

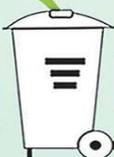
ACTION PLAN TO COMBAT DENGUE 2015



Defeat Dengue



CLEAN LAHORE



LAHORE WASTE MANAGEMENT COMPANY

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1. Introduction

Cleanliness is crucial to combat dengue. LWMC's involvement in mega cleanliness campaigns has consolidated the efforts of the government in this regard. The company has ensured solid waste did not gather in residential localities as that would provide breeding habitat and proliferate for mosquitoes. We cannot ignore to exercise vigil against dengue through proper hygiene and cleanliness. In order to maintain surroundings waste free, LWMC devises an yearly dengue plan that is put into practice with IT based monitoring and evaluation so that all possible measures are taken.

Lahore Waste Management Company (LWMC) is responsible for collection, transportation, treatment and disposal of solid waste within the jurisdiction of district Lahore. Different duties were assigned to different departments of Punjab Government to combat dengue. With dengue perspective, LWMC is responsible for the following task:

- a) Cleanliness of the open plots
- b) Re-cleaning of identified open plots on regular basis
- c) Re-dressal of the complaints/ observation received from Special Branch, Punjab Police
- d) Re-dressal of the complaints received through Electronic Call Routing System (ECSR) – Dengue Dash Board prepared by Punjab Information Technology Board
- e) Re-dressal of the complaints related with open plots/ open heaps received on LWMC helpline
- f) Anti Dengue spray in and around waste storage containers
- g) In-house Anti Dengue training for LWMC field staff i.e. Zonal Officers, Sanitary Inspectors & Sanitary Supervisors
- h) Uploading of the activities through android phones on PITB site on regular basis
- i) De-silting of tertiary drains
- j) Facilitate WASA for quick disposal of rain water during monsoon by deploying workers at identified choking points. Cleanliness of the gully grating of the roadside drains
- k) Spray of Temephose in open ponds
- l) Anti Dengue awareness through electronic and print media. Public awareness through seminars, walks, graffiti and fleet & flag march
- m) Participation of the LWMC officers in Town Emergency Response Committee meeting at town level.
- n) Coordination with other Govt. Departments for collection of waste on anti dengue days announced by Punjab Government.

2. Objectives:-

1. To remove the mosquito habitat by efficiently collection of the solid waste from open plots.
2. To mobilize the general public to fight against dengue by adopting precautionary measures.

3. Duration of the Plan:-

The plan is devised in way that anti dengue activities will be performed by LWMC throughout the year.

4. Scope of Work

LWMC focal person for dengue will ensure the following activities and methodologies to combat dengue epidemic:

Activities	Methodology
Plot clearance	<ul style="list-style-type: none"> ▪ Identification of the plots through field survey ▪ Estimation of the waste (tons) in plot ▪ Preparation of the schedule for plot clearance ▪ Assessment of the resources required for plot clearance ▪ Deployment of resources i.e. Machinery (loader, dumpers, compactor, pickup) & Sanitary Workers ▪ Certificate of the work done obtained from the community/ public representatives ▪ Display of the banners in cleared plots ▪ Pictorial evidence (before work and after work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue dashboard ▪ Open plots cleanliness progress/ work done will be shared in Town Emergency Response Committee (TERC) meeting by concerned Asst. Manager Ops on regular basis
Re-cleaning of open plots	<ul style="list-style-type: none"> ▪ By deploying machinery (loader, dumpers, compactor, pickup) and labour (sanitary workers) on regular basis according to schedule ▪ Group activities will be arranged in dengue high risk areas conveyed by PITB ▪ Pictorial evidence (before work and after work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue dashboard ▪ Re-cleaning of open plots cleanliness progress/ work done will be shared in Town Emergency Response Committee (TERC) meeting by concerned Asst. Manager Ops on regular basis.
Complaints/ Observation received from Special Branch, Punjab Police.	<ul style="list-style-type: none"> ▪ Coordination with District Program Coordinator for dengue, health department on regular basis through e-mail & telephone for special branch observations. ▪ Coordination with office of Divisional Commissioner and District Coordination Officer on regular basis through e-mail & telephone. ▪ Transfer of the complaint/ observation to concerned Asst. Manager Operations and Turkish Contractors. ▪ Resolution of complaint within 4 hours ▪ Certificate of work done from the community.

	<ul style="list-style-type: none"> ▪ Pictorial evidence (before work and after work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue dashboard. ▪ Complaints related to other departments i.e. PHA, WASA, Private Societies, Pakistan Railways, Cantonment Board etc. should be transfer to Commissioner, DCO & Health office on same day. ▪ Progress on special branch complaints will be shared in Town Emergency Response Committee (TERC) meeting by concerned Asst. Manager Ops on regular basis.
<p>Complaints received through PITB Dashboard (ECRS complaints)</p>	<ul style="list-style-type: none"> ▪ Daily checking of ECRS Dashboard ▪ Checking frequency twice a day ▪ Transfer of the complaint to concerned Asst. Manager Ops. ▪ Resolution of complaint within 4 hours ▪ Certificate of work done by the complainant ▪ Pictorial evidence (before work and after work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue dashboard. ▪ Confirmation of the work done through making a call to the complainant. ▪ Updating of the status of the complaint on PITB dashboard.
<p>Complaints received through LWMC helpline (1139)</p>	<ul style="list-style-type: none"> ▪ Daily coordination with Manager MIS & Manager Planning for complaints related to open plots/ heaps. ▪ Checking of 1139 complaints on website on regular basis. ▪ Transfer of the complaint to concerned Asst. Manager Ops. AMs Ops also have access to website. ▪ Resolution of complaint within 4 hours ▪ Certificate of work done by the complainant. ▪ Pictorial evidence (before work and after work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue and LWMC dashboard. ▪ Confirmation of the work done through making a call to the complainant. ▪ Updating of the status of the complaint on PITB dashboard.
<p>Application of Temephose in ponds</p>	<ul style="list-style-type: none"> ▪ In peak dengue season, temephose will be given to LWMC staff for application in open water bodies as an additional work. ▪ Special training to staff will be given by District health department. ▪ Coordination with fisheries department will also be done to update the list of water bodies. ▪ List of the open water bodies/ ponds will updated 3 times in a year i.e. February, June & October. ▪ Concerned Asst. Manager Ops will ensure that all ponds are treated with temephose. ▪ Pictorial evidence (during work photograph) of the application of temephose will be uploaded on PITB dashboard through android

	phone
Anti Dengue Spray in and around waste storage containers.	<ul style="list-style-type: none"> ▪ Manager Business Development (BD) is responsible for the anti dengue spray on waste storage containers. ▪ Four teams are trained for the assignment. ▪ Schedule for the spray on containers will be issued by the dengue focal person. ▪ This assignment will be done in peak dengue season i.e. March, April, May, July, August, September & October. ▪ Concerned Asst. Manager Ops & Zonal Officers will coordinate with Manager BD for spray according to schedule. ▪ Pictorial evidence (during work photograph) of the anti dengue spray will be uploaded on PITB dashboard through android phone
Anti dengue Training of LWMC field staff	<ul style="list-style-type: none"> ▪ Manager BD as Master Trainee is responsible to conduct anti dengue training for LWMC staff. ▪ Training of LWMC staff will be conducted twice in year (March & June). ▪ This training will be done at LWMC head office, Shaheen Complex during the month of March & June. ▪ All zonal officers, sanitary inspectors and sanitary supervisors will attend the training.
De-silting of tertiary Drains	<ul style="list-style-type: none"> ▪ De-silting of tertiary drains is the responsibility of LWMC. ▪ De-silting of the drains will be done according to de-silting plan during the month of March - September. ▪ There are 594 tertiary drains with 424 km length. De-silting operations is being done every year by deploying 505 sanitary workers. ▪ The de-silted material directly loaded/ stored in garbage bags and lifted on regular basis. ▪ Cleanliness of gully grading along main roads will be done by sanitary workers during routine work. ▪ De-silting related complaints received on LWMC helpline will be resolved within 2 hours. ▪ Progress of de-silting operation will be shared with Divisional Commissioner and DCO office on regular basis. ▪ De-silting progress/ work done will be shared in Town Emergency Response Committee (TERC) meeting by concerned Asst. Manager Ops. ▪ De-silting progress/ daily record will be maintained by Manager Planning, LWMC. ▪ Pictorial evidence (during work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue and LWMC dashboard.
LWMC Operation during Monsoon	<ul style="list-style-type: none"> ▪ LWMC Monsoon plan will be operational from 1st June - 15 September every year. ▪ Operations of the company will be done in three shifts during

	<p>monsoon period and monitored through Control Room.</p> <ul style="list-style-type: none"> ▪ Cleanliness of the gully grating and identified 87 choking points will be ensured by LWMC before rain. ▪ LWMC has its own weather alerts during monsoon. Filed operations will be linked with alerts. ▪ 27 emergency centers will be established in district Lahore which will remain functional 24/7 to meet any emergency situation. ▪ Pictorial evidence (during work photograph) of the work done through android phone ▪ Uploading of the photograph on PITB anti dengue and LWMC dashboard.
Anti dengue awareness campaign	<ul style="list-style-type: none"> ▪ Manager Communication is responsible for arranging anti dengue public awareness activities. ▪ Seminars and Awareness Activities in Educational Institutes will be arranged. ▪ Use of Social, Electronic & Print Media for anti dengue awareness dissemination. ▪ Graffiti all over City. ▪ Photographs of all activities will be uploaded on PITB anti dengue and LWMC dashboard.
Presence of LWMC officers in Town Emergency Response Committee (TERC) meetings	<ul style="list-style-type: none"> ▪ Operations Managers of LWMC will ensure their presence in TERC meeting on regular basis. ▪ Progress of work i.e. cleanliness of open plots, complaints redressal, awareness activities, de-silting operation will be shared with Chairman of concerned TERC.
Coordination with other Govt. Departments on Anti Dengue Day	<ul style="list-style-type: none"> ▪ Focal person for Dengue, LWMC will coordinate with all Govt. Departments located in Lahore with reference to Anti Dengue Day. ▪ Waste generated by all departments will be collected by deploying special vehicles.

5. LWMC Anti Dengue Activities

During 2015, LWMC will perform the 13 activities of different types to combat the dengue. Details of the activities are as follows;

5.1 Plot Clearance (2014 plots)

In 2011, LWMC has cleared 2200 open plots and removed 1,31,000 tons waste during dengue season. 1800 open plots were cleared in 2012 and 50,000 tons waste was removed. 1400 open plots were cleared and 40,000 ton waste removed in 2013. 1500 open plots were cleared and 58,950 ton waste removed in 2014. Re-cleaning of open plots is being done on regular basis.

In year 2015 LWMC has identified 1,633 open plots. These plots will be cleared according to schedule issue by Operations Department.

5.1.1 Schedule for Open Plot Clearance

The schedule and activities for open plots clearance in 2015 will be as follows:

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Survey of the open plots having waste and preparation of schedule for clearance of plots. ▪ Sharing of open plots list with Turkish Contractors for plot clearance according to schedule. ▪ Deployment of resources for plot clearance. 	January	Dormant Season
<ul style="list-style-type: none"> ▪ Monitoring of the cleanliness of open plots according to schedule. ▪ Uploading of the plot clearance activities on PITB dashboard. 	February	
<ul style="list-style-type: none"> ▪ Aggressive operation for waste removal from open plots. ▪ Group activity for re-cleaning of open plots by deploying additional workers at about 11 am in each zone of LWMC. ▪ Public representatives and community will also be involved in group activity. ▪ Wall chalking/ Banners will be installed in each plot ▪ Group activities will be focused in dengue high risk areas as identified by the PITB. ▪ Group activities will be focused on cleanliness of the whole high risk area, removal of waste from open plots, emptying of the waste storage containers, anti dengue spray in and around containers & korgans. ▪ Uploading of the group activities on PITB dashboard. 	March	Active Dengue Season
<ul style="list-style-type: none"> ▪ Aggressive operation for waste removal from open plots. ▪ Group activity for re-cleaning of open plots by deploying additional workers at about 10:00 am in each zone of LWMC. ▪ Public representatives and community will also be involved in group activity. ▪ Group activities will be focused in dengue high risk areas as identified by the PITB. ▪ Open plots of high risk areas will be cleared and limed during group activity in each zone. 	April	
<ul style="list-style-type: none"> ▪ Survey of the open plots with waste and preparation of schedule for clearance of plots. ▪ Sharing of open plots list with Turkish Contractors for plot clearance according to schedule. ▪ Deployment of resources for plot clearance. 	May	Dormant Season
<ul style="list-style-type: none"> ▪ Monitoring of the cleanliness of open plots according to schedule. 	June	

<ul style="list-style-type: none"> Uploading of the plot clearance operations photographs on PITB dashboard. It will be ensured that all plots should be cleared before start of monsoon season. 		
<ul style="list-style-type: none"> Aggressive operation for waste removal from open plots. Group activity for re-cleaning of open plots by deploying additional workers at about 9:00 am in each zone of LWMC. Public representatives and community will also be involved in group activity. Group activities will be focused in problematic areas/ dengue high risk areas as identified by PITB. Group activities will be focused on cleanliness of the whole high risk area, removal of waste from open plots, emptying of the waste storage containers, anti dengue spray in and around containers & korgans. Uploading of the group activities on PITB dashboard. 	July	Active Dengue Season
	August	
	September	
	October	
	November	
<ul style="list-style-type: none"> Monitoring of the cleanliness of open plots according to schedule. Uploading of the plot clearance activities on PITB dashboard. 	December	Dormant Season

5.1.2 Targets for Removal of Waste from Open Plots

Total 1633 open plots are identified through the survey conducted in January, 2015. Details are shared with the concerned Turk Contactors. Open plots will be cleared according to schedule issued by LWMC. Details of open plots are annexed.

