

Annual Report 2020-21



Municipal Committee Gojra

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Foreword

On behalf of the Municipal Committee Gojra, I hereby present this Annual Report for the financial year 2020-21. The report will give an insight into the performance and achievements of the Municipal Committee achieved during financial year 2020-21. 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
Gojra**

1. Background

Gojra town was established in 1896 when colonization of Lyallpur (Faisalabad) began. The railway line between Lyallpur and Gojra was laid in 1899. The town was given the status of notified area committee in 1904 and upgraded as B-Class Municipality in 1925. In 1906 the population was 2,589, according to The Imperial Gazetteer of India "The business done in this rising mart on the railway, which has sprung into existence in the last six years owing to the extension of the Chenab Canal to the surrounding country, bids fair to rival in importance that of Lyallpur itself". In 1919 following the Rowlatt Act, hartals broke out throughout Punjab, Gojra was affected by serious protests and a member of the Church Mission Society had to be escorted out of the town by loyal residents.

After independence from Britain, in view of its increasing size, it was declared as 2nd class Municipal Committee in 1960. The town was raised to the status of Tehsil town and affiliated with the newly established district Toba Tek Singh on 01.07.1982. After the introduction of Devolution of Powers Plan, the Municipal Committee Gojra came into being on 12.08.2001. Canal rest house is the oldest building constructed during British government in 1898.

Gojra is a city of Toba Tek Singh district, it is located at 33°16'60N 73°20'60E and is located 30 miles (50 km) from Faisalabad and 20 miles (32 km) north of Toba Tek Singh. Gojra tehsil spreads over an area of 916 square kilometres with a population of 495,096 (as per DCR 1998). Urban population is 117,892 as per 1998 census with annual average growth rate of Tehsil is 3.29.

The population census report of year 2017 has not been published by Government of Pakistan. However the provisional data available from 2017 census contains a population of 174,860 persons within the municipal boundary of this town.

Traditional Crops (Wheat, Sugarcane & Cotton)

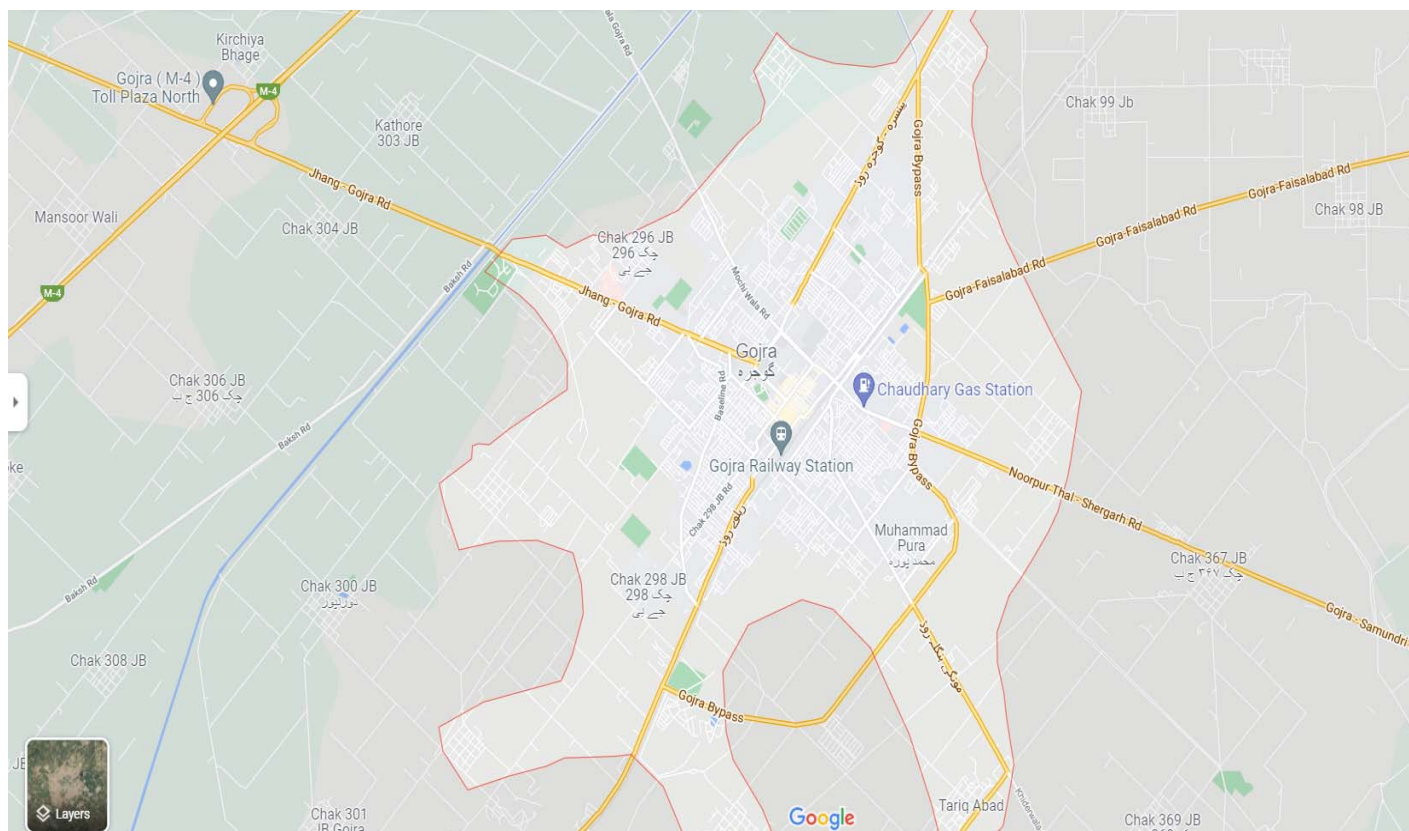
Gojra has fertile land with enormous potential in agriculture yield. Major crops in this area are wheat, sugarcane and cotton.

