

Annual Report 2019-20



Municipal Committee Kamalia

Table of Contents

Foreword.....	2
1. Background.....	4
2. Municipal Committee Kamalia Map	5
3. Functions of Municipal Committee Kamalia.....	6
4. Municipal Committee Organogram	7
5. Administrative Setup	8
6. Human resource Available at MC	9
7. Annual Budget.....	10
8. Infrastructure Projects under Punjab Cities Program (PCP).....	10
9. Municipal Services Delivery Detail.....	12
9.1. Water Supply System.....	12
9.1.1. Water Supply Hours.....	12
9.1.2. Total Coverage of the City.....	12
9.1.3. Tariff Structure.....	13
9.1.4. Detail of Tube wells	13
9.1.5. Water Waste & Water Management	14
9.1.6. Manpower Deployed.....	14
9.2. Solid Waste Management	14
9.2.1. Solid waste Generation & Disposal	14
9.2.2. Equipment & Machinery.....	15
9.2.3. Manpower Deployed.....	15
9.2.4. Coverage Detail.....	16
9.2.6. Levying of Sanitation Fee	17
9.2.5. Reason for Poor Service.....	17
9.3. Sewerage.....	17
9.3.1. Coverage	17
9.3.2. Existing Disposal Works & Pumping Stations	18
9.3.3. Manpower Deployed.....	18
9.3.4. Tariff Structure.....	19
9.3.5. Service Delivery.....	19
9.4. Streetlight.....	19
9.4.1. Street lights Existing Situation:.....	19

9.4.2. Street lights Coverage Map:.....	22
10. Complaint Management.....	23
11. MC Website (www.mckamalia.lgpunjab.org.pk)	24
12. MC Response to the Requests of Citizens under RTI Act 2013.....	24
Annex A.....	27

Foreword

On behalf of the Municipal Committee Kamalia, I hereby present this Annual Report for the financial year 2019-20. The report will give our stakeholders and communities an insight into the performance and achievements of the Municipal Committee. The current Annual Report outlines MCs successes and shortcomings in relation to our mandate as provided in the key focus areas of Local Governments. These can be summarized as; Building a Municipal Committee that is efficient, effective and responsive; Strengthen Accountability and promote fairness in its dealings; Accelerating Service Delivery and supporting the vulnerable; Promoting Economic and Social development; Fostering Development Partnerships, Social Cohesion and Community Uplift Programs. It is pertinent to note that these endeavors' can never be successfully achieved on their own but it becomes materialized by the collective efforts of officers, officials and support staff who work together in identifying challenges and to meet those challenges with rigor efforts and earnest professional approach.

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

**Administrator
Municipal Committee
Kamalia**

1. Background

Kamalia was raised to the status of tehsil and affiliated with the newly established district Toba Tek Singh on 01.07.1982. After implementation of PLGO-2001, the Tehsil Municipal Administration Kamalia was established on August 12, 2001. The area was inhabited by migrants from central Punjab after construction of irrigation system and Kamalia became the commercial center having grain markets and other commercial activities. Kamalia Town is located at 72°-39' East longitude and 30°-43' North latitude. The town is located at a distance of 105 km from Faisalabad, 240 km from Lahore, and 32 km from Toba Taik Singh. The newly constructed motorway is passing at a distance of 15 Km at the north west of this town and the access to Lahore and other main cities has been eased out.

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 135,641 persons within the municipal boundary of this town. As per land scan process the town has annual growth rate of 3.29 % and the population of the town is expected to rise to 187,488 persons in the year 2027.

Traditional Crops (Wheat, Sugarcane & Cotton)

Major crops of the town are wheat, grain, peas, and barley. These are the important crops of Rabi season, while Kharif crops are cotton, sugarcane, jawar, bajra, oil seeds which are shipped by rail and road to other parts of the country.

