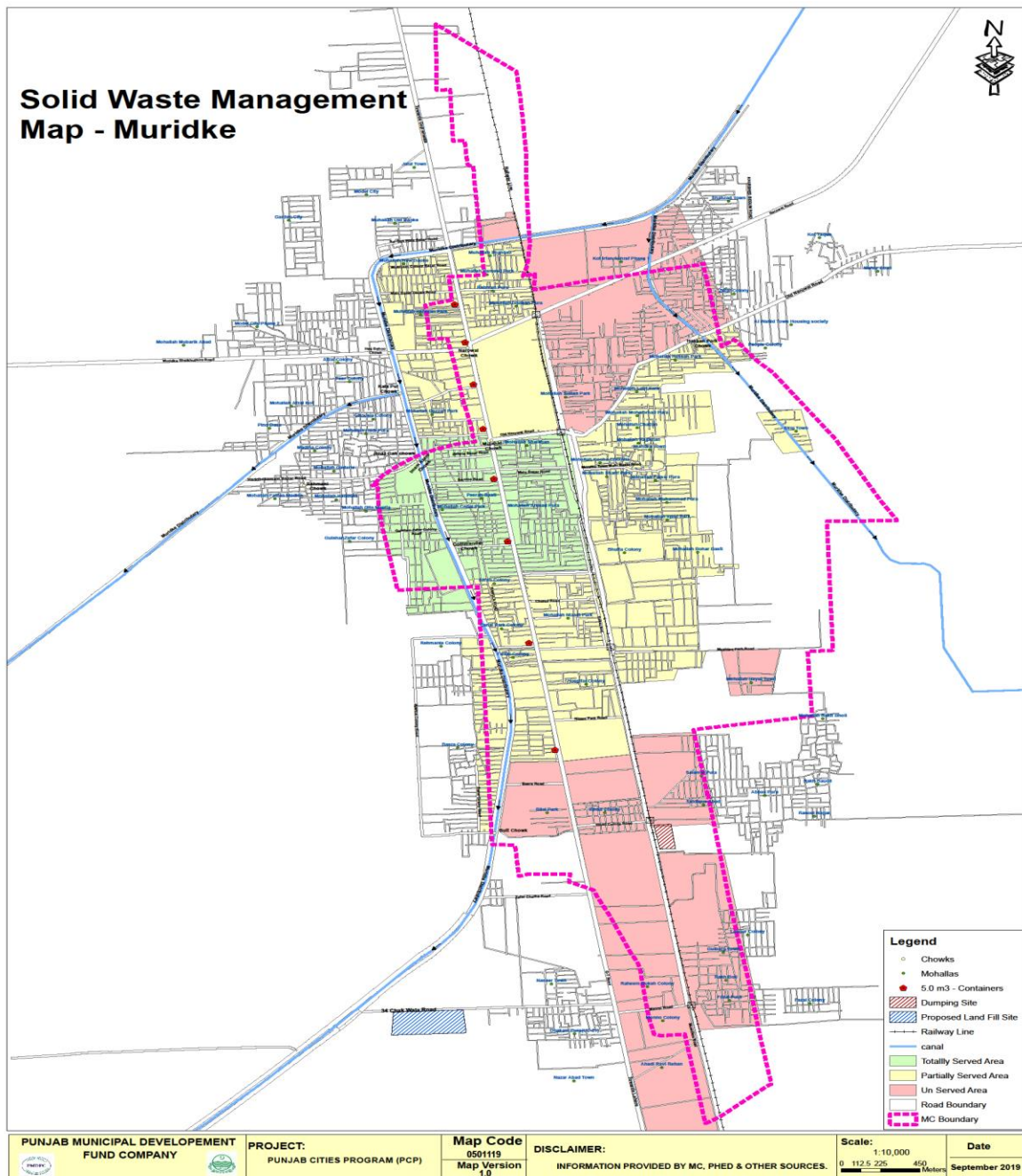
No sanitation fee has been levied by MC and the entire expenditure given below is being met from MC's own resources and the PFC share being given by Provincial government.

Solid waste management financials (million Rs.)

The annual expenditure incurred by MC for last 5 years is given below which includes manpower, energy, repairs, supplies etc.)

Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	Total
O&M Expenditure (million Rs)	52.30	31.50	49.80	39.80	49.18	63.720	70.708	357.008

MC should levy the sanitation fee to meet the expenditure on solid waste management or at least to lower down the subsidy presently being injected.



v. Solid waste Generation & Disposal

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

Total waste generated per day		Total waste collected (Tons)		% Efficiency of disposal	Name of dumping sites
Cubic meters	Tons	Cubic meters	Tons		Mushtaque park
224.68	112.34	131	65.5	58%	
Distance from city center (Km)					4 KM
Type of dumping					Open and uncovered

*Assumed density of loose solid waste = 500 KGs per cubic meter

Landfill Site development

Privately owned area of 20 Acre in Mushtaque Park was proposed for landfill site. The suitability of this area will be determined after detailed surveys and design of the project by catering for the requirement of the environmental standards in vogue in Punjab.

vi. Service delivery

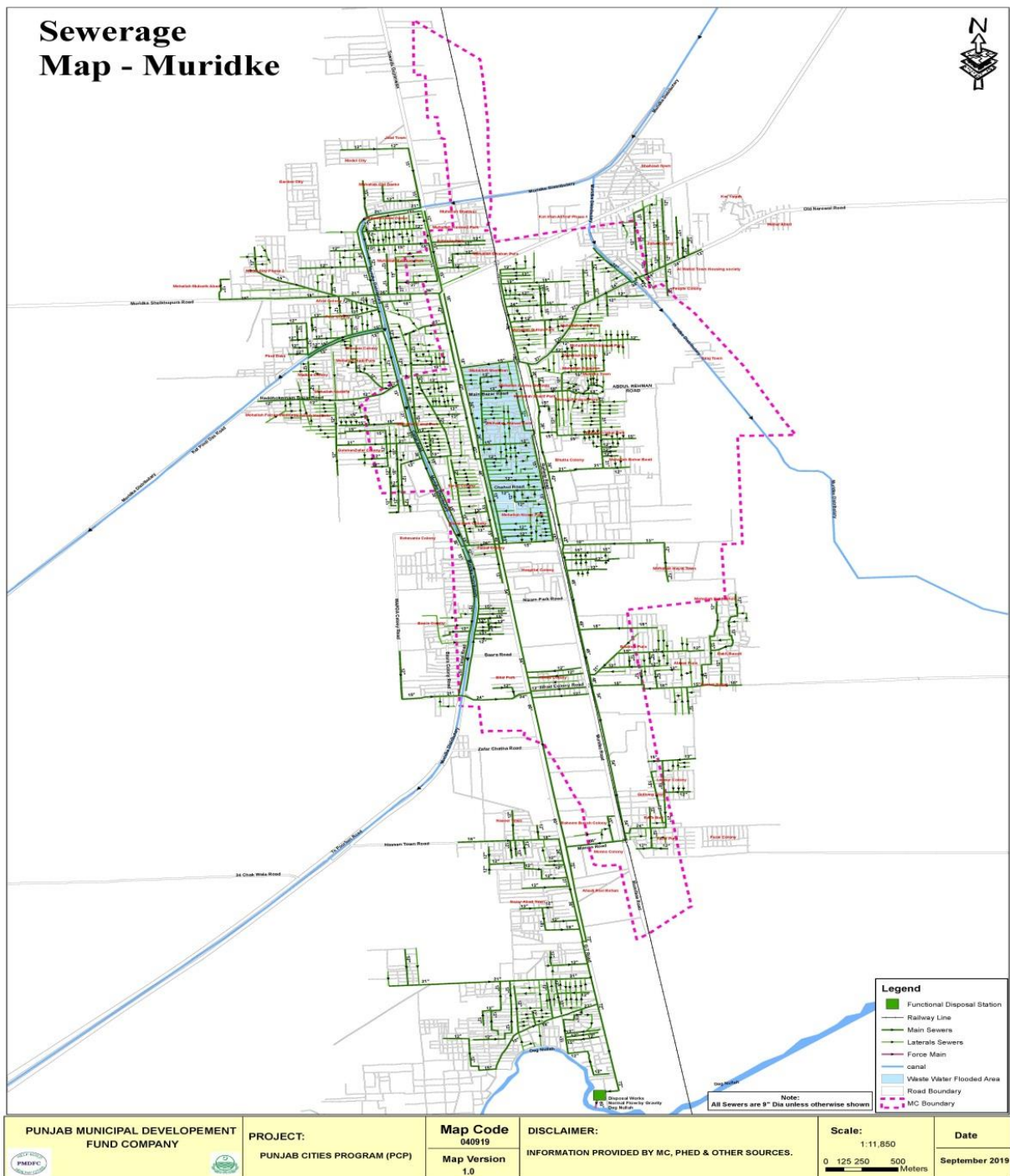
The service delivery level is not good with 58% efficiency. Most of the areas in the city are either un-served or partially served because of shortage of sanitary staff and machinery & equipment whereas the existing machinery and equipment is inefficient having costly operation and maintenance.