Economic Activity in the City

The city is an industrial centre with major railway yards, engineering works, and mills that process sugar, flour, and oil seed. Gojra has its own fabric mills, which import and export to other countries. At present, following industries have been housed in Gojra.

Sr. #	Major Industries
1.	Sugar Mill
2.	Cotton & Textile Mill
3.	Flour Mills
4.	Dairy Farms

2. Tehsil Gojra Map



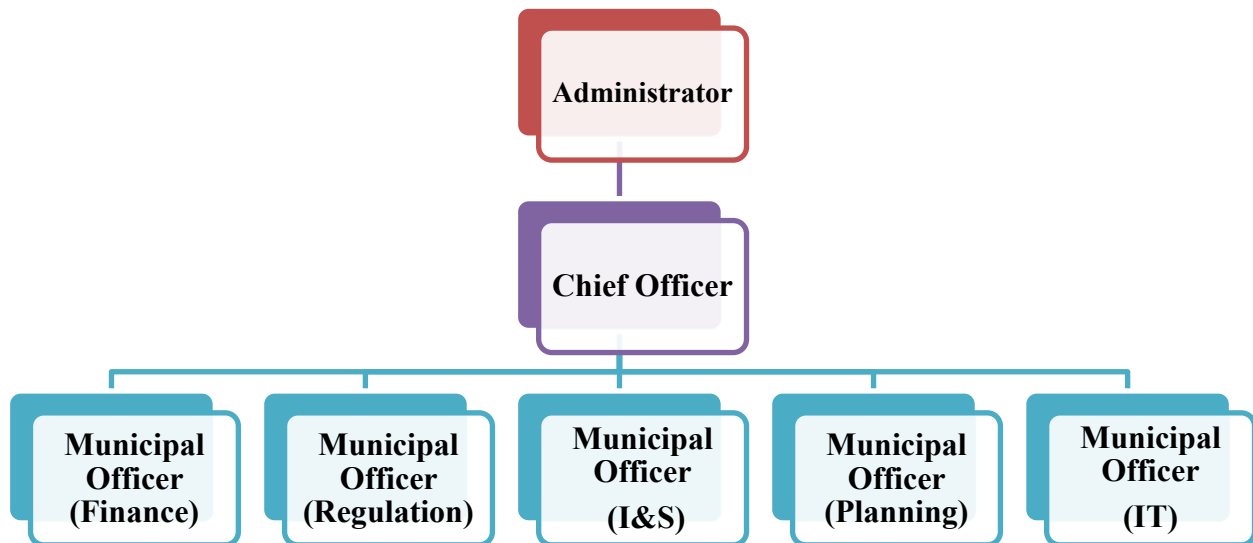
3. Functions of Municipal Committee Gojra

Municipal Committee Gojra 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;


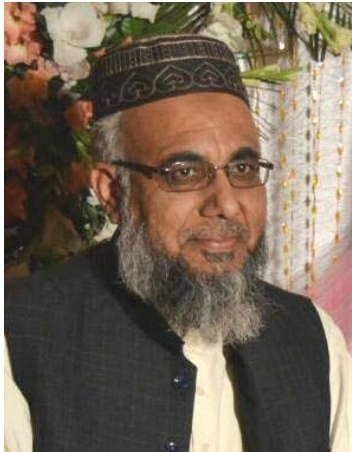
- bb) Arts and recreation;
- cc) Public fairs and ceremonies;
- dd) Sports;
- ee) Environmental health, awareness and services;
- ff) Parks and landscape development;
- gg) Slaughtering of animals;
- hh) Street lights; and
- ii) Sign boards and street advertisements.

4. Municipal Committee Organogram



5. Administrative Setup

<p>Assistant Commissioner/ Administrator Ms. Sumaira Ambreen Office No: 046-9200081-3</p>	
<p>Chief Officer Mr. Tariq Mahmood Proya Office No: 046-9200081</p>	
<p>Municipal Officer (Finance) Mr. Zia-ul-Hassan Office No.: 046-3510107</p>	

<p>Deputy Municipal Officer (Infrastructure & Services) Hafiz Muhammad Talat Hussain Officer No: 046-9200081</p>	
<p>Municipal Officer (Planning) Muhammad Aslam Officer No: 046-9200081</p>	

6. Human resource Available at MC

Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Chairman	08	02	06
Chief Officer	18	13	05
Municipal Officer (R)	15	4	11
Municipal Officer (I&S)	301	167	134
Municipal Officer (P)	09	05	04
Municipal Officer (F)	53	34	19
Municipal Officer (IT)	03	0	03
Municipal Officer (Archd.)	03	0	03
Total	410	225	185

MC Schedule of Establishment is attached as Annex – A

7. Annual Budget

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

Municipal Committee Gojra		
Annual Budget Statement For The Year 2021 - 2022		
		Estimated 2021 - 2022
Opening Balance		578,361,524
Expected Income	Receipts	818,460,920
Total		1,396,822,444
Expected Expenditure	Current Expenditure	420,540,000
	Development Expenditure	903,325,920
Total		1,323,865,920
Closing balance as on June 30th.		72,956,524

8. 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 we started seeing cases in Gojra. As the COVID-19 situation continued to evolve, the city of Gojra 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 Gojra 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.