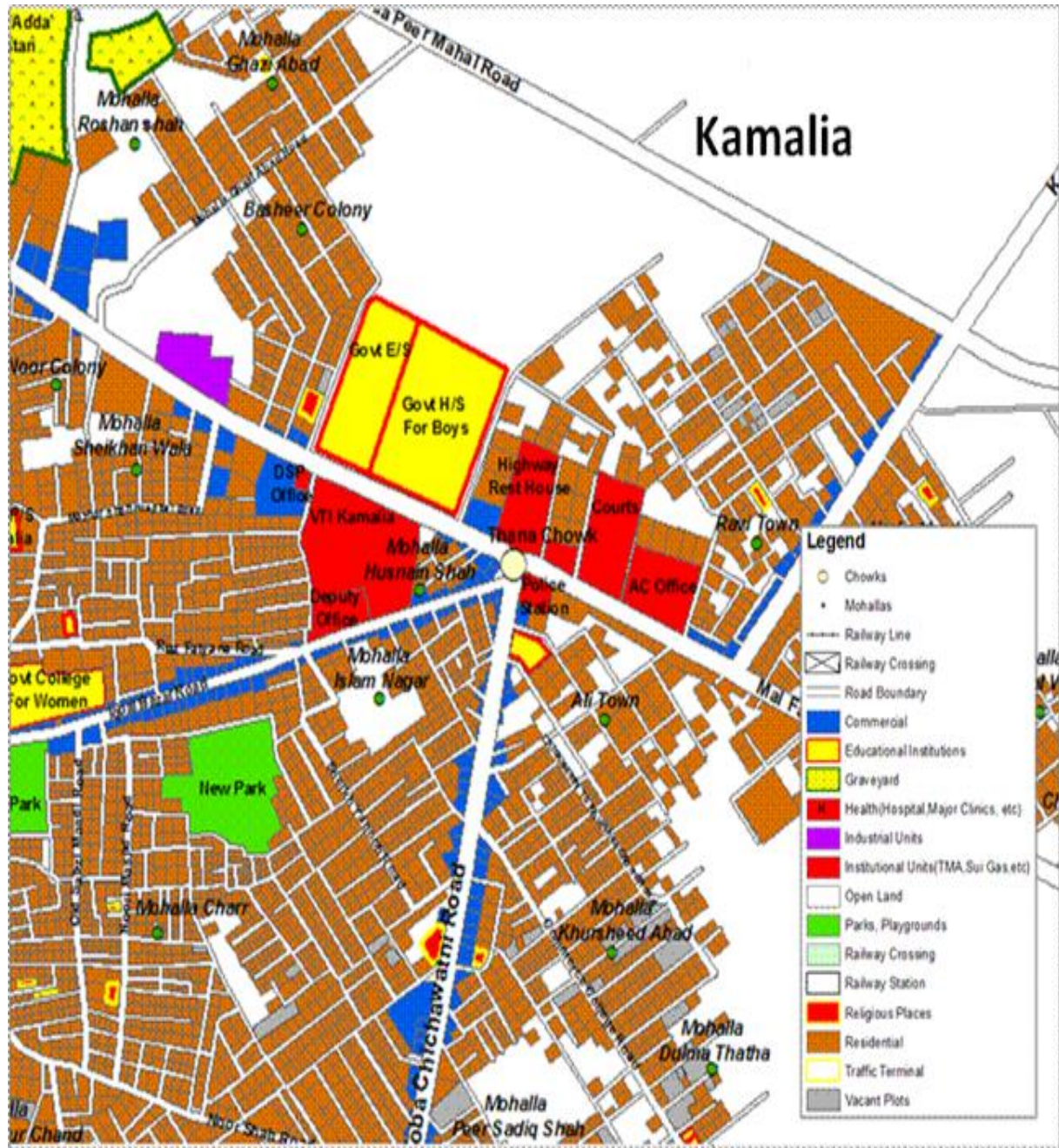
Economic Activity in the City

In an age where new fashion trends dominate, Kamalia Khaddar has earned loyalty among its customers. Once considered a backward town, Kamalia's small-scale manufacturers have started making use of bigger machines to economize their process and have even begun marketing their products online. There are thousands of hand-loomers in Kamalia located around the city. Many families have been part of the business for generations. With the passage of time major industries have been established in Kamalia. At present, following industries have been housed in Kamalia City:

Sr. #	Major Industries
1.	Kamalia Sugar Mill
2.	Textile Mills
3.	Rice Mills
4.	Poultry Feed Mills

Sr. #	Major Industries
5.	Cold Storages
6.	Dairy Farms

2. Municipal Committee Kamalia Map



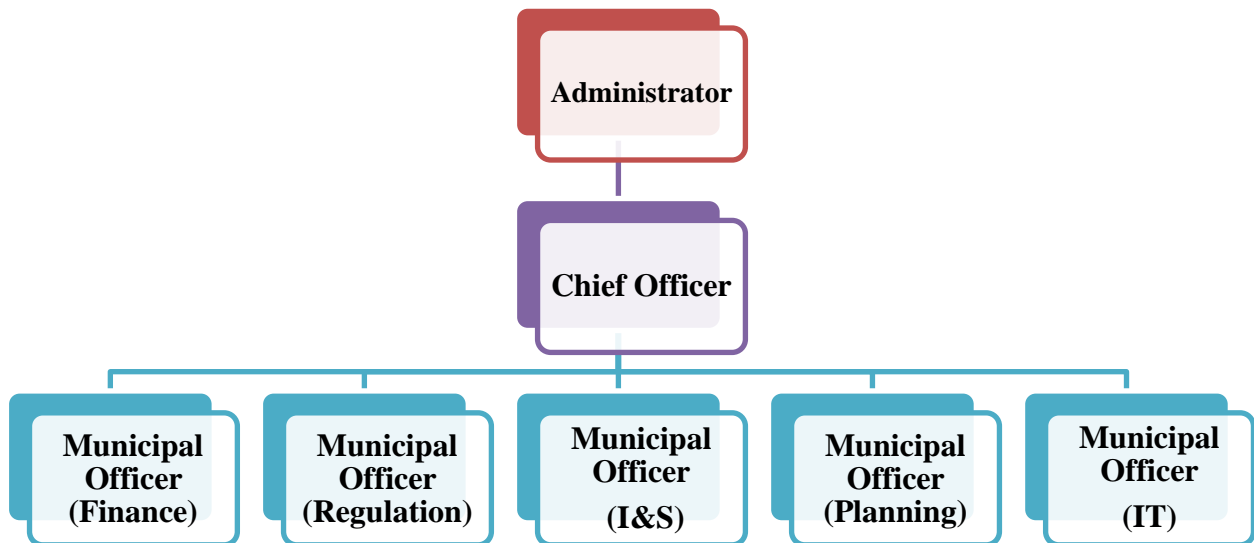
3. Functions of Municipal Committee Kamalia