The solid waste is being dumped along railway track because no proper landfill site is available which is creating hazards like obnoxious smell, sub soil water pollution and breeding of vectors causing water borne and vector diseases. Apart from that this is also creating insanitary conditions resulting in frustration in the citizen. MC has a proposed a land for the development of landfill site which is owned by Auqaf Department, Punjab and will have to be transferred to MC for its use.

c. Sewerage

i. Coverage

The rehabilitation and extension of the sewerage system in Muridke has been completed by PHED. Entire system is in good condition and almost all the areas within the limits of MC boundary are served with the facility.



ii. Existing pumping / disposal stations

Pumping / disposal station

Entire city is being served by gravity into the Daigh Nala through a trunk sewer of 72” diameter. During floods in Daigh Nala, the water level in this Nala rises and to avoid the backlash in the city the waste water is pumped in the Daigh Nala through a disposal works located near the Daigh Nala. The details of this disposal works 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	
Near Ravi Rayon	2	2	10	20	100	Working	60	50	Good	Nala Daigh
		2	05	10	50	Working				

iii. 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	0
Baildars	-
Supervisors	-
Sewer men	7
Total	7

Seven regular post of sewer men exist with MC but these slots cannot be filled due to ban on recruitment which should be lifted to fill these slots. MC has deployed sanitary works from the solid waste discipline for sewer complaints. The sewers are slowly choking/dying and additional manpower should be sanctioned for the MC to clean and save these sewers.

Tariff structure

The liquid waste user charges were implicated in city before 2017-18.

Waste water treatment

Waste water from the trunk sewer is and even from disposal woks during flood, is being discharged into the Daigh Nallah without treatment. Waste water treatment plants are required to be constructed to lower down the BOD/COD level as per National Environmental Quality Standards (NEQS).

Consumer connections

No consumer sewer/drain connection survey in the city has been conducted by this time. Hence the exact number of these connections cannot be estimated at this stage.

Operation & maintenance cost vs. revenue recovery

The operation & maintenance cost of the sewerage system for the last five years along with the revenue recovery is given below;

O&M Expenditure vs. Revenue Recovery (million Rs) (includes manpower, electricity, repairs/replacement & supplies)								
Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	Total for 5 years
O&M expenditure	5.28	5.90	7.31	7.13	17.948	9.854	10.408	63.83
Revenue earned	-	-	-	-	-	-	-	-
Percentage recovery vs O&M cost	0	0	0	0	0	0	0	0
Subsidy given	5.28	5.90	7.31	7.13	17.948	9.854	10.408	63.83

iv. Manpower deployed

The manpower deployed for the operation & maintenance of the system is given below;

Pump operators	8
Baidars	0
Supervisors	0
Sewer men	7

MC is demanding additional manpower because of increase in population as they are serving those areas in the city which are not included within the municipal boundary.

v. Service delivery level

- a) The city has main and branch sewers on main roads and streets but some areas are not equipped with lateral sewers. Most of the city is being served with surface drains discharging into the sewers without gulley grating chamber which is allowing all the silt and the floating materials in the sewers and is the main reason for chocking of sewers.