Local Government & Community Development Department

Combating COVID-19 (The Corona Pandemic)

Logout Notifications Corona Safety Measures LGwise List Datewise List Entry Status LG Officers Contacts Reports

Corona Safety Measures - LGwise List

Division: Faisalabad District: Toba Tek Singh LG Name: 35301 - Municipal Committee Gojra Date: 6/4/2020 Show

Division Summary District Summary WMCU Summary

Corona Safety Measures across the Punjab Dated: Apr 06, 2020 (Monday)

Sr. No.	Name of LG	Place	Hand washing facilities established	Shower/Bath/other facilities within the limits of the LG	Sanitary Inspectors/Workers deployed at Quarantined	LG Staff deployed at Quarantined & other Establish	Masses from where Carpenters removed	Face Masks available with LG	N95 / Face Masks available with LG	Fullbody Kits available for Sanitary Workers	Burial Teams constituted in the LG	Dead Bodies buried under SOPs	Municipal Services being provided (Yes/No)	Remarks
Total: 1 LGs			11	3	15	0	0	0	5	235	0	0	1	0
1	Municipal Committee Gojra		11	3	15	0	0	0	5	235	0	0	1	0
Total: 1 LGs			11	3	15	0	0	0	5	235	0	0	1	0

Developed at: Local Government & Community Development Department - PMDC



9. Facilitation of Occupational Safety & Health Education On Covid-19 (GIZ Funded Project)

The LG&CD Department planned to roll out a strategy to provide training to MC officials, Sanitary Supervisor, Sanitary Workers, Disinfection staff, Burial staff, and those staff members who directly exposed to general public. As in municipalities, community mobilization and sensitization activities are weak, crisis communication and community engagement strategy was under development and needs finalization, dissemination and knowledge about COVID-19 preparedness and prevention continues to evolve in municipalities. For the purpose, a series of training sessions were held in MC Gojra with the help of GIZ, a donor funded organization to:

- To enhance MC staff capacity through improving awareness, prevention and sensitization of COVID-19 best practices
- To disseminate knowledge about defined government's SOPs to be adopted by the MC staff during field operations.
- To aware MC staff of WHO standards to deal with COVID-19 pandemic
- To improve knowledge of the MC staff in order to manage problems related to COVID-19 and other communicable diseases
- To provide latest equipment/ gadgets to deal with community, general public and during crises management

The awareness campaign helped dispel significant information while promoting health recommendations and safety guidelines.





10. 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.



11.Clean & Green Punjab Campaign

Punjab Government launched an initiative of Clean Green Punjab to make the Punjab cleaner and greener. 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 Gojra. 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.



12. Khidmat Apki Dehleez Per

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



13. 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.



14. Infrastructure Projects Completed under Punjab Cities Program (PCP)

Infrastructure projects completed under Punjab Cities Program (PCP) in MC Gojra is as under:

Sr.#	Project Name	Project Detail	Duration	Project Cost Rs. in Million
1	Rehabilitation of Municipal Services in MC Gojra (Group-A)	I-Water supply 1. Rehabilitation of tube well chambers and Machinery 2. Rehabilitation of Intermediate Pumping Stations 3. Vertical Turbine Pump & Specials 4. Bulk Water Flow Meter 5. Hypo-Chlorinators 6. Motor Control Units 7. Replacement of Sluice Valve 8. Replacement of non-return Valve 9. Rehabilitation of Ground Storage Tank 10. Water Supply Lines III- Solid waste management 1. Improvement of walled dumps IV- Parks 1. Replacement of 120 watt LED lights 2. Replacement 27 watt LED bulbs 3. Installation of Parks light with Electric pole <ul style="list-style-type: none"> RCC Benches PVC Pipe Line 4. Improvement of Main Gates 5. Improvement of Toilets 6. Improvement of Play and Joy land V- Street Light 1. 120 watt LED lights 2. 27 watt LED bulbs 3. Photo electric Sensor Switch 4. Installation of MCU, Switches and breakers Erection of copper conductor 2 core i) 3/0.74mm (3/0.029") ii) 3/0.74mm (3/0.029") Erection of copper conductor 2 core i) 7/1.63mm (7/0.064") VI- Office Building Replacement of Existing Lights by LED Lights in Office Building.	8	61.99
2	Rehabilitation of Municipal Services in MC Gojra (Group-B, Repair Works)	Solid waste management 1. Repair of front end loaders 2. Repair of Tractor & Trolleys 3. Repair of hand/ donkey carts 4. Repair of garbage containers 5. Painting of garbage containers 6. Repair of arm roll truck	6	4.84

15.PCP Projects – Pictorial Report

Before	After
 <p>Jinnah Park Tuff tiles Before rehabilitation</p>	 <p>Jinnah Park Tuff tiles (60 mm) after rehabilitation</p>
 <p>Latitude: 31.153815 Longitude: 72.673242 Elevation: 174.93 m Accuracy: 6.0 m Time: 25-07-2020 12:56 Note: site handover status ALI ASGHAR PARK BASE MATERIAL</p> <p>Ali Asghar Park Pavers</p>	 <p>Ali Asghar Park Pavers</p>
 <p>Time: 15-09-2020 12:07 Note: tubwell No 9 before rehabilitation</p> <p>Before Rehabilitation tub well chamber 09</p>	 <p>Latitude: 31.160391 Longitude: 72.652052 Elevation: 167.1915 m Accuracy: 3.0 m Time: 02-08-2021 10:03 Note: painting of tube well pump chamber complete</p> <p>After Rehabilitation tub well chamber 09</p>
 <p>Time: 15-09-2020 11:45 Note: tubwell No 11 before rehabilitation</p> <p>Before rehabilitation Tub well Chamber No 11</p>	 <p>After rehabilitation Tub well Chamber No 11</p>



Balwant Pura disposal Pump House before installation of Sullage Pumping Units (5 Cusec)