Municipal Committee Kamalia 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>Administrator Mr. Irfan Hanjra Office No: 0463-413898</p>	 A photograph of Mr. Irfan Hanjra, the Administrator. He is a man with a beard and glasses, wearing a white shirt, sitting at a desk with a microphone and a small Pakistani flag.
<p>Chief Officer & MO(R) Additional Charge Mr. Sheharyar Khalid Office No: 0463-413898</p>	 A photograph of Mr. Sheharyar Khalid, the Chief Officer & MO(R) Additional Charge. He is a man with a beard, wearing a dark blue jacket over a dark shirt, sitting at a desk with his hands clasped.
<p>Municipal Officer (Finance) Mr. Muhammad Jameel Office No: 0463-413898</p>	 A photograph of Mr. Muhammad Jameel, the Municipal Officer (Finance). He is a man with a mustache, wearing a dark suit, white shirt, and red tie, standing in front of a bookshelf.
<p>Municipal Officer (Infrastructure) Mr. Faraz Ahwaz Cell No.: 0317-7466588 Office No: 0463-413898</p>	 A photograph of Mr. Faraz Ahwaz, the Municipal Officer (Infrastructure). He is a man with a beard, wearing a white shirt and a dark vest, sitting in a black office chair.

<p>Municipal Officer (Planning) Syda Umm-e-Laila Office No: 0463-413898</p>	
<p>Public Information Officer Mr. Bahadur Ali Office No: 0463-413898</p>	

6. Human resource Available at MC

Vacancy Analysis-Section Wise			
Section	Sanctioned	Filled	Vacant
Chairman	08	02	06
Chief Officer	09	07	02
Municipal Officer (R)	08	04	04
Municipal Officer (I&S)	212	138	74
Municipal Officer (P)	08	03	05
Municipal Officer (F)	21	12	09
Municipal Officer (IT)	03	0	03
Total	269	166	103

MC Schedule of Establishment is attached as Annex – A

7. Annual Budget

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

Municipal Committee Kamalia		
Financial Position		
Annual Budget Estimates For The Year 2019 - 2020		
		Estimated
		2019 - 2020
Opening Balance		32,386,000
Expected Income	Local Receipt	74,393,000
	PFC Award Grant	129,907,000
	Other Grants	-
Total		236,686,000
Expected Expenditure	Current / Non Development Expenditure	196,459,000
	Development Expenditure	28,335,000
	Development Liabilities (Prev. Year)	1,677,000
Total		226,471,000
Closing balance as on June 30th.		10,215,000

8. Infrastructure Projects under Punjab Cities Program (PCP)

The detail of infrastructure projects being carried out under PCP during the current financial year is as under:

Sr.#	Project Name	Project Detail	Duration	Project Cost in Million Rs.
1	Rehabilitation of Municipal Services in MC Kamalia (Group-A)	I-Water supply <ol style="list-style-type: none"> i. Rehabilitation of motor control units ii. Improvement of pump house, painting of machinery & valves iii. Improvement of overhead resevoir iv. Construction of pump house v. Replacement of bulk water meter vi. Replacement of Sluice Valve vii. Replacement of non return Valve II- Park <ol style="list-style-type: none"> i. Improvement of existing facilities in Jinnah park ii. Improvement of existing facilities in Zeeshan colony park (ladies park) iii. Improvement of existing facilities in Zeeshan colony park (Male park) 	8	60.01

Sr.#	Project Name	Project Detail	Duration	Project Cost in Million Rs.
		<ul style="list-style-type: none"> iv. Improvement of existing facilities in Nawaz Shrif park v. Improvement of existing facilities in Mahmood park Behlol wala (ladiles side) <p>III- Street Light</p> <ul style="list-style-type: none"> vi. Supply & installation of LED Lights 120 watts vii. Supply & installation of LED Lights 27 watts viii. Photo electric switch ix. Control panel MCU <p>IV- Sewerage System</p> <ul style="list-style-type: none"> i. Disposal works Zeeshan Colony ii. Collecting tank, screening chamber, pump house, boundary wall, approach road iii. Installation of transformer 200 KVA Disposal Zesshan Colony iv. Rehabilitation of sullage Carrier of Disposal Works chongi no6 v. Motor control unit vi. RCC sewer 24" & 36" dia vii. Power Factor Improvement Equipment viii. Manhole covers <p>V- office building equipment</p> <ul style="list-style-type: none"> i. 18 watt LED Bulbs 		
2	Rehabilitation of Municipal Services in MC Kamalia (Group-C) Supply Items)	<p>Supply Items</p> <ul style="list-style-type: none"> i. Provision of winch machines for de silting & cleaning of sewer lines. ii. Provision of winch machines for de silting of collecting tanks of disposal works iii. Provision of ventilating shaft 6" dia with Pvc pipe iv. Supplying of tyres for trolley & water bowser v. Supplying of rims 900/20 ply tire vi. Supply of AC 1.5 inverter 	6	7.44