No effective de-silting and cleaning of sewers is being done due to shortage of staff.

vi. Sewer lengths

The approximate length of old sewers is given below;

Sewer dia. (inch)	9	12	15	18	21	24	27	Total length in
Length in Km	1	3	2.45545	2.445	1	1	2	
Sewer dia (inch)	3	33	36	42	48	54	66	17.25 Km
Length in Km	1	-	1	21	-	-	-	

d. Streetlight

i. Ward wise detail of existing street lights

1. Existing Street light facility on some roads and streets in MC Muridke is given below;

S. No.	Name of Mohalla	No. of Street Lights	S. No.	Name of Mohalla	No. of Street Lights
1	Purana Mandi	19	13	Muridke	13
2	Ahmad Pura Mohalla	14	14	Meena Bazaar	12
3	Amambarga Road	6	15	Mohalla Ahmed Pura	9
4	Baruni bazar	6	16	Mohalla Subhan	9
5	Dawake	9	17	Muridke Bazar	8
6	Gaddafi Park	1	18	Muridke Park	40
7	Gman Barzar	1	19	Muridke Town	17
8	Harjoki Canal	12	20	Nizam park	8
9	Janah Park	16	21	Porana Narg Road	13
10	Jinnah Park	5	22	Rehman Pura	10
11	Kanal Park	23	23	Town Muridke street janazga	4
12	Main Bazar	17		Total	272

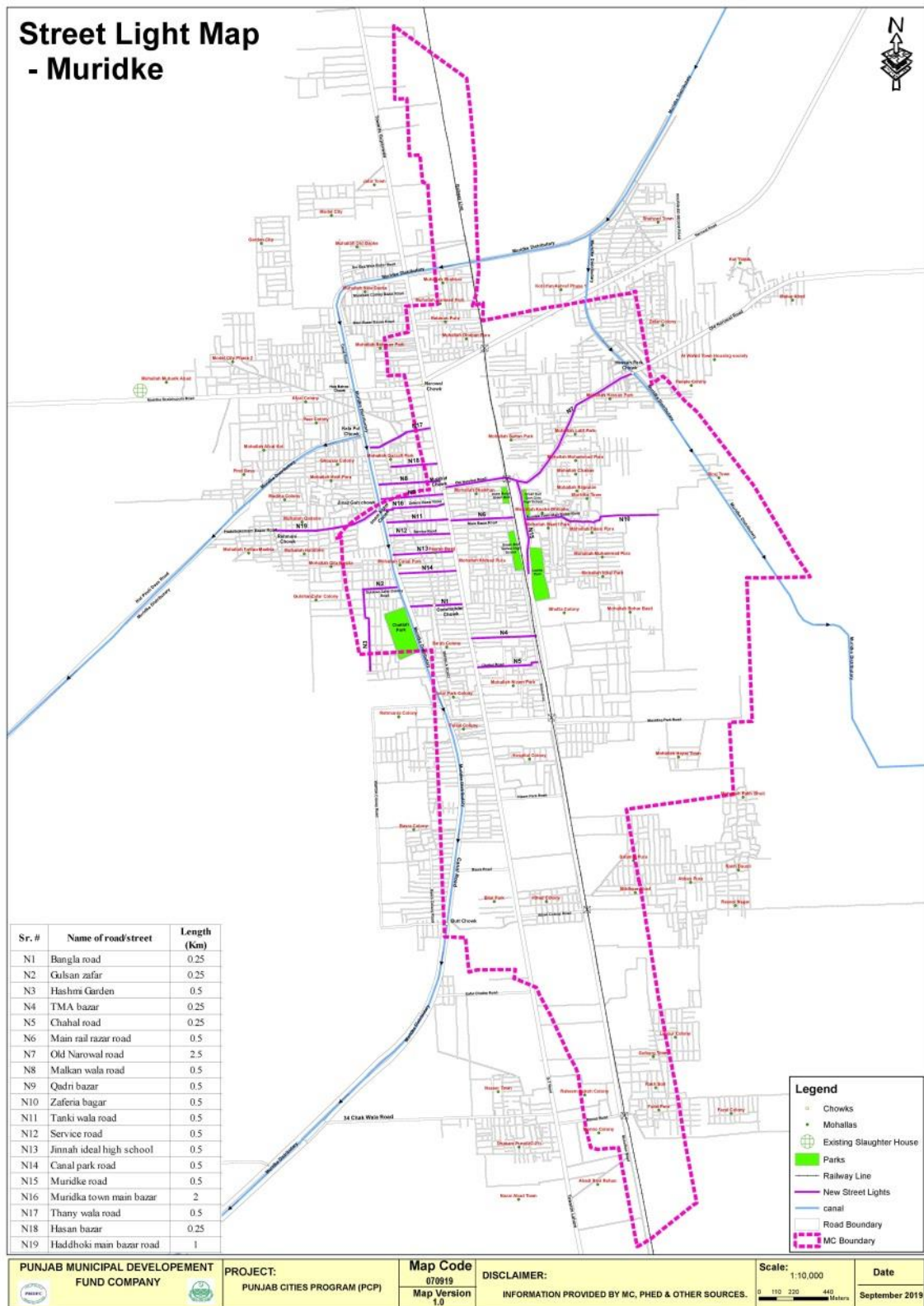
ii. Replacement of existing street light