Balwant Pura Disposal Pump House after installation of Sullage Pumping Units (5 Cusec)



Before:
Cultus Car (TSC-306) Existing Condition



After:
Cultus Car (TSC-306) After repair



Before:
POTOHAR Jeep (TSC-8306) repair



After:
POTOHAR Jeep (TSC-8306) repair



Before:
Garbage Containers repair



After:
Garbage Containers repair

 <p>Time: 04-09-2020 20:27 Note: jang road existing light</p> <p>Powered by NoteCam</p>	
<p>Before replacement of Street light poles Jang Road</p>	<p>After replacement of Street lights 120 watt with Poles Jang Road</p>
	
<p>Before replacement of Street light poles Samundary road</p>	<p>After replacement of Street light poles Samundary road</p>
	
<p>Before replacement of Street light Poles Collage Road</p>	<p>After replacement of Street light Poles Collage Road</p>
 <p>Time: 26-01-2021 21:12 Note: jinnah park before lig</p> <p>Powered by NoteCam</p>	 <p>Latitude: 31.148123 Longitude: 72.681611 Elevation: 172.1117 m Accuracy: 5.2 m Time: 02-20-2021 18:50 Note: jinnah park 120 watt LED light</p> <p>Powered by NoteCam</p>
<p>Before replacement of Street light poles Jinnah Park</p>	<p>After replacement of Street lights at Jinnah Park</p>

16. Municipal Services Delivery Detail

16.1. Water Supply System

16.1.1. Water Sources

The city has marginally fresh ground water near to the canal but the subsoil water of most of the city is brackish and unfit for human consumption. Skimming tube wells have been installed on the left bank of this canal to harness fresh subsoil water from the shallow aquifers being recharged by the canal. The inhabitants have their own water sources such as hand pumps or motorized pumps. Due to lack of awareness about potable water, the citizen are extracting contaminated water from the shallow aquifers. However 07 Nos. of 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 plants. The city is divided into eight zones by distribution areas and is designated as 1 to 8 Zones. Originally 25 tube wells were installed on the bank of Jang branch Canal and all of these are operational.

Existing Sources Capacity

Zone	No. of tube wells	Capacity each (cusecs)	Total capacity (cusecs)	Working hours per day	Daily water production (mgd)	
					Present with 8 hours pumping	Possible with 15 hours pumping
All zone	23	0.5	11.5	8	2.063	3.868
	2	0.75	1.5	8	0.269	0.504
Grand total	25	-	13.00	-	2.332	4.372
Present population of the City					235,987	Persons
Present water production per capita per day					9.9	Gallons

9.1.2. Water Supply Hours

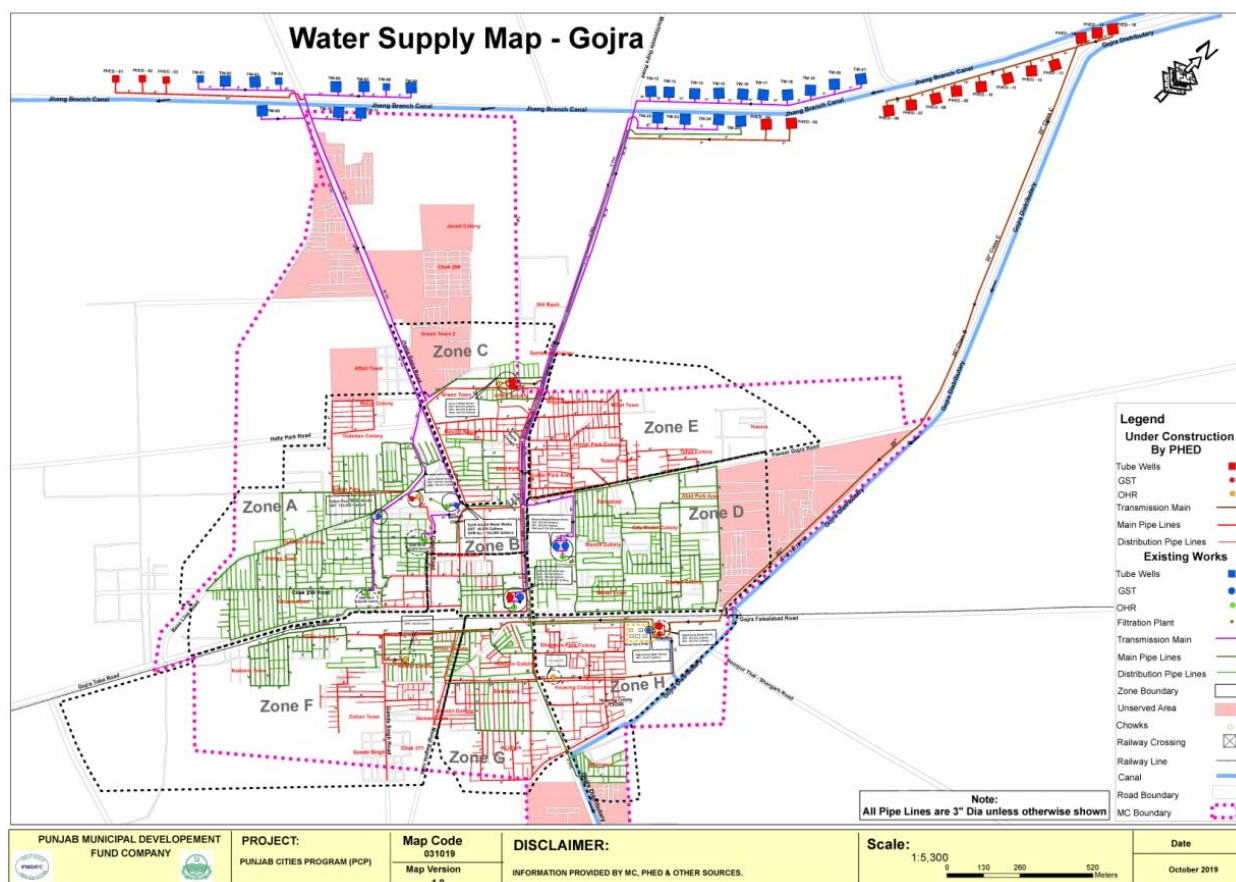
The Town is being served by direct pumping. On average MC is supplying 08 hours of water to households daily as per given schedule:

Water Supplied Hours			
Morning	Mid-day	Evening	Total
4	1	2	7.0

9.1.3.Total Coverage of the City

Water supply abandoned areas do not exist in whole water supply system of Gojra city. The detail of water connections and percent connected are given as under:

No. of Connections				%age Connected
Domestic	Commercial	Industrial	Total	
7,500	26	-	7,526	25%



he consumer connections are not metered and hence water wastage should be predominant over here. The tariff comprises of flat rates not even levied according to the area of houses. The water rates are given below:

Tariff Rate/ Month		
Domestic	Commercial	Industrial
Rs.150/-	Rs.750/-	-

9.1.5. Water Waste & Water Management

Lot of water wastage is occurring in the water supply system in below given ways:

- a) Some consumer connections have no taps.
- b) Some consumers keep the taps open in all water supply hours although they do not need water.
- c) Most of the overhead tanks of the consumers have no float valve and when their tank is full, the water flows down to the drains continuously during the supply hours.

The water wastage requires excessive water production and high electricity consumption. It is exerting a large pressure on the municipal budget. Large savings in the electricity bills and ultimately the O&M cost, can be affected by reducing the water wastage at the consumer ends. It will save lot of water and water shortage can be addressed by conservation of water being wasted at present. The best and efficient way to save water and reduce O&M cost is the consumer metering.

9.1.6. Manpower Deployed

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

Slot	Sanctioned Strength	Existing Strength	Vacant Post	Manpower on Daily Wages	Total Manpower Deployed
Tube well Operators	21	4	17	-	4
Chowkidars	-	-	-	2	2
Electricians	-	-	-	-	-
Plumbers	-	-	-	5	5
Bill Clerks	-	-	-	4	4
Total	21	4	17	11	15

9.2. Solid Waste Management

9.2.1. Solid waste Generation & Disposal

Currently waste is being dumped at Dijkot Road, 6 KM from Municipal Committee. An area of 18.5 Acre on Dijkot road has been allocated by Revenue Department for construction of landfill site. However the suitability of the landfill sites will be determined after detailed surveys and design of the project by catering the requirement of the

environmental standards in vogue in Punjab. The solid waste management efficiency is given below:

Total Waste Generated in a year	17,833 Ton
Avg. Generation of Solid Waste per Month	2,235 Ton
Avg. Solid Waste Disposed of per Month	1,478 Ton
% age Efficiency per Month	66%

9.2.2. 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	5	5
2.	Trolleys	5	5
3.	Tractor Front End Loader	3	3
4.	Tractor Front End Blade	1	1
5.	Tractor with Water Bowser	2	2
6.	Arm Roll Truck	1	-

The existing machinery is neither sufficient nor cost effective and 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.

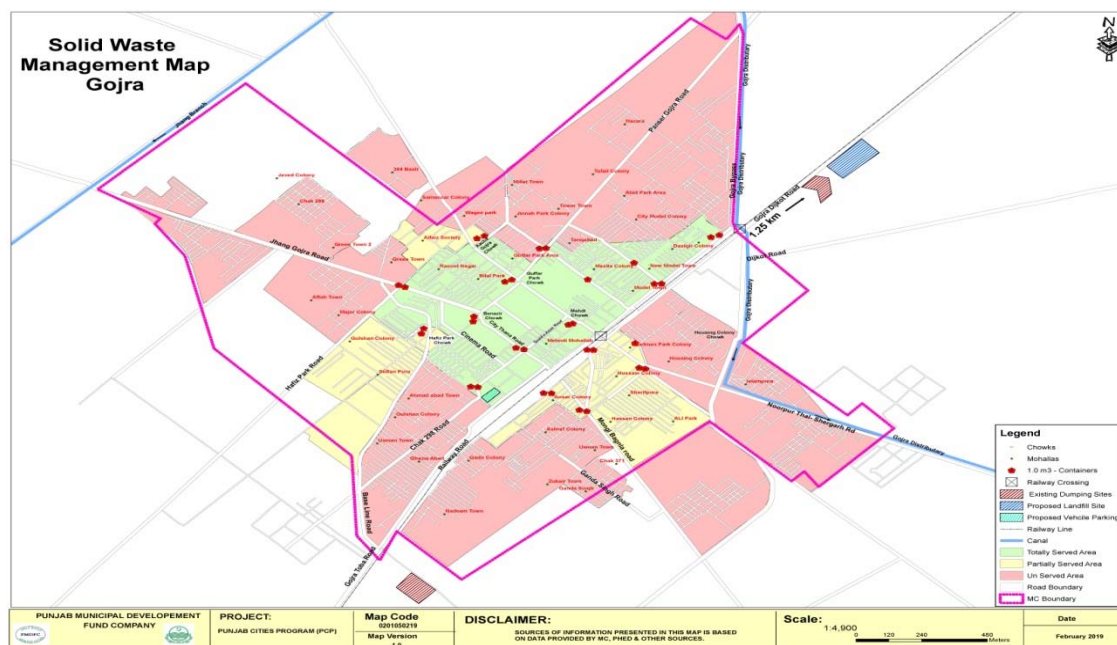
9.2.3. Manpower Deployed

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:

Slot	Sanctioned Strength	Existing Strength	Vacant Posts	Manpower on Daily Wages	Additional MC Demand
Sanitary Workers	193	183	10	-	183
Vehicle Drivers	05	05	-	-	05
Supervisors	04	04		-	04
Sanitary Inspectors	01	01	-	-	01
Total	203	193	10	0	193

9.2.4. Coverage Detail

The entire city is not served with solid waste collection and disposal. The efficiency of the services is 40-50% as given below. Most of the areas of the city remain either unserved or partially served. The detail of these areas is given below:



9.2.5. Un-served & Partially Served Areas

a) Partially Served Areas of City

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- Shadman park	2- Alfaiz Society	3- Gulshan Colony	4- Nishatabad
5- Ansar colony	6- Sharifpura	7- Hussain colony	

b) Un-Served Areas

Under mentioned areas are still un served:

1- Tufail Colony	2- Islampura	3- Housing Colony
4- Usman town	5- Ashraf colony	6- Qadir colony
7- Siraj town	8- Basit Town	9-Hashim Colony

10-Chack No – 55/2L	11- Ghaziabad	12- Usman town
13- Major colony	14- Green town	15- Aftab town
16- chak 96	17- 364-basti	18- Samanzar colony
19- Wagee town	20- Millat town	21- Tariqabad
22- Tower town		

9.2.6. Levying of Sanitation Fee

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

9.2.6. Reason for Poor Service

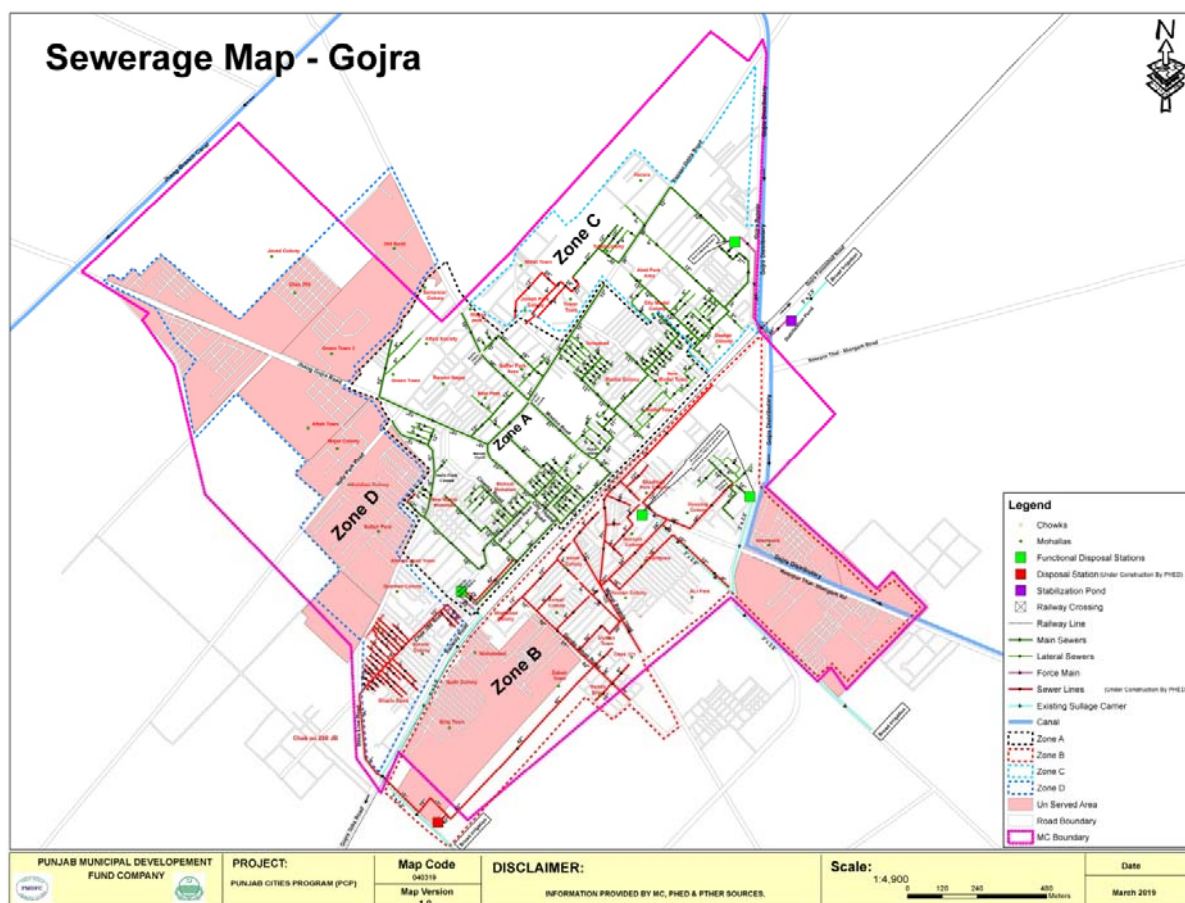
The city has un-satisfactory solid waste management system. Resources available to handle the solid waste are limited to serve the whole area of city. Limitation in resources is described here.

- Shortage of sanitary workers and vehicle drivers.
- Shortage and inefficient equipment and machinery.
- Non availability of landfill site for dumping of solid waste. Currently waste is being dumped along the road side which is totally unhygienic.
- No proper collection points in city are available. However at some places walled dumps exist wherefrom solid waste is collected and transported to the dumping sites.
- The waste is being openly dumped without compaction and provision of earth covers which is creating all sorts of hazards like; pollution of underground water, vector and vector borne diseases, obnoxious smell and high insanitary conditions.