9. Municipal Services Delivery Detail

9.1. Water Supply System

9.1.1. Water Supply Hours

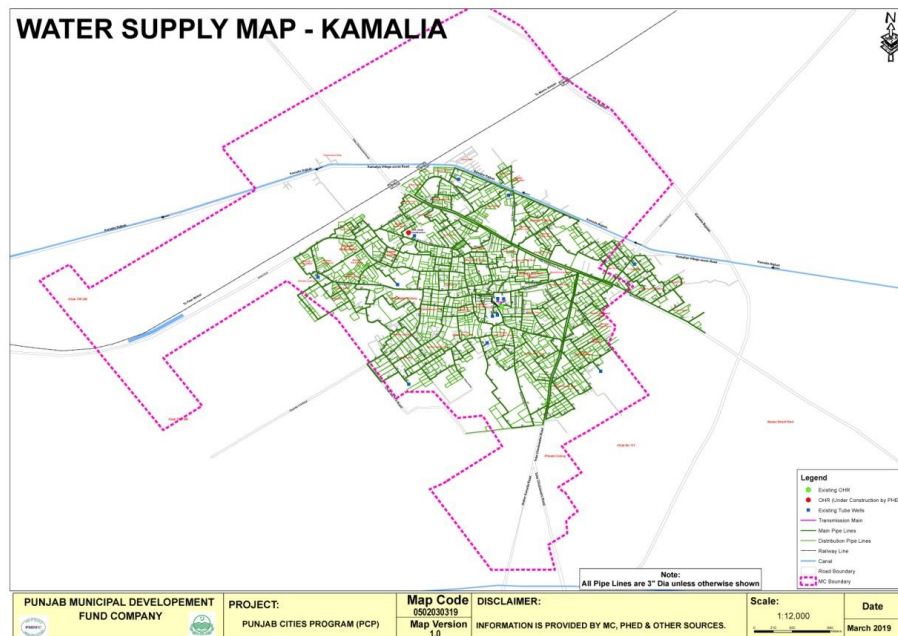
The city is considered as a single unit or zone with respect to water supply. Deep ground water is fresh and hence the water supply system is based on deep tube wells installed at various locations in the city. The Town is served by direct pumping. Five tube wells of 1.0 cusec capacity each were presently working. On average MC is supplying 05 hours of water to households daily as per given schedule:

Water Supplied Hours			
Morning	Mid-day	Evening	Total
2	2	1	5.0

9.1.2. Total Coverage of the City

The entire town is served with the water supply system and no water shortage is being experienced. No area in the city comprises of abandoned water supply system. The detail of water connections and percent connected are given as under:

No. of Connections				%age Connected
Domestic	Commercial	Industrial	Total	
8,200	34	-	8,234	21%



9.1.3. Tariff Structure

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

Tariff Rate/ Month		
Domestic	Commercial	Industrial
Rs.100/-	Rs.700/-	-

9.1.4. Detail of Tube wells

Five tube wells of 1.0 cusec capacity each were previously working in the Town whereas 8 additional tube wells of 2.0 cusecs capacity each have been installed by PHE Department and commissioned. So in all 13 tube wells are presently working in the Town. The newly installed tube wells are being operated by MC as told by MC staff but these have formally not been taken over by

The details of these tube wells are given below;

Sector	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 14 hours pumping
Already installed	4	1.00	4.0	8	0.72	1.26
	1	0.5	0.5	8	0.09	0.157
Recently installed by PHED	8	2.00	16	8	2.88	5.04
Grand total	13	-	17	-	3.39	6.457
Present population of the city					108,129	Persons
Present production per capita per day					31	Gallons
Possible water production per capita per day					60	Gallons

The source capacity is quite sufficient now to even meet the peak hour demand of the Town. However water wastage should be controlled by consumer metering to make the system more efficient and reduce the O&M charges. No further addition of source capacity is required.

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 Kamalia is given below:

Slot	Sanctioned Strength	Existing Strength	Vacant Post	Manpower on Daily Wages	Total Manpower Deployed
Tube well Operators	21	3	17	-	4
Chowkidars	-	-	-	2	2
Electricians	-	-	-	-	-
Plumbers	-	-	-	5	5
Clerks	-	-	-	4	4
Total	21	3	17	11	15

9.2. Solid Waste Management

9.2.1. Solid waste Generation & Disposal

Currently waste is being dumped at area of 4.00 Acre on Mamu Kanjan road near Chak No. 54/1. The solid waste management efficiency is given below:

Total Waste Generated	99 Tons
Waste Disposal	41 Tons
% age Efficiency	42%

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	3	3
2.	Trolleys	3	3
3.	Tractor with Front End Loader	1	1
4.	Tractor with Front End Blade	1	1
5.	Water Bowser	1	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.

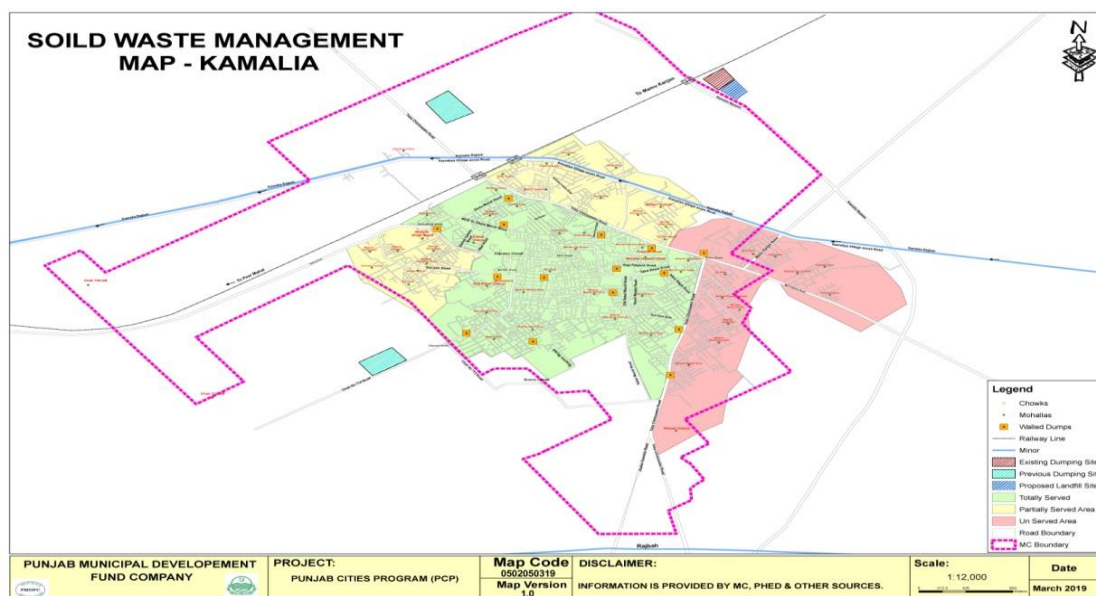
9.2.3. Manpower Deployed

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	162	129	33	42	171
Vehicle Drivers	3	3	0	0	3
Supervisors	3	0	3	0	2
Sanitary Inspectors	1	1	0	0	1
Total	167	134	33	42	176