- As per Energy Audit report, 269 Nos. of street lights points was found in MC, Muridke and they should make operational in M&R year one project.
- Photo electric switches should be installed for in time switching.

iii. Provision of new street lights

MC Muridke has proposed to provide new street light on the under mentioned 19 main roads of the city;

Sr. #	Name of road/street	Length (Km)
N1	Bangla road	0.25
N2	Gulshan-e-Zafar	0.25
N3	Hashmi Garden	0.50
N4	TMA bazar	0.25
N5	Chahal road	0.25
N6	Main rail Bazar road	0.5
N7	Old Narowal road	2.50
N8	Malkanwala road	0.5
N9	Qadri bazar	0.5
N10	Zaferiabagar	0.5
N11	Tankiwala road	0.5
N12	Service road	0.5
N13	Jinnah ideal high school	0.5
N14	Canal park road	0.5
N15	Muridke road	0.5
N16	Muridke town main bazar	2
N17	Thanywala road	0.50
N18	Hasan bazar	0.25
N19	Haddhoki main bazar road	1.00



iv. Expenditure on street lights

Under mentioned expenditure on the Operation & Maintenance of the existing street lights has been incurred by MC Muridke during the last 5 years. This includes the energy cost, manpower cost and cost of repairs and replacements.

(All figures in million Rs)

Year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
O&M Expenditures	0.855	0.785	0.740	0.746	0.746	0.747	1.047


The expenditure is quite low as the energy cost is lesser because of energy saver luminaries.

13. Complaint Management

Municipal Committee Muridke 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.

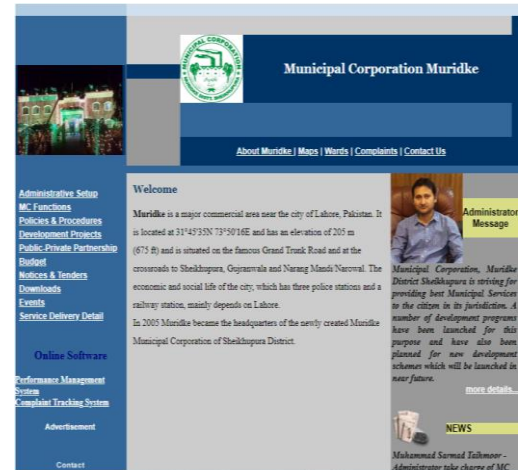
Complaints: Received Summary Year – 2020-21	
Sector	Complaints
Water Supply	14%
Sewerage and Drainage	50%
Streetlight	4%
Solid waste	21%
Others	9%
Percentage Resolved	90%



14. MC Website

(www.mcmuridke.lgpunjab.org.pk)

Municipal Corporation Muridke 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

**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	2	0	6hour	2	2	0	0	yes	Good
MO (I&S)	11	11	"	0	0	0	0	"	"
MO (F)	3	3	"	0	0	0	0	"	"
MO (P)	1	1	"	0	0	0	0	"	"
MO (R)	4	4	"	0	0	0	0	"	"
Total	21	19	"	0	0	0	0	"	"