Targeted No. of Plots	Months	Responsibility
Removal of waste from 45~55 plots per day in dengue active season	February & March and April July ~ November	M/s. Ozpak & M/s. Albayrak
1169 Open Plots in Zone-1 Albayrak Side as per survey conducted in 2015	Aggressive plot clearance operation during months of February & March and April.	Manager Ops-I Manager Ops, M/s. Albayrak Dengue Focal Person, LWMC
464 Open Plots in Zone-2 Ozpak Side as per survey conducted in 2015.	Aggressive plot clearance operation during months of February & March and April.	Manager Ops-II Manager Ops, M/s. Albayrak Dengue Focal Person, LWMC

The detailed survey of the open plots will also be conducted in May 2015.

5.1.3 SOPs for Plot Clearance

ACTION	DESCRIPTION	RESPONSIBILITY
Survey of the open plots	<ul style="list-style-type: none"> A comprehensive field survey will be conducted to identify the open/ vacant plots having solid waste 	Asst. Manager Operation concerned.

ACTION	DESCRIPTION	RESPONSIBILITY
	<p>during the month of <i>January & May twice a year</i> by the concerned Asst. Manger Ops of the Zone.</p> <ul style="list-style-type: none"> ▪ Estimated quantity of the waste in plots will also be mentioned in survey report. ▪ Priority for cleanliness of the open plots should also be mentioned. ▪ Survey report will also include the category of waste in plots i.e. Municipal waste, C&D waste, cow dung/ animal waste, Mix waste 	<p>Manager Operations concerned.</p>
<p>Schedule for plot clearance</p>	<ul style="list-style-type: none"> ▪ Schedule for plot clearance will be prepared according to the category of the waste and priority. 	<p>Manager Ops concerned.</p>
<p>Sharing of the open plots list with Turkish Contractors</p>	<ul style="list-style-type: none"> ▪ Open plots list with schedule/ timeline will be shared with Turkish contractors after approval of the list from GM Ops. 	<p>Manager Ops concerned.</p>
<p>Deployment of the resources for plot clearance</p>	<ul style="list-style-type: none"> ▪ Turkish Contractors will analyze the schedule/ list of plots and will calculate the resources i.e. Machinery & HR required for plot clearance operation according to schedule. ▪ Plan for resources deployment will be shared with LWMC by the Turkish Contractors before start of the operations. 	<p>Manager Ops M/s. Albayrak & Ozpak Concerned Manager Ops LWMC</p>
<p>Coordination with LWMC Asst. Managers Ops during Plot Clearance Operation</p>	<ul style="list-style-type: none"> ▪ Before start of plot clearance operation according to schedule, Turkish Contractors will coordinate with the concerned LWMC Asst. Manager Ops. ▪ Asst. Manager Ops will ensure and monitor the plot clearance operation according to schedule. 	<p>Manager Ops M/s. Albayrak & Ozpak Concerned Asst. Manager Ops LWMC</p>
<p>Priority of the plots during cleanliness operation</p>	<ul style="list-style-type: none"> ▪ Contractor would be bound to clear the plots according to list and schedule provided by LWMC. ▪ Plots will be cleared up-to ground level. ▪ For lifting/ removal of C&D waste & cow dung, prior permission will be obtained from LWMC. 	<p>Manager Ops M/s. Albayrak & Ozpak</p>
<p>Android based Pictorial Evidence of Plot Clearance Operation</p>	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of plot clearance activity i.e. Before Work, during work & after work photographs. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. ▪ Manager MIS will ensure that photographs are being uploaded according to schedule. 	<p>Manager Ops LWMC LWMC Focal Person for dengue Manager MIS LWMC Concerned Asst. Manager Ops LWMC</p>
<p>Involvement of the</p>	<ul style="list-style-type: none"> ▪ Turkish Contractors will ensure the involvement of 	<p>Manager Ops M/s.</p>

ACTION	DESCRIPTION	RESPONSIBILITY
local community during plot clearance operation	the locality/ public representative during plot clearance operation. <ul style="list-style-type: none"> ▪ Communication department will facilitate for arranging media 	Albayrak & Ozpak Manager Communication LWMC
Report of plot clearance	<ul style="list-style-type: none"> ▪ Turkish Contractor will submit working report against cleared plots to LWMC on daily basis. 	LWMC Focal person for dengue
Covering of dumpers with Tarpaulin Sheet	<ul style="list-style-type: none"> ▪ Turkish Contractors will ensure the machinery deployed for operation should be covered with Tarpaulin Sheet to avoid littering on roads while transporting waste to designated dumpsite. ▪ Asst. Manager Dumpsite will stop vehicle and cancel trip if vehicle not covered with the sheet. 	Manager Ops M/s. Albayrak & Ozpak
Display of the Banners in cleared plots	<ul style="list-style-type: none"> ▪ Turkish Contractor will also responsible to display the public awareness banners in each plot cleared. ▪ Manager Communication will monitor and ensure the progress. 	Manager Ops M/s. Albayrak & Ozpak Manager Communication LWMC
Dissemination of information in print/ electronic media	<ul style="list-style-type: none"> ▪ Manager Communication LWMC will disseminate plot clearance data, photographs, schedule, and awareness activity in print & electronic media on regular basis. ▪ Focal person for dengue will provide the data and photographs to manager communication. 	Manager Communication LWMC Focal person for dengue
Updating of Dengue Presentation	<ul style="list-style-type: none"> ▪ LWMC focal person for dengue will update the dengue presentation (Plot Clearance) on daily basis and will share with Commissioner/ DCO/ Dengue Control Cell after getting approval from GM Ops. 	Focal person for dengue

5.1.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>

User Name: lwmc

Password: C@lwmc123

Open Plots Clearance

Islam Park, UC-6 (RT)

Department: LWMC Name: mariam.lwmc Entry Date: 2014-10-17
Entry Time: 12:43:33 Activity: Debris
Description: Islam park uc6



Yousaf bhatti house athar shaheed road shahpur kanjran (AIT)

Department: LWMC Name: mian mohsin.lwmc Entry Date: 2014-10-22
Entry Time: 23:07:27 Activity: Debris
Description: Garbage lying in open in front of yousaf bhatti house athar shaheed road shahpur kanjrah multan road uc 119



5.2 Re-cleaning of Open Plots

Re-cleaning of open plots is major activity performed by LWMC throughout the year. Once the plot is cleared by deploying machinery i.e. Loader, Dumpers, than it is the responsibility of concerned Turkish Contractors to sustain its cleanliness.

In year 2015 LWMC has identified 1633 open plots. These plots are cleared according to schedule issued by Operations Department. Re-cleaning of these plots will be sustained by arranging group activities to clean open plots. Turkish Contractors will also place the waste storage containers in such plots to avoid open heaps.

5.2.1 Schedule for Re-cleaning of Open Plots

The schedule and activities for re-cleaning of open plots in 2015 will be as follows:

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Preparation of the inventory of open plots cleared according to schedule. ▪ Preparation of the schedule for re-cleaning of open plots. ▪ Sharing of cleared plots list with Turkish Contractors for re-cleaning of plot according to schedule. ▪ Deployment of labor (sanitary workers) for plot clearance. 	January	Dormant Season
<ul style="list-style-type: none"> ▪ Monitoring of the re-cleaning of open plots according to schedule. ▪ Uploading of the plot clearance activities on PITB dashboard. 	February	
<ul style="list-style-type: none"> ▪ Aggressive operation for waste removal from open plots. ▪ Group activity for re-cleaning of open plots by deploying additional workers at about 11 am daily in each zone of LWMC. ▪ Group activities will be focused in dengue high risk areas as identified by the PITB. ▪ Public representatives and community will also be involved in group activity. ▪ Wall chalking/ Banners will be installed in each plot ▪ Group activities will be focused on cleanliness of the whole high risk area, removal of waste from open plots, emptying of the waste storage containers, anti dengue spray in and around containers & korgans. ▪ Uploading of the group activities on PITB dashboard. 	March	Active Dengue Season
<ul style="list-style-type: none"> ▪ Aggressive operation for waste removal from open plots. ▪ Group activity for re-cleaning of open plots by deploying additional workers at about 10:00 am daily in each zone of LWMC. 	April	

<ul style="list-style-type: none"> ▪ Public representatives and community will also be involved in group activity. ▪ Group activities will be focused in dengue high risk areas as identified by the PITB. ▪ Open plots of high risk areas will be cleared and limed during group activity in each zone. 		
<ul style="list-style-type: none"> ▪ Survey of the open plots cleared during peak season and preparation of schedule for re-cleaning of plots. ▪ Sharing of schedule for re-cleaning of open plots with Turkish Contractors for plot clearance according to schedule. ▪ Identification and deployment of resources for re-cleaning of plots. ▪ Preparation of schedule for group activities. 	May	Dormant Season
<ul style="list-style-type: none"> ▪ Monitoring of the cleanliness of open plots and group activities according to schedule. ▪ Uploading of the plot clearance operations photographs on PITB dashboard. ▪ It will be ensured that all plots should be re-cleaned before start of monsoon season. ▪ Placement of the waste storage containers in open plots. 	June	
<ul style="list-style-type: none"> ▪ Aggressive operation for waste removal from open plots during re-cleaning operation. ▪ Group activity for re-cleaning of open plots by deploying additional workers at about 9:00 am in each zone of LWMC. ▪ Public representatives and community will also be involved in group activity. ▪ Group activities will be focused in problematic areas/ dengue high risk areas as identified by PITB. ▪ Group activities will be focused on cleanliness of the whole high risk area, removal of waste from open plots, emptying of the waste storage containers, anti dengue spray in and around containers & korgans. ▪ Application of temephose in stagnant rain water during monsoon period. ▪ Uploading of the group activities on PITB dashboard. 	July	Active Dengue Season
	August	
	September	
	October	
	November	
<ul style="list-style-type: none"> ▪ Monitoring of the cleanliness of open plots according to schedule. ▪ Uploading of the plot clearance activities on PITB dashboard. 	December	Dormant Season

5.2.2 Targets for Removal of Waste from Open Plots

Re-cleaning of open plots will be done throughout the year. Plots will be re-cleaned according to following targets.

Targeted No. of Plots	Months	Responsibility
1169 Open Plots in Zone-1 Albayrak Side as per survey conducted in January, 2014	Re-cleaning of open plots will be started in February and continued throughout the year. Daily 25 plots will be re- cleaned.	Manager Ops-I Manager Ops, M/s. Albayrak Dengue Focal Person, LWMC
464 Open Plots in Zone-2 Ozpak Side as per survey conducted in January, 2014	Re-cleaning of open plots will be started in February and continued throughout the year. Daily 15 plots will be re-cleaned.	Manager Ops-II Manager Ops, M/s. Albayrak Dengue Focal Person, LWMC

5.2.3 SOPs for Re-cleaning of Open Plots

ACTION	DESCRIPTION	RESPONSIBILITY
Survey of the open plots for re-cleaning	<ul style="list-style-type: none"> ▪ A comprehensive field survey will be conducted to identify the open/ vacant plots for re-cleaning during the month of <u>January & May twice in year</u> by the concerned Asst. Manger Ops of the Zone. ▪ Estimated quantity of the waste in plots will also be mentioned in survey report. ▪ Priority for cleanliness of the open plots should also be mentioned. ▪ Survey report will also include the category of waste in plots i.e. Municipal waste, C&D waste, cow dung/ animal waste, Mix waste. ▪ Identification of the resources for re-cleaning of open plots will also be done. 	Asst. Manager Operation concerned. Manager Operations concerned. LWMC Focal Person for Dengue
Schedule for re-cleaning of open plots	<ul style="list-style-type: none"> ▪ Schedule for re-cleaning of open plots will be prepared according to the category of the waste and priority. 	Manager Ops concerned.
Sharing of the plots list for re-cleaning with Turkish Contractors	<ul style="list-style-type: none"> ▪ Open plots list with schedule/ timeline will be shared with Turkish contractors after approval of the list from GM Ops. 	Manager Ops concerned.
Deployment of the resources for re-cleaning of plot	<ul style="list-style-type: none"> ▪ Turkish Contractors will analyze the schedule/ list of plots and will calculate the resources i.e. Machinery & HR required for plot clearance operation according to schedule. 	Manager Ops M/s. Albayrak & Ozpak Concerned Manager