9.2.4. Coverage Detail

The entire city is not served with solid waste collection and disposal. The efficiency of the services is 50-55% as given below. Most of the areas of the city remain either un-served or partially served. The detail of these areas is given below:



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- Basher Colony	2- Ghaziabad	3- Roshan Shah	4- Zameer Colony
5- Jinnah Colony	6- Qadar Town	7- Christian Colony	8- Bilal Ganj
9- Bilal Ganj	10- Gareeb Colony	11- Karkana Bazar	12- Kachi Basti
13- Ghala Mandi	14- Fateh Pur	15- Bakar Colony	16- Canal View
17- Qadar Colony			

b) Un-Served Areas

Under mentioned areas are still un served:

1- Private Colony	2- Bagaya Wala	3- Peer Sadiq Shah
-------------------	----------------	--------------------

4- Adhi Wala	5- Dulma Thatha	6- Khursheed Abad
7- Ali Town	8- Usman Colony	9- Cha Lal Wala
10- Kashmir Colony	11- Nadiabad	12- Ravi Town

9.2.6. Levying of Sanitation Fee

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.

9.2.5. Reason for Poor Service

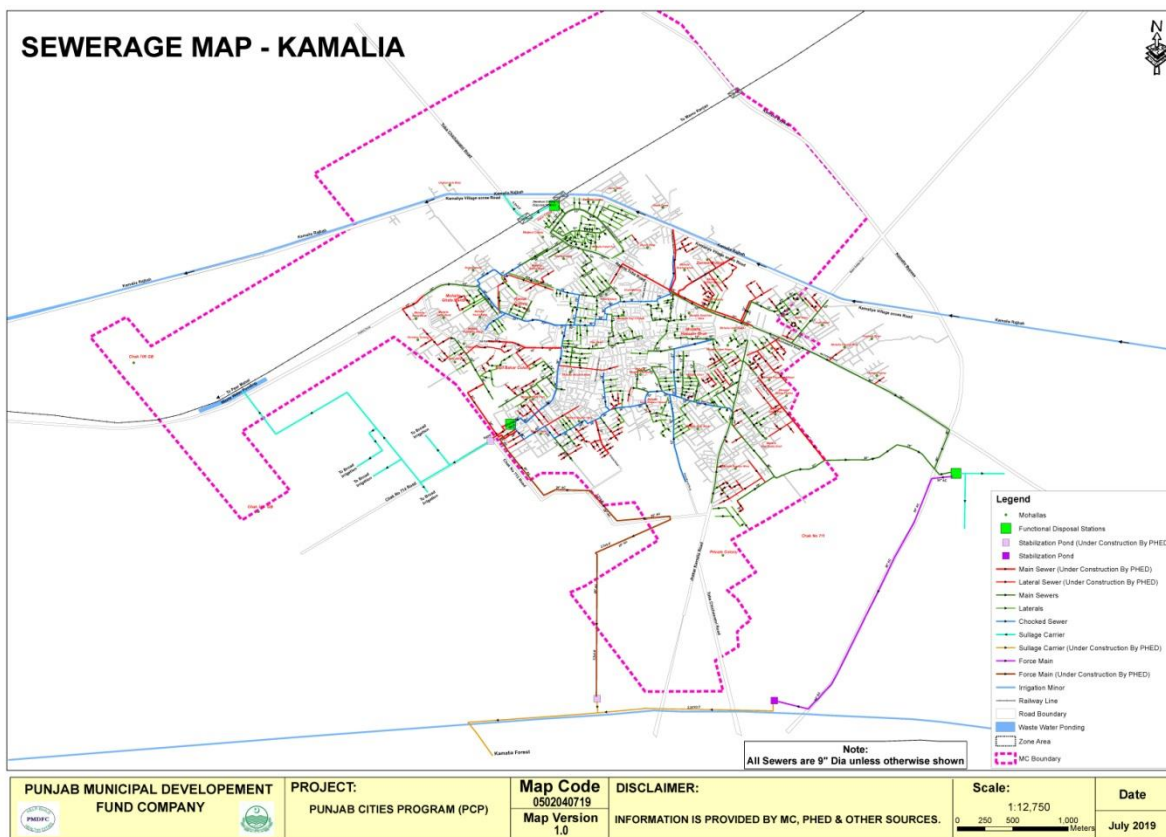
The city has un-satisfactory solid waste management system. Resources available to handle the solid waste are limited to serve the whole area of city. Limitation in resources is described here.