Annex- A

Human Resource Detail

MC Name: Muridke

Sr.	Post Name	BPS	Sanctioned Posts	Filled Posts	Vacant Posts
Mayor Office					
1	Mayor	Fixed	1	0	1
2	Junior Clerk	11	2	2	0
3	Junior Clerk	12	1	0	1
4	Naib Qasid	1	2	2	0
5	Office Boy	1	1	0	1
	Total		7	4	3
Chief Officer Office					
1	Chief Officer	19	1	1	0
2	Legal Advisor	Fixed	1	0	1
3	Office Superintendent	17	1	1	0
4	Senior Clerk	14	1	1	0
5	Junior Computer Operator	12	1	0	1
6	Junior Clerk	11	2	2	0
7	Dairy Clark	11	1	1	0
8	Driver Car	4	1	0	1
9	Naib Qasid	2	2	2	0
10	Office Boy	1	1	0	1
	Total		12	8	4
Finance Office					
1	MO (Finance)	18	1	1	0
2	Assistant MO (Finance)	17	1	0	1
3	Accountant LGs	14	1	0	1
4	Senior Clerk	14	1	0	1
5	Assistant Accountant	16	1	1	0
6	Junior Computer Operator	12	1	0	1
7	Junior Tax Collector	11	4	0	4
8	Junior Clerk	11	1	1	0
9	Tax / License Clerk	11	2	2	0
10	Daftri	4	1	1	0
11	Naib Qasid	1	2	2	0

12	Office Boy	1	1	0	1
	Total		17	8	9
Regulation Office					
1	MO (Regulation)	18	1	0	1
2	Assistant MO (Regulation)	17	1	0	1
3	Senior Octroi Clerk	14	4	4	0
4	Octroi Clark	11	5	5	0
5	Octroi Inspector	14	1	1	0
6	Computer Operator	12	1	0	1
7	Junior Clerk	11	1	1	0
8	Junior Tax Collector	11	2	0	2
9	Driver Car	4	1	0	1
10	Naib Qasid	2	1	1	0
11	Octroi Naib Qasid	4	9	9	0
12	Office Boy	1	1	0	1
	Total		28	21	7
MO (Information Technology)					
1	Municipal Officer (IT)	17	1	0	1
2	Junior Computer Operator (IT Assistant)	12	3	0	3
3	Office Boy	1	1	0	1
	Total		5	0	5
Municipal Officer (Planning)					
1	Municipal Officer (Planning)	18	1	1	0
2	Junior Computer Operator	12	1	0	1
3	Building Clerk	11	1	1	0
4	Office Boy	1	1	0	1
	Total		4	2	2
Municipal Officer (Architecture)					
1	Municipal officer (Archt.)	17	1	0	1
2	Building Inspector	14	2	0	2
3	Tracer	9	1	1	0
4	Junior Computer Operator	12	1	0	1
5	Office Boy	1	1	0	1
	Total		6	1	5
Municipal Officer (Infra. & Services)					
1	Deputy MO (Infra. & Services)	18	1	1	0
2	Assistant MO (Infra. & Services)	17	2	0	2
3	Senior Sub Engineer	16	1	1	0
4	Sub Engineer	14	4	2	2
5	Senior Clerk	14	1	1	0

6	Junior Clerk	11	1	1	0
7	Junior Computer Operator	12	1	0	1
8	Junior Tax Collector	11	2	0	2
9	Naib Qasid	2	1	1	0
10	Office Boy	1	1	0	1
11	Driver Car	4	1	1	0
12	Chowkidar (Bus Stand, Park, office etc)	1	6	0	6
13	Water Rate Clerk	11	2	2	0
14	Operator Water Supply cum Chowkidar	5	36	11	25
15	Plumber	4	4	0	4
16	Operator Disposal Works / Operator Water Supply cum chowkidar	5	8	8	0
17	Sewer man	4	20	5	15
18	Light Inspector	14	1	1	0
19	Electrician	5	1	1	0
20	Mali	1	11	1	10
21	Superintendent Slaughter House	Fixed	1	0	1
22	Chowkidar Slaughter House	2	1	1	0
23	Sanitary Worker Slaughter House	1	1	0	1
24	Sanitary Inspector	8	1	0	1
25	Sanitary Supervisor	5	9	6	3
26	Tractor Driver	5	15	2	13
27	Sanitary Worker	1-4	258	63	195
	Total		391	109	282
	Grand Total		470	153	317