ACTION	DESCRIPTION	RESPONSIBILITY
	<ul style="list-style-type: none"> ▪ Plan for resources deployment will be shared with LWMC by the Turkish Contractors before start of the operations. 	Ops LWMC
Group activity of re-cleaning of open plots	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will arrange the group activities in concerned zone for re-cleaning operation. ▪ About 40 ~ 50 sanitary workers will be arranged from different UCs for deployment in plots. ▪ Group activities will be focused in dengue high risk areas. 	<p>Concerned Manager Ops LWMC</p> <p>LWMC Focal Person for Dengue</p>
Coordination with LWMC Asst. Managers Ops during Plot Clearance Operation	<ul style="list-style-type: none"> ▪ Before start of plot clearance operation according to schedule, Turkish Contractors will coordinate with the concerned LWMC Asst. Manager Ops. ▪ Asst. Manager Ops will ensure and monitor the plot clearance operation according to schedule. 	<p>Manager Ops M/s. Albayrak & Ozpak</p> <p>Concerned Asst. Manager Ops LWMC</p>
Priority of the plots during cleanliness operation	<ul style="list-style-type: none"> ▪ Contractor would be bound to clear the plots according to list and schedule provided by LWMC. ▪ Plots will be cleared up-to ground level. ▪ For lifting/ removal of C&D waste & cowdung, prior permission will be obtained from LWMC. 	Manager Ops M/s. Albayrak & Ozpak
Android based Pictorial Evidence of Plot Clearance Operation	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of plot clearance activity i.e. Before Work, during work & after work photographs. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. ▪ Manager MIS will ensure that photographs are being uploaded according to schedule. 	<p>Manager Ops LWMC</p> <p>LWMC Focal Person for dengue</p> <p>Manager MIS LWMC</p> <p>Concerned Asst. Manager Ops LWMC</p>
Involvement of the local community during plot clearance operation	<ul style="list-style-type: none"> ▪ Turkish Contractors will ensure the involvement of the locality/ public representative during plot clearance operation. ▪ Communication department will facilitate for arranging media 	<p>Manager Ops M/s. Albayrak & Ozpak</p> <p>Manager Communication LWMC</p>
Report of plot clearance	<ul style="list-style-type: none"> ▪ Turkish Contractor will submit working report against cleared plots to LWMC on daily basis. 	LWMC Focal person for dengue
Covering of dumpers with Tarpaulin Sheet	<ul style="list-style-type: none"> ▪ Turkish Contractors will ensure the machinery deployed for operation should be covered with Tarpaulin Sheet to avoid littering on roads while transporting waste to designated dumpsite. ▪ Asst. Manager Dumpsite will stop vehicle and 	Manager Ops M/s. Albayrak & Ozpak

ACTION	DESCRIPTION	RESPONSIBILITY
	cancel trip if vehicle not covered with	
Display of the Banners in cleared plots	<ul style="list-style-type: none"> ▪ Turkish Contractor will also responsible to display the public awareness banners in each plot cleared. ▪ Manager Communication will monitor and ensure the progress. 	Manager Ops M/s. Albayrak & Ozpak Manager Communication LWMC
Dissemination of information in print/ electronic media	<ul style="list-style-type: none"> ▪ Manager Communication LWMC will disseminate plot clearance data, photographs, schedule, and awareness activity in print & electronic media on regular basis. ▪ Focal person for dengue will provide the data and photographs to manager communication. 	Manager Communication LWMC Focal person for dengue
Updating of Dengue Presentation	<ul style="list-style-type: none"> ▪ LWMC focal person for dengue will update the dengue presentation (Plot Clearance) on daily basis and will share with Commissioner/ DCO/ Dengue Control Cell after getting approval from GM Ops. 	Focal person for dengue

5.2.4 Group Activities in Dengue High Risk Areas

Group activities will be arranged in dengue high risk areas. These group activities will include the following operations:

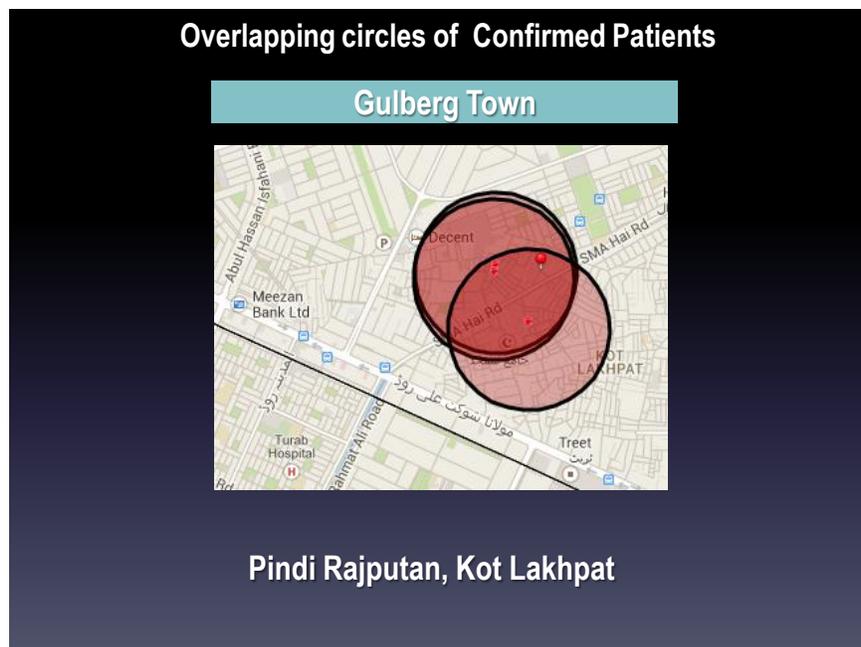
- Complete manual sweeping of the areas
- Removal of waste from open plots
- Timely lifting of the waste storage containers
- Anti dengue spray on waste storage containers/ korgans
- De-silting of tertiary drains in the area if present
- Manual removal of roadside ponding after rain
- Anti dengue public awareness activities in the area

The dengue high risk area will be determined from PITB dashboard. LWMC focal person for dengue will make close liaison with PITB team on daily basis. The dengue high risk areas can also be seen from PITB website;

<http://tracking.punjab.gov.pk/>

User Name: lwmc

Password: C@lwmc123

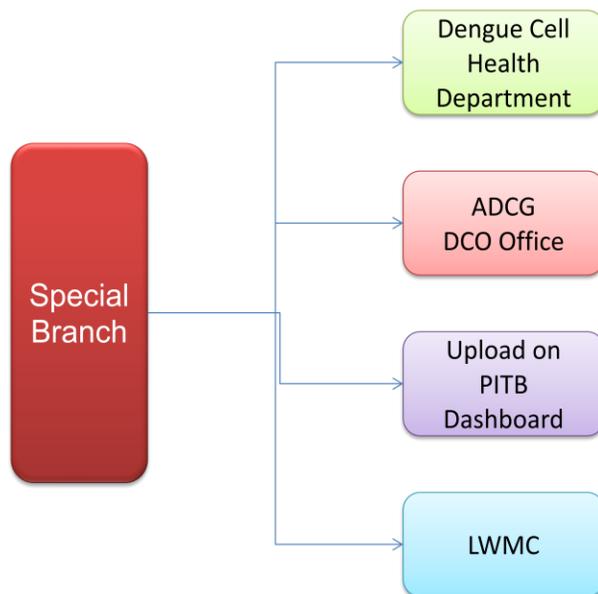


In above picture, circles are showing high risk area for dengue outbreak. Group activities will primarily be focused in such areas.

LWMC dengue focal person will convey this information to field staff for group. Android photographs of all group activities will be uploaded on PITB dashboard.

5.3 Re-dressal of Complaints/ Observations received from Special Branch

During dengue peak season, Special Branch, Punjab Police observes the performance of different departments as a third party. Special Branch observes the open heaps and waste in open plots and conveys these observations to district departments/ LWMC. These observations will be addressed by LWMC during the same day. Special Branch observations are conveyed through following modes to LWMC:



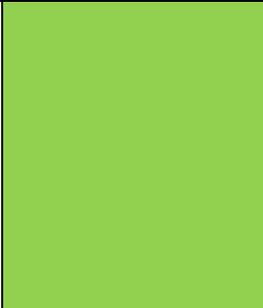
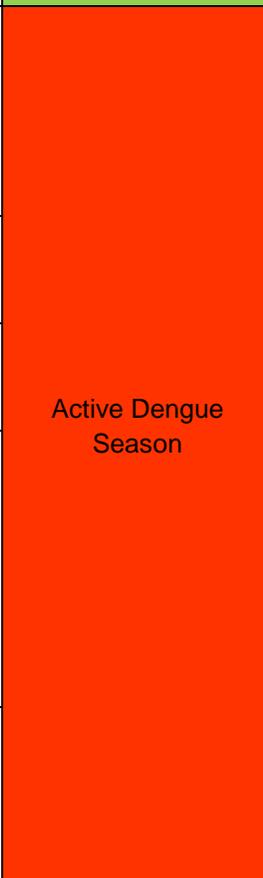
The dengue focal person of LWMC has constant liaison with Special Branch to receive these observations.

5.3.1 Schedule for Re-dressal of observations received from Special Branch

The schedule and activities for re-dressal of observations received from Special Branch are as follows:

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Special Branch upload sore points related with LWMC on PITB dashboard. ▪ GIS section of LWMC/ Manager MIS is responsible for daily checking of PITB dashboard and conveys these observations to Manager Operations/ LWMC dengue focal person. ▪ To check the PITB dashboard following web site is used: http://tracking.punjab.gov.pk/public User Name: lwmc Password: C@lwmc123 ▪ These observations are conveyed to Asst. Manager Ops. Concerned and Turkish Contractors. ▪ To resolve these complaints, resources i.e. Machinery & workers are arranged by concerned Asst. Manager Ops & Turkish Contractors depending on nature of complaint. ▪ Observations/ complaints are resolved on the same day and android photographs are uploaded on PITB dashboard. ▪ LWMC dengue focal person is responsible to maintain the 	January	Dormant Season
	February	

<p>data in presentable form,</p> <ul style="list-style-type: none"> LWMC dengue focal person will make liaison with Dengue Cell/ DCO/ Commissioner Office and share these information on regular basis. 		
<ul style="list-style-type: none"> Special Branch generate Dengue Virus Report (DVR) on daily basis/ twice in week/ weekly basis and convey DVR to Dengue Cell Lahore/ ADCG/ LWMC LWMC Dengue Focal person will coordinate with concerned departments via following e-mail IDs; <ul style="list-style-type: none"> denguelahore@gmail.com for Dengue Cell Lahore mrm851@hotmail.com for ADCG, DCO Office malikjaan143@gmail.com for Special Branch These observations will be conveyed to concerned Asst. Manager Ops & Turkish Contractors Asst. Manager Ops will arrange the resources in coordination with Turk contractors and resolve the complaints on same day. The work done photographs will be uploaded on PITB dashboard via android. Special Branch also uploaded sore points related to LWMC on PITB Dashboard. The GIS Section/ Manager MIS will daily check PITB dashboard and convey these observations to Manager Operations/ LWMC dengue focal person for resolution. LWMC Dengue Focal Person will make presentation and share with Dengue Cell Lahore/ ADCG/ Special Branch on regular/ daily basis after approval from GM Ops. 	<p>March</p>	<p>Active Dengue Season</p>
	<p>April</p>	
<ul style="list-style-type: none"> Special Branch upload sore points related with LWMC on PITB dashboard. GIS section of LWMC/ Manager MIS is responsible for daily checking of PITB dashboard and conveys these observations to Manager Operations/ LWMC dengue focal person. To check the PITB dashboard following web site is used: <ul style="list-style-type: none"> http://tracking.punjab.gov.pk/public User Name: lwmc Password: C@lwmc123 These observations are conveyed to Asst. Manager Ops. concerned and Turkish Contractors. To resolve these complaints, resources i.e. Machinery & workers are arranged by concerned Asst. Manager Ops & 	<p>May</p>	<p>Dormant Season</p>

<p>Turkish Contractors depending on nature of complaint.</p> <ul style="list-style-type: none"> Observations/ complaints are resolved on the same day and android photographs are uploaded on PITB dashboard. LWMC dengue focal person is responsible to maintain the data in presentable form, LWMC dengue focal person will have liaison with Dengue Cell/ DCO/ Commissioner Office and share these information on regular basis. 	<p>June</p>	
<ul style="list-style-type: none"> Special Branch generate Dengue Virus Report (DVR) on daily basis/ twice in week/ weekly basis and convey DVR to Dengue Cell Lahore/ ADCG/ LWMC LWMC Dengue Focal person will coordinate with concerned departments via following e-mail IDs; denguelahore@gmail.com for Dengue Cell Lahore mrm851@hotmail.com for ADCG, DCO Office malikjaan143@gmail.com for Special Branch These observations will be conveyed to concerned Asst. Manager Ops & Turkish Contractors Asst. Manager Ops will arrange the resources in coordination with Turk contractors and resolve the complaints on same day. The work done photographs will be uploaded on PITB dashboard via android. Special Branch also uploaded sore points related to LWMC on PITB Dashboard. The GIS Section/ Manager MIS will daily check PITB dashboard and convey these observations to Manager Operations/ LWMC dengue focal person for resolution. LWMC Dengue Focal Person will make presentation and share with Dengue Cell Lahore/ ADCG/ Special Branch on regular/ daily basis after approval from GM Ops. 	<p>July</p>	 <p>Active Dengue Season</p>
	<p>August</p>	
	<p>September</p>	
	<p>October</p>	
	<p>November</p>	
<ul style="list-style-type: none"> Special Branch upload sore points related with LWMC on PITB dashboard. GIS section of LWMC/ Manager MIS is responsible for daily checking of PITB dashboard and conveys these observations to Manager Operations/ LWMC dengue focal person. To check the PITB dashboard following web site is used: http://tracking.punjab.gov.pk/public User Name: lwmc Password: C@lwmc123 These observations are conveyed to Asst. Manager Ops. concerned and Turkish Contractors. To resolve these complaints, resources i.e. Machinery & 	<p>December</p>	 <p>Dormant Season</p>

<p>workers are arranged by concerned Asst. Manager Ops & Turkish Contractors depending on nature of complaint.</p> <ul style="list-style-type: none"> ▪ Observations/ complaints are resolved on the same day and android photographs are uploaded on PITB dashboard. ▪ LWMC dengue focal person is responsible to maintain the data in presentable form, ▪ LWMC dengue focal person will have liaison with Dengue Cell/ DCO/ Commissioner Office and share these information on regular basis. 		
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5.3.2 Targets for Complaint Resolution

As per strategy of the Govt. of Punjab, Special Branch, Punjab Police is playing 3rd party validation/ monitoring role to evaluate the performance of other departments. LWMC related observations will be resolved on priority basis.