- a) Shortage of sanitary workers and vehicle drivers.
- b) Shortage and inefficient equipment and machinery.
- c) Non availability of landfill site for dumping of solid waste. Currently waste is being dumped along the road side which is totally unhygienic.
- d) 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.
- e) 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 three zones (Zone A, B, C). The coverage map of sewerage system of Municipal Committee Kamalia 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:

Zone	Location	Nos. of collect tanks	Nos. of pumps	Discharge each (cusecs)	Total discharge (cusecs)	Motor BHP	working status	Previous sullage Carriers/force main		Present Ultimate disposal
								Size	Condition	
A	Chungi No. 6	3	5	6	30	60	Yes	2.5"x 3.0"	Good	Broad Irrigation
B	Zeshan Colony	2	2	1	2	10	Yes	2.5"x 3.0"	Good	Broad Irrigation
C	Bypass road	2	4	5.0	20.0	75 & 50	Yes	24" dia	Good	Irrigation channel.

9.3.3.Manpower Deployed

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

Pump Operators	01
Baildars	02
Supervisors	0
Sewer men	04
Total	07

9.3.4. Tariff Structure

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

9.3.5. Service Delivery

- The city has main and branch sewers on main roads and streets but few of the streets are not equipped with lateral sewers. These areas are being served with surface drains discharging into the sewers without gully grating chambers which is allowing all the silt and the floating materials in the sewers. This forms the main reason for chocking of sewers and flooding of the roads and streets.
- Ongoing PHED project will overcome the issues of city up to major extent and after completion of this project whole city will be equipped with sewerage system. However lateral sewers will still be required for most of the streets.
- Waste water treatment is not being done which is major requirement of the city to meet the national standards which requires lowering the BOD of the effluent to 80 mg/l.

9.4. Streetlight

9.4.1. Street lights Existing Situation:

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

A. Detail of Street lights on Main Roads

Sr. No	Road	Type of Luminaries					Operational Status	Poles type WAPDA pole / street light pole
		Sodium	LED	Tube light	Energy Saver / light bulb	Total		
1	Tehsil Head quarter Hospital to Railway Crossing	-	70	-	16	86	Partially Operational	WAPDA poles
2	Mandi More To Ghallah Mandi	-	18	-	-	18	Partially Operational	WAPDA poles
3	Railway Road To City Top Hotel	-	30	-	10	40	Partially Operational	WAPDA poles
4	Eid Gah Chowk To Bhala Chowk	-	18	-	-	18	Partially Operational	WAPDA poles
5	Pakistan Chwok to Shell Pump via Peer Shah Road	-	28	-	5	33	Partially Operational	WAPDA poles
6	Railway Road to Hassan Chowk	-	9	-	-	9	Partially Operational	WAPDA poles

Sr. No	Road	Type of Luminaries					Operational Status	Poles type WAPDA pole / street light pole
		Sodium	LED	Tube light	Energy Saver / light bulb	Total		
7	Thana Mor to MC Office Iqbal Bazar	-	15	-	6	21	Partially Operational	WAPDA poles
8	Sadar Bazar	-	10	-	5	15	Partially Operational	WAPDA poles
9	MC Office to Chichawatni Road	-	10	-	4	14	Partially Operational	WAPDA poles
10	Stop No. 3 to Fazil Dewan	-	10	-	5	15	Partially Operational	WAPDA poles
11	Sabzi Mandi Road	-	9	-	7	16	Partially Operational	WAPDA poles
12	Chichawatni Road To Mekanawala	-	-	-	-	-	Partially Operational	WAPDA poles
13	Chechawatni Road to Ghazi Abad	-	10	-	1	11	Partially Operational	WAPDA poles
14	Circular Road Zeshan Colony	-	14	-	5	19	Partially Operational	WAPDA poles
15	Eid Gah Chowk To Chongi No.6 Disposal Works	-	16	-	5	21	Partially Operational	WAPDA poles
16	Fazil Dewan Park To Cekarno(سڪارنو) Chowk	-	14	-	-	14	Partially Operational	WAPDA poles
17	Telephone Exchange To Tota Bazar via Mohallah Behloul Wala, Nia Bazar, Kamalia City.	-	20	-	5	25	Partially Operational	WAPDA poles
18	Main Chechawatni Road to Technical College via Mohallah Adhiwal Kamalia City	-	15	-	-	15	Partially Operational	WAPDA poles
19	Center streets Mohallah Bagaiwala.	-	15	-	-	15	Partially Operational	WAPDA poles
20	Hospital Dr. Naeem to Iqbal Bazar Chowk Kohlowala via House Mumtaz Gondal Ex Nazim MC Girls School Mohallah Hussain Shah	-	10	-	-	10	Partially Operational	WAPDA poles
21	Mohallah Paghlanwala, Mohallah Chadhran Wala	-	15	-	-	15	Partially Operational	WAPDA poles
	Total	0	356	0	74	430		