**List of approved projects for the last 3 years
MUNICIPAL CORPORATION MURIDKE**

Sr. No.	Name of Project	Gestation Period	Approved cost in PKR	Physical progress%	Status	Remarks
1	Const. of Shed for car parking office Municipal Committee Muridke	2017-18	1192000	100%	100%	Completed
2	Const. of PCC & Sewerage St. madam Shazia Tahir, Masjid Gulzar-e- Madian Muridke	2017-18	500000	100%	100%	Completed
3	Const. of Sewerage, soling St. Issya Nagri Near Food Godown Muridke	2017-18	235000	100%	100%	Completed
4	Earth filling From Mujahid hotel to darbar Gama Hayat & Narowal Chowk near Total Pump	2017-18	450000	100%	100%	Completed
5	P/F Different Plants,	2017-18	500000	100%	100%	Completed
6	Const. of PCC & Sewerage St. Faheem Hanjra Qazafi park Muridke	2017-18	1061000	100%	100%	Completed
7	Const. of Sewerage & Earth filling St. Rana Babar Counciler Chongi Old Narang Road Muridke	2017-18	745000	100%	100%	Completed
8	Const. of PCC & Sewerage St. Waris Seholi Qazafi Park Muridke	2017-18	755000	100%	100%	Completed
9	Const. of PCC & Sewerage St. Jawad Abbas Basra Colony Muridke	2017-18	1000000	100%	100%	Completed
10	Const. of PCC & Sewerage St. Sheikh M. Sharif Wahabi Muhallah Ahmad Pura Muridke	2017-18	1282000	100%	100%	Completed
11	Const. of Sewerage different wards MC Muridke	2017-18	500000	100%	100%	Completed
12	Const. of PCC Sewerage St. Manawar Shah Canal Park Muridke	2017-18	435000	100%	100%	Completed
13	Const. of PCC & Sewerage St. Dr. Aziz Jinah Park, Muridke	2017-18	890000	100%	100%	Completed

Sr. No.	Name of Project	Gestation Period	Approved cost in PKR	Physical progress%	Status	Remarks
14	Const. of PCC & Sewerage St. Graveyard Bilal Park, Muridke	2017-18	638000	100%	100%	Completed
15	Const. of PCC & Sewerage St. Ijaz Sherazi Ahmad Pura	2017-18	775000	100%	100%	Completed
16	Const. of PCC & Sewerage St. Saith Ghulam Muhammad, Dr. Abdul Rehman Jinah Park, Muridke	2017-18	1181000	100%	100%	Completed
17	Laying water supply pipe line Basra Colony Muridke	2017-18	600000	100%	100%	Completed
18	Const. of Sewerage ward no 34 Hadoke Muridke	2017-18	752000	100%	100%	Completed
19	Laying Sewerage St. Qasai Hadoke Muridke	2017-18	1054000	100%	100%	Completed
20	Const. of Store room 2 rooms (with vrenda) MC Office Muridke	2017-18	2000000	100%	100%	Completed
21	Const. of PCC Sewerage remaining portion Kaboo St. Pakay Stop Muridke	2017-18	50000	100%	100%	Completed
22	Const. of PCC & Sewerage Remaining portion Waris Sehoil St.	2017-18	100000	100%	100%	Completed
23	Const. of PCC & Sewerage St. Baway wali	2017-18	75000	100%	100%	Completed
24	Lying sewerage pipe line & earth filling st. rana babar counciler purani chongi	2017-18	88000	100%	100%	Completed
25	Const. of PCC & Sewerage Remaining portion St. madam shahzia tahir	2017-18	100000	100%	100%	Completed
26	Const. of boundary wall disposal works at hadoke muridke	2017-18	800000	100%	100%	Completed
27	Lying sewerage pipe line slaughter house muridke	2017-18	105000	100%	100%	Completed
28	Providing clean water water project water supply rehman pura daoke muridke	2017-18	250000	100%	100%	Completed
29	P/F Manhole Covers MC Muridke	2017-18	1000000	100%	100%	Completed
30	P/F Manhole Covers MC Muridke	2017-18	1000000	100%	100%	Completed
31	P/F Manhole Covers MC Muridke	2017-18	1100000	100%	100%	Completed
SUB TOTAL			21213000			
1	Construction of PCC, Sewerage Ward No. 14 MC Muridke	2018-19	1400000	100%	100%	Completed
2	Construction of PCC, Sewerage Ward No. 16 MC Muridke	2018-19	550000	100%	100%	Completed