Target	Months	Responsibility
<p>LWMC related observations will be received through DVR generated by Special Branch. These complaints will be resolved same day on priority basis and compliance report will be shared with Commissioner/ DCO/ SB office on same day.</p>	<p>Active Season of Dengue</p>	<p>Manager Ops-I & II. Manager Ops, M/s. Albayrak & Ozpak Dengue Focal Person, LWMC</p>

5.3.3 SOPs for redressal of Complaints received from Special Branch

ACTION	DESCRIPTION	RESPONSIBILITY
<p>Coordination with concerned district departments</p>	<ul style="list-style-type: none"> ▪ Constant liaison with following departments to obtain the observations of Special Branch; Dengue Cell Lahore ADCG, DCO Office, Lahore Special Branch Department 	<p>LWMC Focal Person for Dengue</p>
<p>Monitoring of PITB dashboard for Special Branch Complaints</p>	<ul style="list-style-type: none"> ▪ GIS section of LWMC will daily check the PITB dashboard and convey these observations to Dengue Focal Person of LWMC. 	<p>Manager MIS, LWMC LWMC Focal Person for Dengue</p>
<p>Sharing of the Dengue Virus Report (DVR) & Dashboard Observation</p>	<ul style="list-style-type: none"> ▪ DVR/ Dashboard observation will be shared with Asst. Manager Ops concerned and Turkish Contractors on priority basis at same day. 	<p>LWMC Focal Person for Dengue</p>

ACTION	DESCRIPTION	RESPONSIBILITY
Deployment of the resources to address the observations/ complaints	<ul style="list-style-type: none"> ▪ Asst. Manager Ops concerned & Turkish Contractors will analyze the Special Branch observations and will calculate the resources i.e. Machinery & HR required. ▪ Resources will be deployed immediately to resolve the complaints. 	Manager Ops M/s. Albayrak & Ozpak LWMC Focal Person for Dengue
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of the work done i.e. Before Work, during work & after work photographs. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. ▪ Manager MIS will ensure that photographs are being uploaded according to schedule. 	LWMC Focal Person for dengue Manager MIS LWMC Concerned Asst. Manager Ops LWMC
Report on Special Branch Observation	<ul style="list-style-type: none"> ▪ Complete report on Special Branch observations will be prepared and approved by GM Ops on regular basis. 	LWMC Focal person for dengue
Sharing of Action Taken Report with District Departments	<ul style="list-style-type: none"> ▪ Action Taken Report/ Presentation in form of slide show will be updated on daily basis and will be shared with ADCG office/ Dengue Control Cell Lahore/ Special Branch department on regular basis. 	Focal person for dengue

5.3.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>

User Name: lwmc

Password: C@lwmc123

5.4 Response to Complaints Received through Electronic Call Routing System (ECRS)

ECRS dashboard is prepared and managed by PITB department. LWMC related complaints from general public are registered on ECRS dashboard during dengue peak season. PITB has given dashboard access to LWMC in order to check the complaints. Following method is used by LWMC to access the ECRS dashboard;

http://ecrs.punjab.gov.pk/phl_cms/dashboard.php

User: lwmc_aasif

Pass: Asif@2343

This site is regularly checked by LWMC dengue focal person. Complaints are conveyed to the Asst. Manager Ops & Turk Contractors on priority basis. Resolutions of the complaints are ensured on same day without any delay.



5.4.1 Schedule for Resolution of Complaints Registered at ECRS

The schedule and activities for resolution of complaints registered at ECRS dashboard powered by PITB:

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ It is observed for last 3 years that no complaint registered at ECRS dashboard during dengue dormant period. ▪ However, LWMC focal person for dengue daily check the site. 	January	Dormant Season
	February	
<ul style="list-style-type: none"> ▪ During dengue peak/ active season, LWMC received complaints from public through ECRS dashboard. ▪ LWMC Dengue Focal person is responsible to check the ECRS dashboard on regular basis; http://ecrs.punjab.gov.pk/phl_cms/dashboard.php ▪ ECRS complaints will be conveyed to concerned Asst. Manager Ops & Turkish Contractors ▪ Asst. Manager Ops will arrange the resources in coordination with Turk contractors and resolve the complaints on same day. ▪ ECRS complaints have specific complaint number which will be used as ID of the complaint during its monitoring. ▪ A certificate will be obtained from the complainant. ▪ After workdone, complainant will be called for satisfaction. ▪ The work done photographs will be uploaded with complaint number on PITB dashboard via android phone. 	March	Active Dengue Season
	April	
<ul style="list-style-type: none"> ▪ It is observed for last 3 years that no complaint registered at ECRS dashboard during dengue dormant period. ▪ However, LWMC focal person for dengue daily check the site. 	May	Dormant Season
	June	
<ul style="list-style-type: none"> ▪ During dengue peak/ active season, LWMC received complaints from public through ECRS dashboard. ▪ LWMC Dengue Focal person is responsible to check the ECRS dashboard on regular basis; http://ecrs.punjab.gov.pk/phl_cms/dashboard.php ▪ ECRS complaints will be conveyed to concerned Asst. Manager Ops & Turkish Contractors ▪ Asst. Manager Ops will arrange the resources in coordination with Turk contractors and resolve the complaints on same day. ▪ ECRS complaints have specific complaint number which will be used as ID of the complaint during its monitoring. ▪ A certificate will be obtained from the complainant. ▪ After work done, complainant will be called for satisfaction. ▪ The work done photographs will be uploaded with complaint 	July	Active Dengue Season
	August	
	September	
	October	
	November	

number on PITB dashboard via android phone.		
<ul style="list-style-type: none"> It is observed for last 3 years that no complaint registered at ECRS dashboard during dengue dormant period. However, LWMC focal person for dengue will daily check the site. 	December	Dormant Season

5.4.2 Targets for Complaint Resolution

Complaints on dengue dashboard usually received during dengue active season. These complaints will be redressed on same day.

Target	Months	Responsibility
LWMC related observations will be received through ECRS dengue dashboard. These complaints will be resolved same day on priority basis and compliance report will be shared with Commissioner/ DCO/ Dengue Cell on same day.	Active Season of Dengue	Manager Ops-I & II. Manager Ops, M/s. Albayrak & Ozpak Dengue Focal Person, LWMC

5.4.3 SOPs for Resolution of the ECRS Complaints

ACTION	DESCRIPTION	RESPONSIBILITY
Monitoring of ECRS dashboard	<ul style="list-style-type: none"> LWMC Focal person will daily check the ECRS dashboard and convey the complaints to concerned Asst. Manager Ops & Turk Contractors for resolution. 	LWMC Focal Person for Dengue Manager Ops. M/s. Albayrak & Ozpak
Deployment of the resources to resolve the complaints	<ul style="list-style-type: none"> Asst. Manager Ops. concerned & Turkish Contractors talk to the complainant, visit the complaint site to access the resources i.e. Machinery & HR required. Resources will be deployed immediately to resolve the complaints. 	Manager Ops M/s. Albayrak & Ozpak LWMC Focal Person for Dengue
Workdone satisfactory certificate from complainant	<ul style="list-style-type: none"> AM Ops. will obtain the work done satisfactory certificate from the complainant. 	LWMC Focal Person for Dengue
Confirmation of satisfaction by call	<ul style="list-style-type: none"> Confirmation of work done by making call to complainant before updating the status of complaint on ECRS dashboard. 	LWMC Focal Person for Dengue
Updating the status of complaint on ECRS	<ul style="list-style-type: none"> The status of the complaint will be updated after confirmation at 9:00 PM daily during dengue active/ 	LWMC Focal Person for Dengue

ACTION	DESCRIPTION	RESPONSIBILITY
dashboard	peak season.	
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of the work done i.e. Before Work, during work & after work photographs. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. ▪ Manager MIS will ensure that photographs are being uploaded. 	LWMC Focal Person for dengue Manager MIS LWMC Concerned Asst. Manager Ops LWMC
Report on ECRS complaints.	<ul style="list-style-type: none"> ▪ Complete report on ECRS observation will be prepared and approved by GM Ops on regular basis. 	LWMC Focal person for dengue
Sharing of Action Taken Report with District Departments	<ul style="list-style-type: none"> ▪ Action Taken Report/ Presentation in form of slide show will be updated on daily basis and will be shared with ADCG office/ Dengue Control Cell Lahore on regular basis. 	Focal person for dengue

5.4.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>



5.5 Redressal of Complaints Received through LWMC Helpline 1139

LWMC has hired the services of TRG to establish a call center in order to track and respond all incoming requests for services, as well as reporting data warehousing and corresponding monitoring. The TRG is on board since 16th January 2011. The TRG manages interaction with citizens through assigned medium of communication. This interaction with citizens is made on behalf of LWMC and as per guidelines agreed between TRG and LWMC.

The Complaint Redressal System (CRS) is integral part of the overall Monitoring & Evaluation framework of LWMC. Complaints related to solid waste management are categorized into 14 different types. Following two types of the complaints directly related with LWMC efforts to combat dengue;

- Complaints related with removal of waste from open plots
- Complaints related to removal of open heaps

5.5.1 Targets for Complaint Resolution

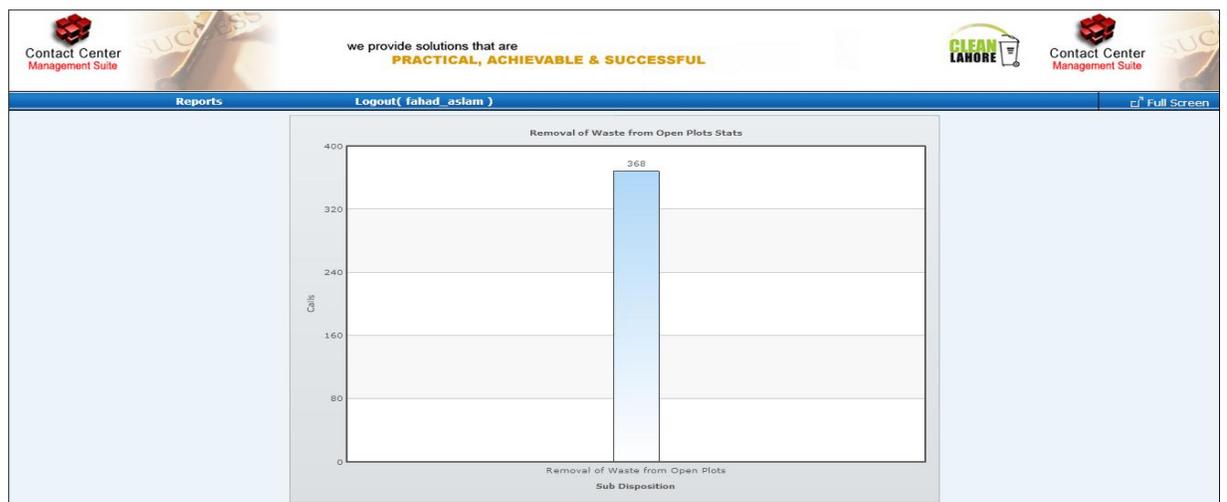
LWMC has received complaints from general public throughout the year. Complaints are resolved according to indicators & SOPs. Indicators for resolution of the complaints related with removal of waste from open plots and open heaps are as follows:

Type of Complaint	Response Time (hr)	Resolution Time (hr) Dengue Dormant Period	Resolution Time (hr) Dengue Active Period	Indicators	Means of Verification
Removal of waste from open plots	1	24~ 72	12	Waste removed from open spaces during resolution time.	Feedback from complainant
Removal of open heap	1	24	6	Waste removed from open spaces during resolution time.	Feedback from complainant

Following site is used by all Asst. Manager ops. to access the 1139 dashboard;

<https://ccms.trg.com.pk;/wmc/login.php>

This site is regularly checked by AM Ops & Dengue Focal Person. Complaints are conveyed to the Asst. Manager Ops & Turk Contractors on daily basis. Resolutions of the complaints related with open plots/ open heaps are ensured on same day without any delay.



- Asst. Managers Ops are responsible to check the 1139 dashboard on daily basis.
- 1139 complaints are conveyed to concern Turkish Contractors on daily basis by Manager MIS LWMC.
- Asst. Managers Ops coordinate with Managers M/s. Albyarak & Ozpak for deployment of the resources i.e. loader dumper team and sanitary workers.
- Complaints resolution according to indicators is ensured by concerned Asst. Manager Ops.
- Work done satisfactory certificates are being obtained from the complainant on regular basis.
- Complainant is also called for verification of work done.