9.3. Sewerage

9.3.1. Coverage

The city is equipped with sewerage system in 80% area. The sewerage system is divided into four zones (Zone A, B, C & D). The coverage map of sewerage system of Municipal Committee Gojra is as under:



9.3.2.Existing Disposal Works & Pumping 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	Length (ft)	Condition	
Zone-A Bulwantpura	2	2	3.0	6.0	30	Working	24' Dia	972	Good	Broad Irrigation
		1	6.0	6.0	60					
Sharif pura	1	1	1.0	1.0	15	Working	2.5'x3'	1000	Good	do
Housing Colony	1	1	1.0	1.0	15	Working	2.5'x3'	-	Good	do
Zone-C	2	3	5.0	15.0	50	Working	24" dia	1200	Good	do
Zone-B	2	3	5.0	15.0	50	Under construction	Existing sullage carrier of size 3'x2.5'			do

9.3.3.Manpower Deployed

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

Pump Operator	03
Baildar	01
Sewer men	05
Total	08

9.3.4.Tariff Structure

All the sewer connections are not being charged by this time.

9.3.5.Service Delivery

With the completion & commissioning of schemes most of the city will be served but still the need of lateral sewers in large number of streets will persist. Further the most of the area of zone-D will remain without the sewerage system which will need planning and execution of a separate scheme.

9.4. Streetlight

9.4.1.Street lights Existing Situation:

Street light facility is available on a very few roads in municipal limits of Gojra city. Street light facility is available only on the under mentioned roads in Gojra city:

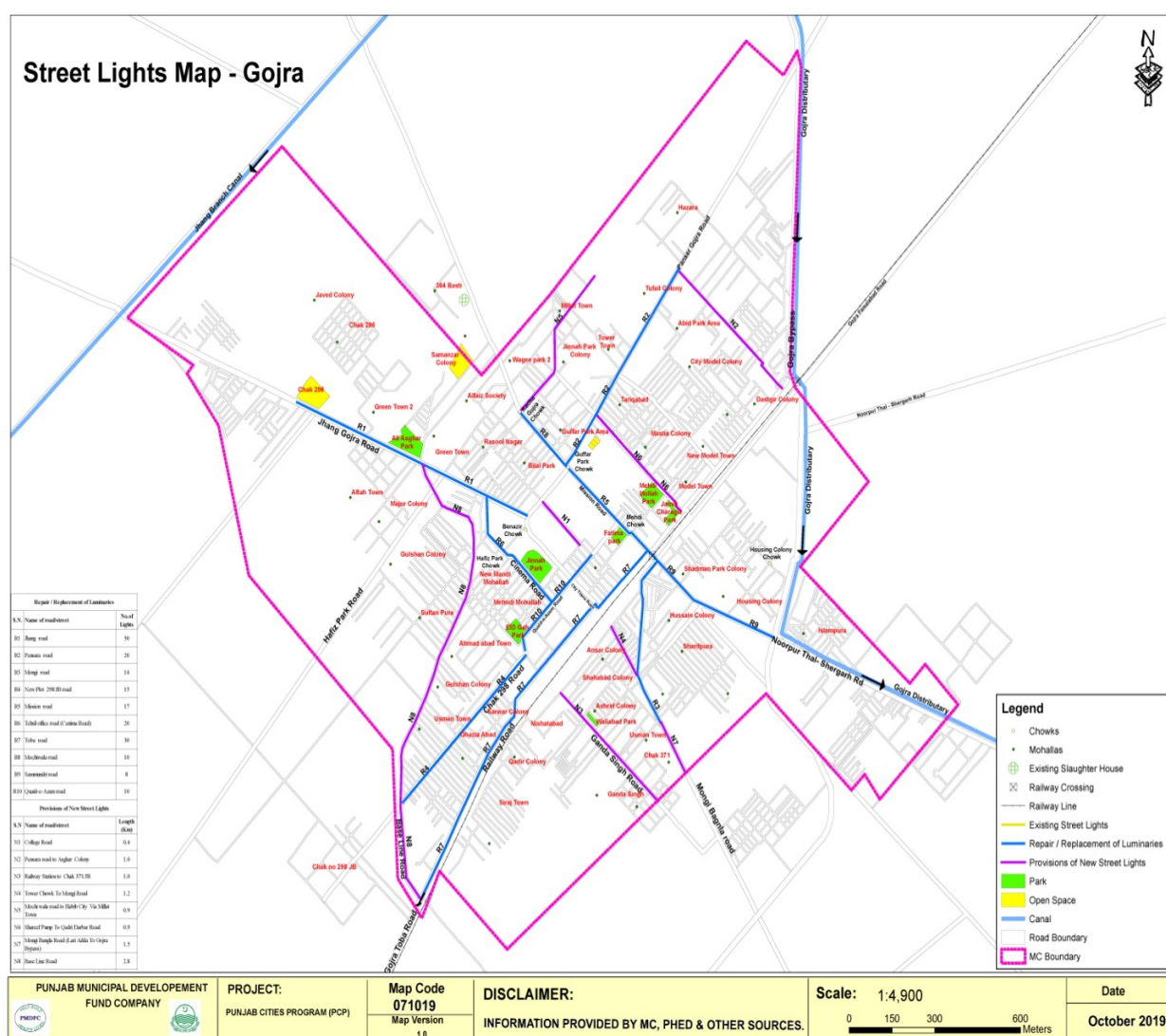
A. Detail of Street lights on Main Roads

Sr. No	Road	Qty.
1	Jhang road	50
2	Pensara road	20
3	Mongi road	14
4	New Plot 298/JB road	15
5	Mission road	17
6	Tehsil office road (Cenima Road)	20
7	Toba road	30

Sr. No	Road	Qty.
8	Mochiwala road	10
9	Sammundri road	8
10	Quaid-e-Azam road	10

9.4.2. Street lights Coverage Map:

Street light installed in wards are as below:



10.Complaint Management

Municipal Committee Gojra 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: Resolved Summary Year – 2020-21	
Sector	Complaints
Water Supply	2%
Sewerage and Drainage	13%
Streetlight	2%
Solid waste	73%
Miscellaneous	10%



11.MC Website (www.mcgojra.lgpunjab.org.pk)

Municipal Committee Gojra 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 etc.