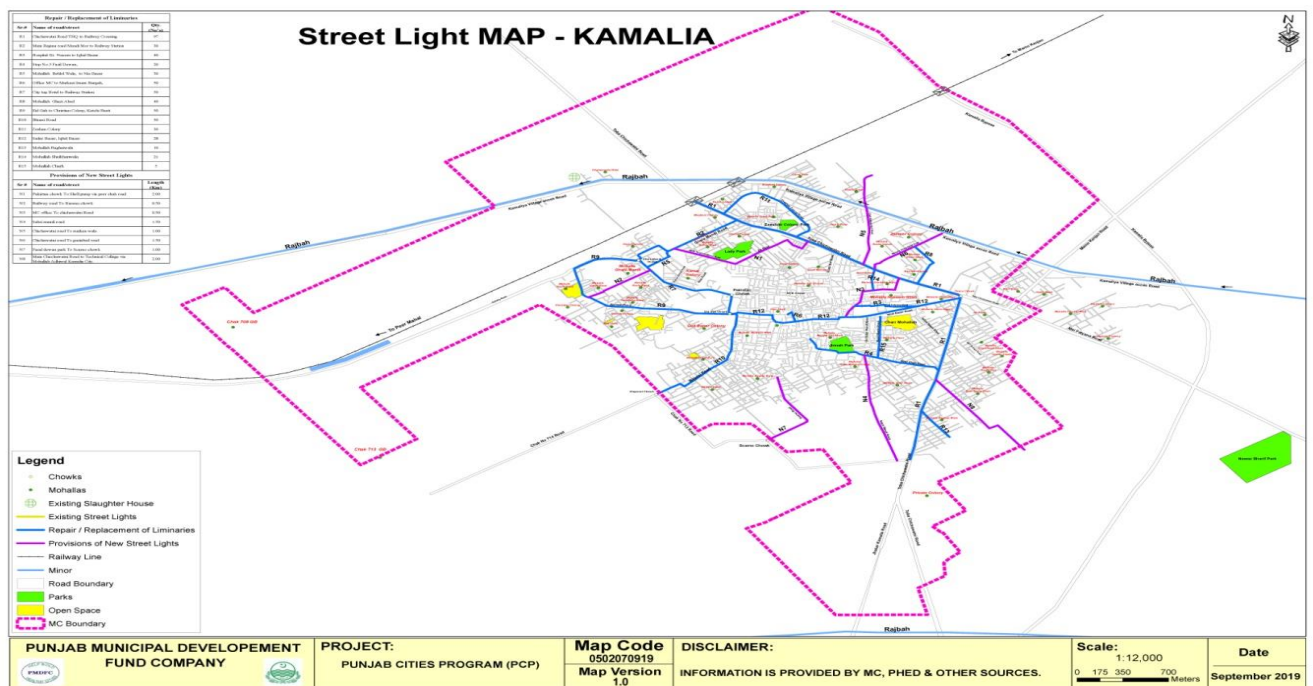
B. Ward wise detail of lights

Ward No.	Name of Mohallah	Light Points
1	Gujjar Colony, Maqbool Colony, Ghallah Mandi Road Mehmood Bhatii Darbar side	30
2	Main Road Rajana Road Old Bus Stand to Mandi Chowk, Mahallah Fateh Pur, Street Darbar Lakhan Bakhan, Street Shaban Gondni wala to Aslam Naib Qasid wali, street Dr. Abdul Razzaq to street darbar Shaheedan wali to street Jogianwali	37
3	Main Rajan Road to Railway Crossing, Main Rajana Road to Disposal Works Zeshan Colony to street Master Niaz to street Lady Park Zeshan Colony, street Zafar Telephone wali	80
4	Mohallah Behlol wala to street Altaf Bajli wala	20
5	Mohallah Kamal Colony, Railway Road	30
6	Mohallah Odanwala to Mohallah Bilal Gunj	30
7	Railway Station to Karbala to Mandi Mor to Railway Road to Katchi Basti	30
8	Mohallah Bilal Gunj, Mohallah Raza-e- Mustafa	10
9	Street Darbar Jand Shah to Eid gah Khairan Shaheed to street Muhammad Hussain Press Reporter to street Muhammad Sharif Malik Chairman wali	20
10	Mohallah Mehtianwala, Tota Bazar , Farooqia Masjid to Barkat Chowk etc.	30
11	Mohallah Islam Pura , Street Shahzad Ullah Councilor, Bhussi Road	30
12	Mohallah Eid Gah to Mohallah Khaji wala Kho, street Jabar wali	30
13	Mohallah Paghlanwala, street Zaffar Janua, street Bismillah Masjid	30
14	Mohallah Madina Abad, street Pir Abrar Butt, Street Fateh Muhammad wali	20
15	Mohallah Jandi wala, street Numania Masjid, Press Bazar, Street Bhola Advocate and Munir Advocate	40
16	Mohallah Fazil Dewan, street Ahmad Tent wali, Street Shahanwali, street Neem wali Masjid, street Imam Bargah Fazil Dewan, street Nazakat Pan Shop.	40
17	Mohallah Jand wali Masjid, Mohallah Raj Bibi etc.	30
18	Mohallah Mohib Ali Shah, Mohallah Behlol Park, Madina Masjid, Kareemia Masjid	30
19	Khalid Colony, Street Qazi Saif Ullah, Street Darbar Iqbal Shah, Street Post Office etc.	30
20	Mohallah Pir Shah, Street Iqbal Sindhu, Street Yousaf Bhatti, Street Madjid Ahle Hadees wali , Street Zargaran wali, Street Khalid Khan Khal etc.	30
21	Mohallah Darbar Roshan Shah	0
22	Main Road Thana Mor to Old Bus Stand, Main Mohallah Road Ghazi Abad, Bashir Colony	40
23	Mohallah Haidry Imam Bargah, Mohallah Kharlanwal, Mohallah Sheikhanwala etc.	25