5.5.2 SOPs for Resolution of the 1139 Complaints

ACTION	DESCRIPTION	RESPONSIBILITY
Escalation of the complaints	<ul style="list-style-type: none"> ▪ TRG call agent will escalate the complaints directly to concerned Zonal Officer of LWMC at first level. ▪ If ZO will not response on call agent of TRG, the complaint will be escalated to concerned Asst. Manager Ops. 	Manager MIS, LWMC
Coordination with TRG	<ul style="list-style-type: none"> ▪ Continuous coordination with TRG will be maintained and updated list of zonal officers and AMs Ops along with contact numbers will be shared with TRG in case of any transfer . 	Manager MIS, LWMC Manager HR, LWMC
Monitoring of 1139 dashboard	<ul style="list-style-type: none"> ▪ Daily checking of 1139 dashboard by All Asst. Manager Ops twice in a day i.e. 11 am & 05 pm 	LWMC Focal Person for Dengue Manager Ops. concerned.
SMS generation regarding complaints	<ul style="list-style-type: none"> ▪ MIS section will generate a SMS for concerned AM Ops when the complaint is registered on 1139 dashboard. 	Manager MIS, LWMC
Deployment of the resources to resolve the complaints	<ul style="list-style-type: none"> ▪ Zonal officer concerned & Turkish Contractors talk to the complainant, visit the complaint site to access the resources i.e. Machinery & HR required. ▪ Resources will be deployed immediately to resolve the complaints. 	Manager Ops M/s. Albayrak & Ozpak LWMC Focal Person for Dengue Manager Ops LWMC concerned
Timing for field officers	<ul style="list-style-type: none"> ▪ Zonal Officers/ AM Ops will be responsible for field monitoring from 6:00 am to 08:00 pm ▪ Sanitary Inspector on behalf of ZO & AM Ops will be responsible for resolution of the complaint during night i.e. 08:00 PM to 06:00 AM 	Manager Ops LWMC concerned
Action on complaint during night	<ul style="list-style-type: none"> ▪ Zonal Officer after approval from Asst. Manager Ops will deploy one Sanitary Inspector to resolve the complaint during night. 	Manager Ops LWMC concerned
Work done satisfactory certificate from complainant	<ul style="list-style-type: none"> ▪ Zonal officer concerned will obtain the work done satisfactory certificate from the complainant. 	LWMC Focal Person for Dengue Manager Ops LWMC concerned
Confirmation of work by making call	<ul style="list-style-type: none"> ▪ AM Ops concerned will confirm the work done by making a call to complainant before updating the 	LWMC Focal Person for Dengue

ACTION	DESCRIPTION	RESPONSIBILITY
	status of complaint on 1139 dashboard.	Asst. Manager Ops LWMC
Updating the status of complaint on 1139 dashboard	<ul style="list-style-type: none"> ▪ The status of the complaint as reportedly resolved will be updated after confirmation from complainant on regular basis by MIS section. 	LWMC Focal Person for Dengue
Penalization of the staff on wrong information	<ul style="list-style-type: none"> ▪ Field staff will be penalized on wrong reporting. 	Manager Ops concerned Manager HR, LWMC
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of the work done i.e. Before Work, during work & after work photographs. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. ▪ Manager MIS will ensure that photographs are being uploaded. 	LWMC Focal Person for dengue Manager MIS LWMC Concerned Asst. Manager Ops LWMC
Status of complaint as confirm resolved	<ul style="list-style-type: none"> ▪ TRG call agent will verify the status of reportedly resolved complaint by making call to the complainant and finally update the status of complaint as confirm resolved. 	Manager MIS LWMC
Report on 1139 complaints.	<ul style="list-style-type: none"> ▪ Complete report on 1139 complaints will be prepared and approved by GM Ops on weekly basis. 	Manager MIS LWMC LWMC Focal person for dengue
Report on non respondent on phone call	<ul style="list-style-type: none"> ▪ TRG will provide weekly report about non respondent ZO's & AM Ops. 	Manager MIS LWMC
Sharing of Action Taken Report with District Departments	<ul style="list-style-type: none"> ▪ Action Taken Report/ Presentation in form of slide show will be updated on daily basis and will be shared with ADCG office/ Dengue Control Cell Lahore on regular basis. 	Focal person for dengue

5.6 Anti Dengue Spray and Sampling of Waste Storage Containers

LWMC has trained its staff for the anti dengue spray in coordination with district health department. This activity is lead by Manager Business Development, LWMC. Four squads/ teams are dedicated for the spray. Each team consists of 4 workers and 1 supervisor. LWMC has procured 7 spray machines. Medicine for the spray is obtained from the district health office. Each team is equipped with health and safety gadgets.

During dengue active/ peak season, LWMC will deploy anti dengue spray squads in high risk areas. All the waste storage containers & korgans will be sprayed to ensure the removal of mosquito habitat. LWMC focal person for dengue will prepare schedule for spray in high risk areas in consultation with PITB team. Spray schedule will be shared with Manager Business Development for implementation.

5.6.1 Schedule for Anti Dengue Spray

The schedule and activities for anti dengue spray will be as follows;

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Training of the LWMC spray squads by Manager BD in coordination with District Health Department. 	January	Dormant Season
	February	
<ul style="list-style-type: none"> ▪ LWMC focal person will issue schedule for the anti dengue spray on waste storage containers. ▪ Schedule will be prepared in consultation with PITB department. ▪ PITB department will identify the high risk areas for dengue. ▪ Anti dengue spray activity will primarily be focused in dengue high risk areas. ▪ Spray squads will operate from LWMC Jain Mandar Office. ▪ Asst. Manager Ops in coordination with Manager BD will arrange the Pickup vehicle for the squads. ▪ Manager BD will verify the availability of the sufficient medicine and further verify that all spray machines are in working conditions on daily basis. ▪ Manager BD will also verify that all spray squads are fully equipped with health & safety gadgets. ▪ Spray squads will be in field at 11 am daily according to schedule. ▪ Zonal officer and supervisor of the concerned high risk area will coordinate with spray squads in field. ▪ Sanitary supervisor of the concerned area will be responsible to ensure that anti dengue spray performed on all waste storage containers. ▪ Manager BD will also coordinate with Turk Contractors and arrange anti dengue spray in fleet workshops. ▪ Photographs of the working will be uploaded on PITB dashboard via android phone. ▪ Anti dengue spray operation will end at 03:00 pm. 	March	Active Dengue Season
	April	
<ul style="list-style-type: none"> ▪ Training of the LWMC spray squads by Manager BD in coordination with District Health Department. 	May	Dormant Season

	June	
<ul style="list-style-type: none"> ▪ LWMC focal person will issue schedule for the anti dengue spray on waste storage containers. ▪ Schedule will be prepared in consultation with PITB department. ▪ PITB department will identify the high risk areas for dengue. ▪ Anti dengue spray activity will primarily be focused in dengue high risk areas. ▪ Spray squads will operate from LWMC Jain Mandar Office. ▪ Asst. Manager Ops in coordination with Manager BD will arrange the Pickup vehicle for the squads. ▪ Manager BD will verify the availability of the sufficient medicine and further verify that all spray machines are in working conditions on daily basis. ▪ Manager BD will also verify that all spray squads are fully equipped with health & safety gadgets. ▪ Spray squads will be in field at 11 am daily according to schedule. ▪ Zonal officer and supervisor of the concerned high risk area will coordinate with spray squads in field. ▪ Sanitary supervisor of the concerned area will be responsible to ensure that anti dengue spray performed on all waste storage containers. ▪ Manager BD will also coordinate with Turk Contractors and arrange anti dengue spray in fleet workshops. ▪ Photographs of the working will be uploaded on PITB dashboard via android phone. ▪ Anti dengue spray operation will be ended at 03:00 pm. 	July	Active Dengue Season
	August	
	September	
	October	
	November	
<ul style="list-style-type: none"> ▪ Training of the LWMC spray squads by Manager BD in coordination with District Health Department. 	December	Dormant Season

5.6.2 Targets for Anti Dengue Spray

LWMC will arrange the sampling of the waste storage containers to determine the mosquito larvae during active dengue season. During sampling of waste storage containers, remedial measures will also be ensured in form of anti dengue spray if required.

Target	Months	Responsibility
Daily 100 waste storage containers will be sampled for dengue larvae and anti dengue spray will be ensured.	Active Season of Dengue	Manager Ops-I & II. Manager Ops, M/s. Albayrak & Ozpak Dengue Focal Person, LWMC

5.6.3 SOPs for Anti Dengue Spray

ACTION	DESCRIPTION	RESPONSIBILITY
Training of the Spray Squads	<ul style="list-style-type: none"> ▪ Training of the anti dengue spray squads will be arranged in March & June in coordination with District Health Department. 	Manager BD, LWMC LWMC Focal Person for Dengue
Issuance of schedule for anti dengue spray	<ul style="list-style-type: none"> ▪ Anti dengue spray schedule will be issued on daily/ weekly basis. ▪ Spray schedule will be prepared in consultation with PITB department. ▪ Spray will be done in dengue high risk areas/ UCs. 	LWMC Focal Person for Dengue Manager BD, LWMC
Availability of equipments & medicine for spray	<ul style="list-style-type: none"> ▪ It will be ensured that sufficient quantity of the medicine is available ▪ Spray machines will also be ensured in proper working condition. 	Manager BD, LWMC
Health & Safety of the spray squads	<ul style="list-style-type: none"> ▪ It will also be ensured that all workers in spray squads are fully equipped with health & safety gadgets i.e. uniform, gloves, mask, goggles, caps, long shoes etc. 	Manager BD, LWMC
Vehicle for the mobilization of the squads	<ul style="list-style-type: none"> ▪ Asst. Manager Ops concerned will ensure the availability of pickup vehicle with one supervisor at 10 am at Jain Mandar Office. 	LWMC Focal Person for Dengue
Deployment of the spray squads in high risk areas	<ul style="list-style-type: none"> ▪ Asst. Manager Ops concerned will deploy the squads in high risk area according to schedule ▪ One supervisor of the area will also be deployed with squads to facilitate the activity. ▪ Sampling of the containers will also conducted to determine mosquito larvae. 	LWMC Focal Person for Dengue
Verification of workdone	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will verify that all the containers in high risk areas are sprayed by the squads. 	LWMC Focal Person for Dengue Manager BD, LWMC
Spray at LWMC Workshops & Offices	<ul style="list-style-type: none"> ▪ Manager BD will coordinate with Turk contractors and will arrange the anti dengue spray in all fleet workshops on regular intervals. ▪ Anti dengue spray will also be ensured in all offices of LWMC 	LWMC Focal Person for Dengue Manager BD, LWMC
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Asst. Manager Ops will ensure the android photographs of the spray activity. ▪ Android photographs will be uploaded on PITB anti dengue dashboard & LWMC dashboard on regular basis. 	LWMC Focal Person for dengue Manager MIS LWMC

ACTION	DESCRIPTION	RESPONSIBILITY
	<ul style="list-style-type: none"> Manager MIS will ensure that photographs are being uploaded. 	
Sharing of Action Taken Report with District Departments	<ul style="list-style-type: none"> Action Taken Report/ Presentation in form of slide show will be updated on daily basis and will be shared with ADCG office/ Dengue Control Cell Lahore on regular basis. 	Focal person for dengue

5.6.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

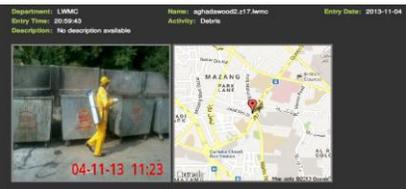
- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>

Random Sampling of Containers (Anti Dengue Spray)

Summary		
Date	Containers Checked	Larvae Found
29 Oct 13	435	-VE
30 Oct 13	360	
31 Oct 13	455	
01 Nov 13	290	
02 Nov 13	320	
03 Nov 13	475	
04 Nov 13	305	
Total	2,640	

5.7 Anti Dengue Training of LWMC Field Staff

Anti Dengue training program for field staff i.e. Zonal Officers; Sanitary Inspectors & Sanitary Supervisors will be launched in June by Master Trainer Mr. Muhammad Rafique Jatoi (Manager BD, LWMC). Training program will include training / educate the field staff to enhance skills to remove potential mosquito larva hotspots. Training will be arranged at Jain Mandar Office/ Shaheen Complex office.

About 180 sanitary supervisors and sanitary inspectors were trained by MPDD in June, 2014. This year coordination with MPDD will also be done for anti dengue training of LWMC field staff as per directions of Punjab Government.

5.7.1 Schedule for in-house Anti Dengue Training of LWMC Field Staff

The schedule and activities for anti dengue spray will be as follows;

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Preparation of the schedule for anti dengue training ▪ Arrangements for availability of training hall, equipments and distribution materials. ▪ In house training session for the field staff will be arranged by the Master Trainer (Manager BD). ▪ Training will be given to sanitary supervisors, sanitary inspectors and zonal officer level. 	June	Dormant Season

5.7.2 Targets for In-house Training

LWMC will arrange the sampling of the waste storage containers to determine the mosquito larvae during active dengue season. During sampling of waste storage containers, remedial measures will also be ensured in form of anti dengue spray if required.