12.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)	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: Gojra

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
Office of Mayor	Mayor	Fixed	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	1	1	0	
	Naib Qasid	3	1	1	0	
	Office Boy	1	1	0	1	
	Convener	Fixed	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Office Boy	1	1	0	1	
	Sub Total	-	8	2	6	
Chief Officer	Chief Officer	19	1	1	0	
	Senior Clerk	14	3	0	3	
	Senior Octroi Clerk	14	1	1	0	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	3	3	0	
	Chowkidar	3	2	2	0	
	Naib Qasid	3	1	1	0	
	Driver	6	1	1	0	
	Naib Qasid	1	3	3	0	
	Legal Advisor	Fixed	1	1	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Office Boy	1	1	0	1	
	Sub Total	-	18	13	5	
Municipal Officer (Finance)	MO (F)	18	1	1	0	
	Senior Clerk	14	1	0	1	
	Junior Computer Operator	12	3	0	3	
	Senior Octroi Clerk	14	5	5	0	
	Senior Adda Fee Clerk	14	3	3	0	
	Tax Clerk	11	6	6	0	
	Octori Clerk	11	2	2	0	
	Junior Tax Collector	11	10	0	10	
	Octori Clerk	11	2	2	0	
	Head Clerk Tax	14	1	1	0	
	Naib Qasid	3	4	4	0	
	Naib Qasid	5	3	3	0	
	Naib Qasid	2	4	4	0	
	Naib Qasid	1	3	3	0	
	Office Boy	1	5	0	5	
	Sub Total	-	53	34	19	
Municipal Officer (Regulation)	MO (R)	18	1	0	1	
	Senior Clerk	14	3	0	3	
	Junior Computer Operator	12	1	0	1	
	Junior Tax Collector	11	4	0	4	
	Junior Clerk	11	3	3	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Naib Qasid	2	1	1	0	
	Office Boy	1	2	0	2	
	Sub Total	-	15	4	11	
Municipal Officer (Planning)	M O (P)	18	1	1	0	
	Building Inspector	14	2	0	2	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	2	2	0	
	Driver	4	1	1	0	
	Naib Qasid	1	1	1	0	
	Office Boy	1	1	0	1	
	Sub Total	-	9	5	4	
Municipal Officer (IT)	Municipal Officer (IT)	17	1	0	1	
	Junior Computer Operator (IT Assistant)	12	1	0	1	
	Office Boy	1	1	0	1	
	Sub Total	-	3	0	3	
Municipal Officer (Architect)	Municipal Officer (Archit)	17	1	0	1	
	Junior Computer Operator (IT Assistant)	12	1	0	1	
	Office Boy	1	1	0	1	
	Sub Total	-	3	0	3	
Municipal Officer (Infrastructure & Services)	MO (Infrastructure)	18	1	1	0	
	Sub Engineer	14	2	2	0	
	Senior Clerk	12	1	0	1	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Senior Clerk (SDC)	14	1	1	0	
	Junior Computer Operator	12	2	0	2	
	Junior Clerk	11	1	1	0	
	Jeep Driver	8	1	1	0	
	Driver Watering Lorry	5	1	1	0	
	Driver Water Works	4	1	1	0	
	Driver Portable Engine	3	1	1	0	
	Disposal Driver	3	1	0	1	
	Plumber	5	5	5	0	
	Imam Masjid	5	1	0	1	
	Office Boy	1	1	0	1	
	Staff for Eradication of stray dog	1	1	1	0	
	Tubewell Operator	3	9	8	1	
	Helper	1	2	2	0	
	Oilman	2	1	1	0	
	Tractor Driver	5	4	4	0	
	Tractor Driver	6	6	0	6	
	Driver Jetting Sucker Machine	5	1	0	1	
	Driver Arm Roll Truck	5	1	0	1	
	Back Hoe Tractor Driver	4	1	0	1	
	De-watering set operator	3	5	0	5	
	Operator Desilting Machine	1	2	0	2	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Fire Brigade Driver	6	1	1	0	
	Fireman	5	4	4	0	
	Sewerman	1	5	5	0	
	Sanitary Inspector	8	1	1	0	
	Sanitary Supervisor	5	4	4	0	
	Malaria Coolie	3	2	2	0	
	Water Carrier	4	6	6	0	
	Water Carrier	5	1	1	0	
	Water Carrier	2	3	3	0	
	Water Carrier	3	1	1	0	
	Water Carrier	1	7	7	0	
	Garden Supervisor	5	1	1	0	
	Sanitary Worker	3	21	21	0	
	Sanitary Worker	2	5	5	0	
	Sanitary Worker	1	149	53	96	
	Baildar	3	8	8	0	
	Baildar	2	2	2	0	
	Baildar	1	11	11	0	
	Gardner	1	15	0	15	
	Superintendent Slaughter House	Fixed	1	1	0	
	Sub Total	-	301	167	134	
Total			410	225	185	