Sr. No.	Name of Project	Gestation Period	Approved cost in PKR	Physical progress%	Status	Remarks
3	Construction of PCC, Sewerage Ward No. 13 MC Muridke	2018-19	800000	100%	100%	Completed
4	Construction of PCC, Sewerage Ward No. 19 MC Muridke	2018-19	900000	100%	100%	Completed
5	Construction of PCC, Sewerage Ward No. 42 MC Muridke	2018-19	355000	100%	100%	Completed
6	Construction of PCC, Sewerage Ward No. 25 MC Muridke	2018-19	1150000	100%	100%	Completed
7	Lying of Sewerage pipe Ward No. 23 MC Muridke	2018-19	300000	100%	100%	Completed
8	Construction of PCC, Sewerage Ward No. 24 MC Muridke	2018-19	500000	100%	100%	Completed
9	Construction of PCC, Sewerage Ward No. 28 MC Muridke	2018-19	715000	100%	100%	Completed
10	Construction of PCC, Sewerage Earthfilling Ward No. 27,29 MC Muridke	2018-19	600000	100%	100%	Completed
11	Construction of PCC, Sewerage Ward No. 33 MC Muridke	2018-19	300000	100%	100%	Completed
12	Construction of PCC, Sewerage Ward No.36 MC Muridke	2018-19	300000	100%	100%	Completed
13	Providong & Fixing Manhole Covers 22",24",26" dia Municipal Committee Muridke	2018-19	1100000	100%	100%	Completed
14	Construction / repairing, Sewerage Different Wards Municipal Committee Muridke	2018-19	700000	100%	100%	Completed
15	Const. of PCC & Sewerage St. Mandar wala School MC Muridke	2018-19	850000	100%	100%	Completed
16	Renovation of Hall Municipal Committee Muridke	2018-19	1125000	100%	100%	Completed
17	Construction of pcc, sewerage jamia masjid madni st. Sheikhan muhallah ward no. 9 mc muridke	2018-19	836000	100%	100%	Completed
18	Construction of pcc, sewerage under pass bhattach stadium ahmad pura muridke remaining portion	2018-19	3025000	100%	100%	Completed
19	Construction of PCC, Graveyard street & Raheel Shah street ward no. 39 Hadoke MC Muridke	2018-19	500000	100%	100%	Completed
20	Const. / Repairing of Slaughter House at Muridke	2018-19	1354000	100%	100%	Completed
21	Providong & Fixing Manhole Covers 22",24",26" dia Municipal Committee Muridke	2018-19	1100000	100%	100%	Completed

Sr. No.	Name of Project	Gestation Period	Approved cost in PKR	Physical progress%	Status	Remarks
22	Const. of PCC , Sewerage Zulfiqar St. Daoke MC, Muridke Ward #.2	2018-19	903000	100%	100%	Completed
23	Const. of PCC, Sewerage Master Saddique St. Muhallah Ahmad Pura MC, Muridke Ward # 14	2018-19	937000	100%	100%	Completed
24	Construction of PCC, Sewerage Sheikh Naveed St. Muhallah Sheikhan MC Muridke Ward #.9	2018-19	600000	100%	100%	Completed
25	Construction of Sewerage Tuff Tile Mustafa Public School St. Muhallah Ahmad Pura MC Muridke Ward #.14	2018-19	584000	100%	100%	Completed
26	Construction of PCC, Sewerage Sardar Ghari Saaz St. Muhallah Ahmad Pura MC Muridke Ward #.14	2018-19	798000	100%	100%	Completed
27	Maintenance & repairing of office building municipal committee office muridke	2018-19	1440000	60%	51%	Completed
28	Providong & Fixing Manhole Covers 22",24",26" dia Municipal Committee Muridke	2018-19	1000000	100%	100%	Completed
29	Repairing / maintenance sewerage pipe lines & water supply pipe line different wards municipal committee muridke	2018-19	1827000	80%	75%	Completed
30	REPAIRING / MAINTENANCE SEWERAGE PIPE LINES , WATER SUPPLY PIPE LINES AND RCC SLABS etc DIFFERENT WARDS, P/F HYDRANTS, CONST. OF FILTH DEPOT MUNICIPAL COMMITTEE MURIDKE	2018-19	1000000	40%	30%	Completed
SUB TOTAL			27549000			
2019-20						
Only PCP Program						

Summary of ADP Projects of Municipal Committee				
Sr. No	Finacial Year	No. of Total Projects	Approved Cost (PKR)	Status
1	2017-18	31	21213000	Completed
2	2018-19	30	27549000	Completed
3	2019-20	Nil	Nil	Nil