Target	Months	Responsibility
One week training during month of June for LWMC field staff. 250 Officials will be trained for anti dengue measures. During one week training, 40 officials will be trained daily.	June	Manager, BD LWMC Dengue Focal Person, LWMC

5.7.3 SOPs for Anti Dengue Training

ACTION	DESCRIPTION	RESPONSIBILITY
Issuance of the schedule for training	<ul style="list-style-type: none"> ▪ Training schedule for the field staff will be prepared and approved by GM Ops. ▪ Timing for the training will be 03:00 PM ~ 05:00 PM. ▪ About 250 officials will be trained during the session. ▪ Training will be completed within 7 days. 	Manager BD, LWMC LWMC Focal Person for Dengue
Availability of the training hall/ conference room and	<ul style="list-style-type: none"> ▪ Manager Admin will ensure the availability of the conference room/ training hall and allied equipments 	Manager Admin LWMC

ACTION	DESCRIPTION	RESPONSIBILITY
other equipments	for the anti dengue training of the field staff.	Manager BD, LWMC
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Android photographs of the training will be uploaded on PITB anti dengue dashboard & LWMC dashboard. ▪ Manager MIS will ensure that photographs are being uploaded. 	LWMC Focal Person for dengue Manager MIS LWMC
Sharing of Action Taken Report with District Departments	<ul style="list-style-type: none"> ▪ Action Taken Report/ Presentation in form of slide show will be updated and will be shared with ADCG office/ Dengue Control Cell Lahore on regular basis. 	Focal person for dengue

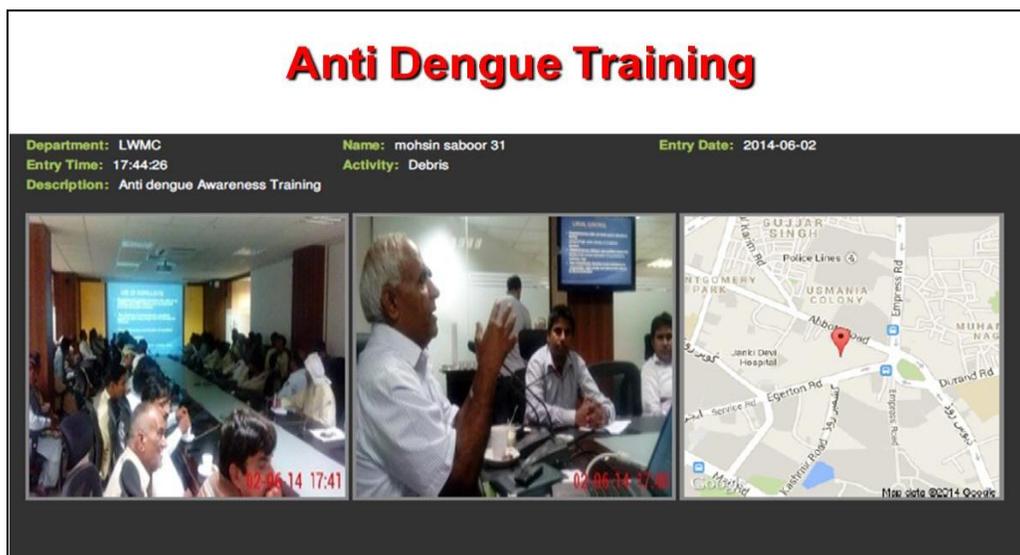
5.7.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>



5.8 De-silting of Tertiary Drains

There is a network of primary, secondary and tertiary open drains in Lahore for the purpose of storm and wastewater drainage. These tertiary drains get silted with the soil and other particles which find their way into these drains due to blowing winds and throwing of waste by inhabitants etc. The silt in the drains not only affects free flow of water but also reduces water carrying capacity of drains. The situation aggravates in the monsoon season every year.

De-silting work will be monitored by Manager (Ops), AMs (Ops) & ZOs on daily basis. Desilted work will be recorded and maintained in pictorial form on daily basis. De-silting work will also check/ compared with 1139 (de-silting related complaints) on daily basis.

Total length of tertiary drains which will be de-silted by LWMC according to schedule will be as follows;

SN	Towns	Length (Km) of Drains	No. of Tertiary Drains
1	Ravi Town	35	81
2	Shalimar Town	2	18
3	Aziz Bhatti Town	12	21
4	Wahga Town	3	78
5	Nishtar Town	22	185
6	Allama Iqbal Town	56	115
7	Gulberg Town	13	16
8	Samanabad Town	1	5
9	DGBT	51	45
10	Roadside drain (Gully Grating)	223	30
Total Length		424 Appx.	594

Schedule for de-silting of drains will also be shared with concerned Emergency Response Committee (TERC) and work done will be projected in Town meetings on weekly basis.

Following criteria is defined for de-silting of tertiary and roadside drains:

Characteristics of Area	Criteria for Workers Deployment	Major Areas	Zone
Low Income/ Unplanned/ Congested Area	150 Meter/ Sanitary Worker	Shahdra, Begum Kot, Haji Kot	Zone-1 (RT)
		Khokar Pind and Misri Shah	Zone-2 (RT)
		Walled City	Zone-3 (RT)
		Jhugian Judha	Zone-4 (ST)
		Muhammad Abad, Makhan Pura, Misri Shah & Faiz bagh	Zone-5 (ST)
		Shah Abdul Gani Road, Madhu Lal Hussain Area, Haq Nawaz Road, Ibrahim Colony & Aslam Colony	Zone-6 (ST)

		Lakhodair, Sultan Mehmood Road, Iftikhar Colony, Libya Colony	Zone-7 (WT)
		Harbans Pura, Nawab Pura, Kalandar Pura, Rani Pind. Rasool Pura & Fathe Garh	Zone-8 (ABT)
		Faisal Town, Chunji Do-gauge & Ismail Town	Zone-9 (ABT)
		Basti Seyden Shah, Kachi abadi Bajaline & Garhi Shahu	Zone-11 (GT)
		Amin Park, Khalid Park, New Chaudhary Park and Shafiqabad	Zone-15 (DGBT)
Middle Income Area	200 Meter/ Sanitary Worker	Rajgarh, Islampura & Sanda Road	Zone-16 (DGBT)
		Sodiwal	Zone-18 (SBT)
		Shakar Chowk, Chowk Patwarian, Rasool Park & State Bank Colony	Zone-19 (SBT)
		Urdu Bazaar, Anarkali, Gawalmandi, Dil Muhammad Road, Mozang, Noulakha & Qureshi Mohallah	Zone-14 (DGBT)
High Income/ Planned Area	250 Meter/ Sanitary Worker	Liberty Market & Fawara Chowk, Sadique Trade Center	Zone-12 (GT)
		Babar Block, New Garden Town,	Zone-13 (GT)
		GOR-III, Shah Zaman	Zone-17 (DGBT)
Rural Area	One Team (10 Sanitary Workers) per UC	Rural Areas of Wahga Town, Allama Iqbal Town & Nishtar Town	Zone-26 (WT) Zone-27/ 25 (NT) Zone-23 (AIT)
Storm water drains	4 Teams	Storm water drains (Gully Grating)	

505 sanitary workers will be involved for de-silting operation in district Lahore. The de-silting activity will be carried out simultaneously in all the UCs of each town from March to September, 2015 and will be repeated again and again according to the schedule.

5.8.1 Schedule for De-silting of Tertiary Drains

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Preparation of the schedule for de-silting of the tertiary drain ▪ Calculation of the resources for de-silting operation ▪ Procurement of the equipment for de-silting ▪ Deployment of the sanitary workers for de-silting operation ▪ Provision of Health & Safety gadgets for de-silting staff ▪ Android based monitoring of work & field staff deployed for 	March	Dormant Season
	April	

de-silting.	May	
	June	
	July	Active Dengue Season
	August	
	September	

5.8.2 Targets for De-silting of Tertiary Drains

De-silting of 594 tertiary drains will be done according to schedule. Total 501 workers will be deployed for the activity.

Target	Months	Responsibility
De-silting of 594 tertiary drains measuring length of 424 will be done. These drains will be de-silted 4 times during the period.	April May June July August September	Manager Ops-I & II. Dengue Focal Person, LWMC

5.8.3 SOP for De-silting Work

Standard Operating Procedures (SOPs) have been approved by the competent authority and hereby notified for compliance:

ACTION	DESCRIPTION	RESPONSIBILITY
Attendance of field staff for De-silting	Attendance of workers will be done at UC office/ designated place and then workers will move to work areas according to schedule. Pictures (with date & time) of sanitary workers will also be taken at time of attendance that will verify the number of workers present.	AM concerned will ensure the availability of photograph.
Drain De-silting	De-silting work program will be completed according to schedule. Day time (10 am – 04 pm) & night time (10 pm – 6 am) will strictly be observed.	ZOs and AMs concerned
Record of De-silting work	De-silting work will be done according to schedule and record will be maintained in form of photographs with date & time (before & after work). Hard and soft copy of	AM Concerned Managers Ops.

ACTION	DESCRIPTION	RESPONSIBILITY
	work done will also be maintained on daily basis.	
Removal of de-silted material	The de-silted material will be directly loaded/ stored in garbage bags. De-silted material will be removed before 08:30 am for night de-silting and before 08:30 pm for morning shift.	ZO/ AM Ops concerned
Gully grading	Cleanliness of gully grading along main roads will be done by sanitary workers during routine work	ZO/ AM ops concerned
Uniform of sanitary workers	All sanitary workers should wear uniform with safety gadgets.	Sanitary Supervisor/ ZOs
1139 complaint cell	De-silting related complaints received will be resolved within 2 hours.	ZOs/AMs
Record of De-silting related complaints	It will be maintained by Planning Section of LWMC on daily basis.	Manager Planning
Weekly report on de-silting progress	Generated by concerned AMs and shared by Planning Section of LWMC and concerned TERC.	Manager Operations
Public Awareness Campaign	Media & public awareness campaign will be launched by Communication department in coordination of Operations department.	Manager Communication Manager Operations
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Android photographs of the de-silting work will be uploaded on PITB anti dengue dashboard & LWMC dashboard. ▪ Manager MIS will ensure that photographs are being uploaded. 	LWMC Focal Person for dengue Manager MIS LWMC

5.8.4 Daily Monitoring/ Progress Report of De-silting

Assistant Managers (Ops) will submit a work done detailed progress report of de-silting according to following format:

PROFORMA FOR REPORTING " <u>DE-SILTING OF DRAINS</u> " IN DISTRICT LAHORE													
Date of Reporting _____													
S N	Name & Location of Drain	Town	U C	Type of Drain i.e. Primary/ Secondary/ Road Side/ Tertiary	Total Length of Drain (m)	Progress of Desilting						Present Status of Desilting of Drain (in %age)	Remarks/ Comments
						On Date of Report		Before Date of Report		Total Cumulative			
						vii-A		vii-B		vii-C			
						Length of Drain Desilted (m)	Estimated Sludge Removed (kg)	Length of Drain Desilted (m)	Estimated Sludge Removed (kg)	Length of Drain Desilted (m)	Estimated Sludge Removed (kg)		
i	ii	iii	iv	v	vi	vii-A-i	vii-A-ii	vii-B-i	vii-B-ii	vii-A-i + vii-B-i	vii-A-ii + vii-B-ii	viii	ix

1													
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5.8.5 Preparation of Slideshow:

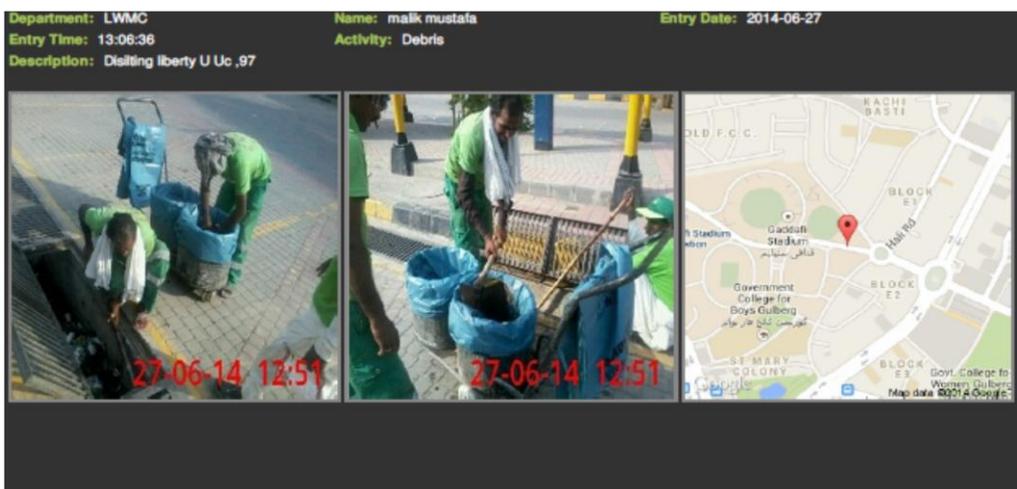
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Following PITB website will be used to prepare slide show;

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Liberty Market, UC#97, Zone 12



5.9 LWMC Role in Rain Emergency/ Monsoon

LWMC's role in rainy season is to facilitate WASA for discharge of storm water by removing solid waste and silt from drains. LWMC will establish a control room which will be operational round the clock. Similarly, the offices of Zonal Officers will be declared as emergency Centers in the city to respond as quickly as possible in the event of any emergency or rainfall.

LWMC will maintain close liaison with WASA and Regional Metrological Department during Monsoon season. The operational activities will be triggered by sending alerts on the basis of weather situation. The protocols for control room and field staff has will be defined.

The emergency response plan of Lahore Waste Management Company (LWMC) will be operational from June to September 2015.