Ward No.	Name of Mohallah	Light Points
24	Main Road M.C to Nawaz Chowk, Mohallah Markazi Jamia Masjid, Street Sardar Kamboh wali etc.	20
25	Main Iqbal Bazar , Mohallah Islam Nagar , Street Kohlowali, Ghulam Rasul wali, and street Sh. Sultan wali	40
26	Mohallah Charh, Hashmat Chowk, street Ali Sial wali, Noori Masjid wali, and street Shaffi Gharey wali	40
27	Mohallah Dargahi Shah , Mohallah Muslam Sheikhanwala, Street Rai Nadeem wali, Main Road Sadar Bazar Kamali	30
28	Mohallah Madina Abad, Fazil Dewan, Street Rafique Gujjar wali, Bilal Masjid wali, Allah wali Masjid , Rana Chowk, Sikarno Chowk, Mohallah Madina Abad Road	30
29	Street Qurishian walai, Chowk Jan Muhammad wala	20
30	New Sabzi Mandi Road, Street Anwar Plumber wali, Qadria Masjid wali, Malik Mansha wali old Sabzmandi wala road. Main Road to Jhone Shah Road Kamalia	30
31	Mohallah Noor Shah Road.	10
32	Mohallah Bagahiwala to main Bazar Bagahiwala THQ main road to Stop No.3	20
33	Mohallah Adhiwal to Chichawatni Road , Chak No. 711-GB, Street Zawar Saroya wali	25
34	Chichawatni Road near Stop No. 3 to Darbar Mian Mohabat Khan Road, Main road Stop No. 3 to Thana Chowk etc.	35
Total lights		992

9.4.2. Street lights Coverage Map:

Street light installed in wards are as below:



10. Complaint Management

Municipal Committee Kamalia 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: Recieved Summary Year – 2019-20	
Sector	Complaints
Water Supply	5%
Sewerage and Drainage	39%



Streetlight	3%	
Solidwaste	51%	
Miscellaneous	2%	

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

Municipal Committee Kamalia 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
(2019-20)**

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: Kamalia

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
Office of Mayor	Mayor	Fixed	1	0	1	
	Senior Clerk	14	1	0	1	
	Octori Clerk	11	1	1	0	
	Naib Qasid	5	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	17	1	1	0	
	Computer Operator	12	1	1	0	
	Senior Clerk	14	1	0	1	
	Record Clerk	5	1	1	0	
	Driver	4	1	1	0	
	Naib Qasid	5	1	1	0	
	Chowkidar	1	1	1	0	
	Legal Advisor	Fixed	1	1	0	
	Office Boy	1	1	0	1	
	Sub Total	-	9	7	2	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
Municipal Officer (IT)	Municipal Officer (IT)	16	1	0	1	
	Computer Operator (IT Assistant)	12	1	0	1	
	Office Boy	1	1	0	1	
	Sub Total	-	3	0	3	
Municipal Officer (Regulation)	MO (R)	17	1	0	1	
	Junior Computer Operator	12	1	0	1	
	Junior Tax Collector	11	1	0	1	
	Octori Clerk	11	3	3	0	
	Naib Qasid	5	1	1	0	
	Office Boy	1	1	0	1	
	Sub Total	-	8	4	4	
Municipal Officer (Planning)	M O (P)	17	1	1	0	
	Building Inspector	14	2	0	2	
	Junior Computer Operator	12	1	0	1	
	Draftsman	11	1	0	1	
	Octori Clerk	11	1	1	0	
	Naib Qasid	4	1	1	0	
	Office Boy	1	1	0	1	
	Sub Total	-	8	3	5	
Municipal Officer (Finance)	MO (F)	17	1	1	0	
	Junior Computer Operator	12	1	0	1	
	Assistant Accountant	12	1	1	0	
	Junior Clerk Pension	11	1	1	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Accounts	11	1	1	0	
	Octori Clerk	11	2	2	0	
	Water Rate Clerk	11	1	1	0	
	Tax Clerk	5	2	2	0	
	Junior Tax Collector	11	5	0	5	
	Naib Qasid	4	1	1	0	
	Naib Qasid	2	1	1	0	
	Naib Qasid	1	1	1	0	
	Office Boy	1	3	0	3	
	Sub Total	-	21	12	9	
Municipal Officer (Infrastructure & Services)	MO (Infrastructure)	17	1	1	0	
	Sub Engineer	14	2	2	0	
	Junior Computer Operator	12	1	0	1	
	Junior Clerk	11	1	1	0	
	Chowkidar	5	1	1	0	
	Naib Qasid	5	1	1	0	
	Imam Masjid	5	1	0	1	
	Sanitary Worker	4	1	1	0	
	Fireman	5	9	9	0	
	Driver	5	2	2	0	
	Baildar	5	1	1	0	
	Baildar	4	5	5	0	
	Baildar	2	1	1	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Baildar	1	3	3	0	
	Mashki	1	1	1	0	
	Office Boy	1	1	0	1	
	Gardner	1	1	0	1	
	Chowkidar	5	1	1	0	
	Plumber	5	2	2	0	
	Tubewell Operator	5	3	1	2	
	Chowkidar	1	1	1	0	
	Conductor	1	1	1	0	
	Electrician	5	1	1	0	
	Lightman	4	1	1	0	
	Sanitary Inspector	7	1	1	0	
	Tractor Driver	5	5	4	1	
	Sanitary Worker	3	14	14	0	
	Sewerman	3	1	1	0	
	Water Carrier	3	1	1	0	
	Sanitary Worker	2	8	8	0	
	Sanitary Worker	1	56	56	0	
	Sewerman	1	1	1	0	
	Mashki	1	1	1	0	
	Sanitary Worker	1	67	9	58	
	Chowkidar	5	1	1	0	
	Chowkidar	4	1	1	0	

Section Name	Name of Post	BPS	Vacancy Detail (Nos.)			Remarks
			Sanctioned	Filled	Vacant	
	Disposal Operator	4	1	1	0	
	Disposal Operator	3	1	1	0	
	Disposal Operator	1	2	1	1	
	Sewerman	1	8	0	8	
	Sub Total	-	212	138	74	
Total			269	166	103	