5.9.1 Schedule for Activities during Monsoon Period

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ Establishment of the control room ▪ Liaison with Regional Meteorological Department for weather alerts ▪ Deployment of manpower at 97 choking/ sore points during rain ▪ Cleanliness operation before & after rain ▪ Removal of the road side ponding after rain to ensure the removal of mosquito habitat ▪ De-silting of drains operation will continue according to schedule. 	June	Active Dengue Season
	July	
	August	
	September	

5.9.2 SOPs for Rain Emergency

Establishment of control room	<ul style="list-style-type: none"> ▪ Control room will be established in LWMC head office. ▪ Control room will remain functional 24/7 during rainy season. ▪ Officers deployed at control room will coordinate with AM Ops/ ZO to determine the attendance of staff & work situation. 	Manager Planning, LWMC
Establishment of Emergency Centres	<ul style="list-style-type: none"> ▪ Zonal offices of ZO will be declared as emergency centers during rainy season. ▪ Emergency centers will be operational 24/7. 	Asst. Manager Ops LWMC Manager Ops M/s. Albayrak & Ozpak
Weather Alerts	<ul style="list-style-type: none"> ▪ Weather forecast information will be obtained from Regional Metrological department and weather alerts will be issued to all AMs/ ZOs on daily basis. 	Manager MIS, LWMC Manager Ops.
Overall In-charge of the field	<ul style="list-style-type: none"> ▪ All AMs/ZOs will remain available 24/7 during rainy season to address any emergency situation. 	Manager Ops concerned. M/s. Albayrak & Ozpak
Attendance of staff	<ul style="list-style-type: none"> ▪ Presence of staff at emergency Centres, offices/ choking points will be ensured and attendance will be maintained and shared with AM concerned on 	M/s. Albayrak & Ozpak

	<p>daily basis.</p> <ul style="list-style-type: none"> Sanitary workers will be deployed in three shifts. AMs will monitor the operations according to schedule. 	<p>Manager Ops Concerned</p>
Uniform of the workers	<ul style="list-style-type: none"> All the sanitation staff should wear complete uniform. 	<p>M/s. Albayrak & Ozpak</p> <p>AM Ops Concerned</p>
Maintenance of Casual Leave	<ul style="list-style-type: none"> Norman leave during monsoon season will not be allowed and in case of emergency a substitute will be arranged. 	<p>Manager/AM (HR)</p>
Cleanliness at Choking Points	<ul style="list-style-type: none"> Sweeping and waste collection at choking points will be completed by 9:00 am and cleanliness will be ensured by the deputed staff. 	<p>M/s. Albayrak & Ozpak</p> <p>AM Ops Concerned</p>
2 nd / 3 rd time sweeping/picking at choking points	<ul style="list-style-type: none"> According to the schedule issued by the concerned Asst. Manager (Operations). 	<p>M/s. Albayrak & Ozpak</p> <p>AM Ops Concerned</p>
Monitoring of Ferozpur Road & Ring Road	<ul style="list-style-type: none"> In-charge Ferozpur Road & Ring Road will also work in three shifts according to plan and cleanliness of gully grating along road side will also be ensured. 	<p>AM concerned</p>
Incoming/outgoing record of vehicle	<ul style="list-style-type: none"> M/s. Albayrak Workshops & M/s. Ozpak workshops shall arrange a gate keeper with the requisite register for entry of incoming/outgoing of vehicles in the parking yard and keep it ready for checking at any time. 	<p>M/s. Albayrak & Ozpak</p> <p>AM Ops Concerned</p>
Complaint Re-dressal System (CRS)	<ul style="list-style-type: none"> Data regarding complaints will be maintained and delivered to concerned Asst. Managers for quick follow-ups. 	<p>Manager MIS, LWMC</p>
Emergency Situation	<ul style="list-style-type: none"> Collapse of any building, fall of tree, water accumulation etc., Workforce will be provided by concerned AM according to the nature of work. 	<p>M/s. Albayrak & Ozpak</p> <p>Manager Ops concerned.</p>
Android based Pictorial Evidence	<ul style="list-style-type: none"> Android photographs of the operation will be uploaded on PITB anti dengue dashboard & LWMC dashboard. Manager MIS will ensure that photographs are being uploaded. 	<p>LWMC Focal Person for dengue</p> <p>Manager MIS LWMC</p>

5.9.3 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>



5.10 Application of Temephose in Stagnant Water/ Pond

On special request of the district government, LWMC staff will facilitate the District health Office/ Town Municipal Administration for the application of Temephose in stagnant rain water/ ponds. Previous years LWMC staff was trained by District Health Office for the application of temephose.

This year training of the 50 workers will be done by the district health office as per direction of the district government. Temephose will also be provided by Health office.

5.10.1 Schedule of the Activities for Application of Temephose

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ LWMC staff will be trained by District Health Department for application of Temephose as per requirement of CDGL ▪ Medicine (Temephose) will be provided to the staff by District Health Department. ▪ Zonal Officer of LWMC will conduct the survey of water 	July	Active Dengue Season
	August	

ponding areas after rain. <ul style="list-style-type: none"> ▪ Temephose will be applied at stagnant water. ▪ Fisheries department will provide the list of ponds where fish are injected to eat mosquito larvae. 	September	
	October	
	November	

5.10.2 Targets for Application of Temephose

Target	Months	Responsibility
20 Kg medicine/ temephose will be provided by District Health Department.	June July August September October November	Manager Ops-I & II. Dengue Focal Person, LWMC

5.10.3 SOPs for Application of Temephose

Action	Description	Responsibility
Training for LWMC staff for application of Temephose	<ul style="list-style-type: none"> ▪ District Health Department will provide the training to LWMC staff. ▪ LWMC will provide the staff for activity as per demand/ request of district government. 	LWMC Dengue Focal Person
Availability of Temephose	<ul style="list-style-type: none"> ▪ Medicine (Temephose granular) will be provided by the Health department. 	LWMC Focal person for dengue. Manager Ops Concerned.
Distribution of medicine	<ul style="list-style-type: none"> ▪ Equal quantity of Temephose will be distributed among all zones. ▪ Asst. manager Ops of the concerned zone will supervise the operation. 	LWMC Focal person for dengue. Manager Ops Concerned.
Application of Temephose	<ul style="list-style-type: none"> ▪ Temephose will be applied in pond/ stagnant water by the trained staff. ▪ Need for the application of pond area will be identified by the district management. ▪ AM ops concerned will coordinate with Fisheries department for during the exercise. 	LWMC Focal person for dengue. Manager Ops Concerned.

Action	Description	Responsibility
Health & Safety of the staff	<ul style="list-style-type: none"> Health & safety of the staff will be ensured by the concerned Asst. Manager Ops. 	LWMC Focal person for dengue. Manager Ops Concerned.
Android based Pictorial Evidence	<ul style="list-style-type: none"> Android photographs of the activity will be uploaded on PITB anti dengue dashboard & LWMC dashboard. Manager MIS will ensure that photographs are being uploaded. 	LWMC Focal Person for dengue Manager MIS LWMC
Maintenance of the data	<ul style="list-style-type: none"> Data regarding application of temephose will be maintained by the Asst. Manger Ops 	LWMC Focal Person for dengue Manager MIS LWMC

5.10.4 Preparation of Slideshow:

The slideshow for final presentation will be prepared by adopting following steps:

- Create Slideshow
- Selection of Picture
- Download in PDF Document
- Take a Snapshot from PDF Document

Following PITB website will be used to prepare slide show;

<http://tracking.punjab.gov.pk/>



5.11 Participation of LWMC at Town Emergency Response Committee (TERC) Meetings

Punjab Government has constituted TERCs at town level to monitor the anti dengue activities of the concerned zones. TREC meeting is chaired by the concerned MPAs of the areas while other departments i.e. CDGL, Health, LWMC, WASA, Special Branch, Fisheries, PHA, Education, PITB, Environment etc are members of the committees.

These committees will be active during active dengue season. TERC meetings will be called by the Chair on regular basis (2 times in week/ as per dengue situation in the area) Representatives of LWMC i.e. Manager Ops, Asst. Manager Ops & Zonal Officers concerned will participate in the meetings.

In these meetings LWMC progress will be reviewed. A detailed report regarding progress of LWMC will be presented in the meeting. Report/ Presentation of LWMC will be focused on following activities;

- a) Number of the open plots cleared with pictorial evidence.
- b) Group activities in high risk areas of the town
- c) Re-dressal of the complaints/ observation received from Special Branch, Punjab Police
- d) Re-dressal of the complaints received through Electronic Call Routing System (ECRS) – Dengue Dash Board prepared by Punjab Information Technology Board
- e) Re-dressal of the complaints related with open plots/ open heaps received on LWMC helpline
- f) Status of anti Dengue sprays in and around waste storage containers of dengue high risk areas.
- g) De-silting of tertiary drains during season
- h) Activities of LWMC during monsoon period.
- i) Application of Temephose in open ponds
- j) Public awareness activities performed by LWMC

5.11.1 Schedule for Attending TERC Meetings

The schedule and activities for anti dengue spray will be as follows;

Activities	Months	Dengue Status
<ul style="list-style-type: none"> ▪ TMOs of all towns are conveyer of the meetings. They will convey the venue and time of TERC meeting to LWMC on regular basis. ▪ Participation of LWMC officers in TERC meetings on regular basis. ▪ Asst. Managers Ops are responsible to attend the meeting on regular basis. 	March	Active Dengue Season
	April	
	May	
	July	Active Dengue

<ul style="list-style-type: none"> ▪ M/s. Albyark & Ozpak will also ensure the presence of their officers in TERC meetings. ▪ Presence of the AM Ops will be ensured by the concerned Manager Ops. 	August	Season
	September	
	October	
	November	

5.11.2 SOPs for attending TERC Meetings

Action	Description	Responsibility
TERC Meeting time & venue	<ul style="list-style-type: none"> ▪ TMA concerned will inform in time the TERC meeting time, date & venue to LWMC at following number; 04299205158 	LWMC Dengue Focal Person
Participation in TERC Meeting	<ul style="list-style-type: none"> ▪ Asst. Manager Ops & ZOs concerned will be responsible to participate in meeting to represent LWMC. ▪ AM Ops of M/s. Albayrak & Ozpak will also attend the meetings. 	LWMC Focal person for dengue. Manager Ops Concerned.
Presentation on LWMC anti dengue activities	<ul style="list-style-type: none"> ▪ A detailed report will be presented in TREC meetings by the concerned AM Ops. ▪ Asst. Manager Ops will prepare the presentation and Manager Ops will review it. 	LWMC Focal person for dengue. Manager Ops Concerned.
Sharing of the decision regarding LWMC	<ul style="list-style-type: none"> ▪ AM Ops concerned will share the decision taken in TERC meetings regarding LWMC with senior management via e-mail on regular basis. 	LWMC Focal person for dengue. Manager Ops Concerned.

5.12 Coordination with other Govt. Departments at Anti Dengue Days

Dengue days will be observed in District Lahore as per direction of Punjab Government during 2015 like previous years. Following activities will be done by LWMC on anti dengue days:

- Coordination with other govt. departments for collection of waste
- LWMC will arrange fleet march
- Public awareness activities will be arranged in high risk areas
- Cleanliness of the all walk routes
- Message in electronic & print media

5.12.1 SOPs for Coordination with other Departments

Action	Description	Responsibility
Anti dengue day observation	<ul style="list-style-type: none"> ▪ Punjab govt will announce the anti dengue days during 2015. ▪ LWMC will arrange & announce activities for dengue day. 	LWMC Dengue Focal Person
Coordination with other departments	<ul style="list-style-type: none"> ▪ Other govt departments will clean their office and generate lot of waste. ▪ LWMC will coordinate with all govt department for collection of waste 	LWMC Dengue Focal Person. Manager Communication, LWMC
Message in electronic & print media	<ul style="list-style-type: none"> ▪ Other govt departments will also be sensitized through electronic & print media 	LWMC Dengue Focal Person Manager Communication, LWMC
Deployment of resources	<ul style="list-style-type: none"> ▪ M/s. Albyarak & Ozpak will deploy machinery i.e compactors/ dumpers, loader for collection of waste. ▪ Containers will be placed inside govt offices on dengue day. 	LWMC Focal person for dengue. Manager Ops Concerned. M/s. Albyarak & M/s. Ozpak
Coordination of anti dengue walk routes	<ul style="list-style-type: none"> ▪ AM Ops will coordinate with concerned MPA for anti dengue walk routes. ▪ Walk routes will be conveyed to Turk Contractors, Communication Department for planning purpose. ▪ AM Ops will also ensure the cleanliness of anti dengue walk routes. 	LWMC Focal person for dengue. Manager Communication, LWMC M/s. Albyarak & M/s. Ozpak
Awareness activities	<ul style="list-style-type: none"> ▪ Fleet March/ Awareness activities will be arranged at problematic high risk areas on anti dengue day 	LWMC Focal person for dengue. Manager Communication, LWMC M/s. Albyarak & M/s. Ozpak
Android based Pictorial Evidence	<ul style="list-style-type: none"> ▪ Android photographs of the activity will be uploaded on PITB anti dengue dashboard & 	LWMC Focal Person for dengue

Action	Description	Responsibility
	LWMC dashboard. <ul style="list-style-type: none"> ▪ Manager MIS will ensure that photographs are being uploaded. 	Manager MIS LWMC

5.13 LWMC Anti Dengue Awareness Campaign 2015

LWMC has been on the forefront in fight against Dengue. Besides operational activities which include clearance of open plots, removal of heaps of waste, de silting and other day to day activities, an extensive awareness campaign will also be launched to inform and sensitize the citizens about taking preventive measures to fight Dengue. LWMC will jointly launch an intensive campaign against dengue with the aim of raising awareness on precautionary measures to be taken and treatment for the disease. The campaign will be launched from February, in various public places, schools, colleges, communities and mohallas, offices and mosques. LWMC teams will be installing booths within malls and public places to distribute brochures and information about the disease in both the English and Urdu languages.

The dengue awareness literature will contain information about the disease, its symptoms, and means of prevention and how to avoid situations that can lead to mosquito breeding with special focus on cleanliness of the surroundings.

5.13.1 Objective:

- To raise awareness about dengue among the masses with special focus on cleanliness
- To sensitize, motivate and engage the communities practically in cleanliness activities
- To ensure participation and contribution of all segments of society in awareness campaigns

5.13.2 Timeline:

Dengue campaign is divided into 2 seasons namely Dormant and Active seasons. The campaign timeline is from March 1 – December 31, 2015.

5.13.3 Dormant Season

Dengue larvae breeds in moderate season and becomes dormant during winter season, but this time is critical to make necessary preparations and make everybody aware and alert, so that every individual is ready to play his role when dengue is activated. LWMC will continue campaign against dengue in dormant months such as January, February, May, June and December. The communication teams will be visiting communities, schools, colleges, mosques etc for the formation of volunteer groups who will be taking part in activities in peak season.

Awareness material will be distributed on door to door basis so that precautionary measures are adopted in time. Dormant season activities will be:-

- Planning and surveys
- Preparation of awareness material such as flyers, handbills, tvc and radio spots
- Identification of schools, colleges and universities for activities
- Co ordination with Operations for campaign design accordingly
- Viral text through dedicated mobile number round the year with multiple messages
- Registration of students and volunteers for peak season through facebook, web, sms, emails and personal contacts
- Maintenance of already in place data bank of contacts (5000 members of Youth Club)
- Co ordination with relevant public representatives for joint activities' calendar

5.13.4 Active Dengue Season Campaign:

LWMC will launch massive and rigorous awareness campaigns on dengue fever and also maintaining cleanliness during dengue season. A campaign vehicle, fully branded and loaded with audio messages will also be inaugurated which will keep marching in all union councils of the city.

The company has planned to organize similar and big rallies across the city. Handbills carrying information on the symptoms of dengue fever, prevention measures and mosquito control will also be distributed through the social mobilization teams and students mainly. Teams comprising social mobilizers, volunteers, students, elected representatives and members of self-help groups and NGOs are being formed to carry out the cleaning exercise across the city using LWMC gadgets and tools. The teams would remove waste from main roads and do waste picking activities in public places besides carrying out anti-larvae exercises along with health department's crew.

Most activities will take place in months of March, April, July, August, September, October and November frequently. LWMC will also participate with out of the box ideas and activities in the Dengue Days as mentioned and marked by the Government of Punjab in the current year.

5.13.5 Strategy for Dengue awareness:

The company has designed a Dengue Awareness Strategy 2015 to be followed round the year for effective activities and continuous follow up of actions to measure the effectiveness of planned campaigns. The strategy has 3 major parts which will be executed during both dormant and active seasons. These are: -

- a. Community Mobilization
- b. Media Advocacy
- c. BTL Activities

a. Community Mobilization

The community we touch base with in Lahore is diverse and unique in many terms. We belong to different socio economic backgrounds that demand to make the dengue awareness campaign more comprehensive, practical, friendly, motivating and doable. We have been practicing various community mobilization techniques and tools in last two years, taking a clue from that success, we have carried forward some of the already in practice activities while introducing new ones simultaneously. The proposed activities are:-

- Door Stepping for distribution of awareness material and verbal briefing
- Larvae ciding along with health department and community group members
- Community Anti Dengue Stars Mohallahs, Schools, Colleges etc
- Awareness in educational institutes
- Seminars, community gatherings & corner meetings
- Walks, rallies and road shows
- Inauguration of Dengue Campaign Vehicle by community & celebrities
- Float & Fleet march with community and Albayrak and Ozpak machinery
- Dengue awareness in plots cleared by LWMC
- Ground activation activities during de silting in monsoon
- Mega rain activities with LWMC Youth Club
- Text message series on dengue awareness round the year
- Posters in educational institutes, bus stops, public places and offices
- Awareness in co ordination with PITB in dengue high risk areas regularly
- Special campaign for monuments in Lahore in collaboration with Archeology Dept.
- 'KEEP CLEAN & DEFEAT DENGUE' campaigns in various public places

b. Media Advocacy:

National media has played a very positive and notable role in carrying forward the awareness messages regarding dengue control. This year too, LWMC will rely on press and electronic both media for maximum dissemination of awareness in dormant and active seasons. We have planned to utilize media as following:-

- Articles and features in print about LWMC's efforts and general awareness
- News, tickers, packages and SOTs in channels
- Print ads/supplements on dengue awareness
- TVCs and radio spots on TV, cable and FMs respectively
- Viral ads on FB page

c. Below the Line (BTL) Activities:

BTL activities are of great significance when it comes to awareness regarding dengue. In countries like Pakistan where uninterrupted supply of electricity is an issue and media campaigns are usually missed due to the frequent power shortages, Below the Line activities catch attention of masses. Moreover, public in our city is much more attracted in

direct messages and ground activation campaigns than in indirect activities. For these LWMC has planned:-

- Branding of city with awareness messages (banners, steamers, flexes, hoardings, LEDs and LCDs)
- LWMC float in all UCs of city (branded vehicle fully loaded with audio messages and announcements)
- Graffiti with dengue awareness theme

5.13.6. Awareness Program For Cleanliness & Dengue Fever Prevention:

Lahore Waste Management Company (LWMC) is working to provide the citizens of Lahore an environment friendly and sustainable waste management system through its extensive operations and community mobilization program. LWMC believes in imparting awareness amongst masses and taking them along by all possible means.

Lahore Waste Management Company has been supportive of dengue prevention initiatives since 2011, LWMC has been conducting anti dengue campaigns with officials, political personalities, locals and social mobilizing teams to come together to commit to fight dengue by keeping their city free from mosquito breeding. So that people will pledge to practice effective vector control and undertake dengue preventive measures

The Most important way to prevent and control dengue fever is to eliminate the favorable sights of mosquitoes. This can be done by maintaining cleanliness of the surroundings and discarding containers that collect water suitable for breeding, fumigation or use of larvicides may be necessary to reduce mosquitoes density in the community

“Cleanliness Is Our GoalPlay Your Role”
“Take action for Dengue Prevention”

5.13.7. Market/Public Awareness Activities:

Communication Department will conduct Dengue and Cleanliness Awareness Activities in Markets & Schools in 9 towns (150 Union Councils) of Lahore at daily basis (6 Days a week).

SN	Activity	Location
1.	Dengue awareness activity	Sukh Nehar Main G T Road
2.	Dengue awareness activity	uc 21 Shadbagh
3.	Dengue awareness activity	uc 23 Shadbagh

4.	Dengue awareness activity	uc 95 Gulberg
5.	Dengue awareness activity	China Scheme
6.	Dengue awareness activity	China Scheme UC 13 Zone2
7.	Dengue awareness activity	Thokar neyaz baig
8.	Dengue awareness activity	Shahdra pind
9.	Dengue awareness activity	Shalamar town
10.	Dengue awareness activity	Ameer Chowk Green Town
11.	Dengue awareness activity	Shalimar Town Ghorey Shah
12.	Dengue awareness activity	Gulshan Ravi Moon Market
13.	Dengue awareness activity	Shear pao Bridge
14.	Dengue awareness activity	Allah hoo Chowk
15.	Dengue awareness activity	Ichra chowk
16.	Dengue Activity	Shalimar Town
17.	Drain Awareness Activity	Dubai Chowk Moon Market
18.	Dengue Activity	Sabzazar
19.	Dengue Activity	Shahdra Yusuf Park
20.	Dengue Activity	Wahga Town Bata Poor
21.	Dengue Activity	Rohra Pind
22.	Dengue Day	Town Hall
23.	Sabzi mandi,Awareness Activity	Wagha Town
24.	Dengue +Cleanliness Activity	Heir Village
25.	Dengue awareness activity	Lidhar village
26.	Dengue awareness activity	Purani Anarkali ,Mall Road
27.	Market Awearness Activity	Gardan Town
28.	Dengue awareness activity	Shadman
29.	Jamia Ahl-e- Hadees Madrassa,	Brandrath Road Activity
30.	Dengue awareness activity	Mian Plaza Johar Towm with saif ul malook khokhar
31.	Dengue awareness activity	Garden town
32.	Dengue awareness activity	Barkat Markeet Shair Shah Block
33.	Dengue awareness activity	Lahore hotel to railway station
34.	Dengue awareness activity	Aik morea
35.	Dengue awareness activity	Badshahi Mosque + Tajli Kaba
36.	Dengue awareness activity	Shadman & Jain Mandir
37.	Dengue awareness activity	Islam Pura
38.	Dengue awareness activity	Fort Road Walled City
39.	Dengue awareness activity	Wahdat Clony
40.	Dengue awareness activity	Samna Bad
41.	Dengue awareness activity	LWMC Head Office
42.	Dengue Awareness Activity	Mall Road,Egerton Road
43.	Dengue awareness activity	wahga town
44.	Dengue awareness activity	Moon Market
45.	Dengue awareness activity	Ahmad Town ,UC 39
46.	Dengue awareness activity	Nawaz Sharif Park, Ravi Twon
47.	Dengue awareness activity	Saeed Park, Shahdara
48.	Dengue awareness activity	Shadman Market
49.	Dengue awareness activity	Shalimar Link Road
50.	Dengue awareness activity	Chabourji Chowk
51.	Dengue awareness activity	Tajpura Scheme
52.	Dengue Awareness Activity	Gulshan e Ravi
53.	Dengue awareness activity	Badami Bagh
54.	Dengue awareness activity	Nisbat Road
55.	Dengue awareness activity	laajpat road Shahdara

5.13.8. School Awareness Activities:

SN	School name	Location
1.	Madrassa-tul-Binat	Australia Building
2.	Govt. Girls High School	Chuna Mandi Lahore
3.	Govt. Girls Higher Secondary School	Singpura Lahore
4.	Govt. Daar-ul-Furqaan High School	Beghampura Lahore
5.	Govt. Higher Secondary School	Ghorey Shah Lahore
6.	Allied School	Zaraar Shaheed Road Cantt Lahore
7.	Saint Joseph Girls School	Tronton Road Lahore
8.	Daar-ul-Hikmat	Yuhanna Abad Lahore
9.	Saint Anthony School	Lawrence Road Lahore
10.	Royal Foundation School	Baghban Pura Aliya Town Lahore
11.	I.S. Cadet High School	295-D, Main road near Goal Grond
12.	Tameer-e-Millat Cambridge School	Farooq Park Shalimar Town Lahore
13.	Govt. Tahir Model Girls High School	Shlimar Town Lahore
14.	Ali Foundation High School	Al-Qadir Housing Scheme
15.	Pak Model High School	Main Bazar Sultan Pura Lahore
16.	Govt. High School	Shad Bagh Lahore
17.	New Kashmir Girls Higher Secondary School	S.T. Road Shalimar Town Lahore
18.	Tanveer-ul-Islam High School	Afzal Town New Shad Bagh Bhagat
19.	Ashraf Grammer School	Mughal Street, Gulshan Shalimar
20.	Govt. High School	Shahdra Lahore
21.	C D G Girls High School	Shadman Colony
22.	Govt. High School	Factory Area Shahdra Lahore
23.	Govt. M P Boys High School	Shahdra Town Lahore
24.	Allide School	Gulshan Ravi
25.	Allide School	Jiya Moosa Bazar Shahdra
26.	Allide School	Johar town
27.	C D G Girls High School	Kot Khawaja Saeed
28.	Govt. Girls Higher Secondary School	Singh pura
29.	Govt. Muslim Girls High School	Baghban Pura
30.	Govt. Tahir Model Girls High School	Shalimar Town
31.	Govt. Modren Girls high School	Mughal Pura
32.	C D G Girls High School Sahowari	Mughal Pura
33.	C D G Girls High School	Railway Colony
34.	C D G High School	Kot Khawaja Saeed
35.	Govt. High School	Baghban Pura
36.	Govt. Girls high School	Shad Bagh
37.	Govt. Girls high School	Camra Mandi
38.	GHS Islah-e-Moashird	Shad Bagh
39.	GHS Islamia High School	Chah Miran
40.	GHS Islamia High School	Misri Shah
41.	GGHS Model High School	Elahi Park Wassan Pura

42.	GGHS Madrisa Tul Binat High School	Kacho Pura
43.	GGHS Milli Dar ul atfal High School	Raj Garh
44.	GGHS New Fatima Jinnah High School	Misrishah
45.	GGHS Saeeda Islamia High School	Wassan Pura Scheme No 2 LHR
46.	GGHS CDG Junior Modle High School	Shad Bagh
47.	Govt. Girls high School	Dehli Gate
48.	Govt. Muhammdia GHS	Data Nagar
49.	Govt. Islamia GHS	Brandreth Road
50.	Govt. Anjuman-e-islamia GHS	GowalMandi
51.	Govt. City GHS	Nisbat Road
52.	Govt. GHS	Havali Kabli Mahal
53.	Govt.Farman GHS	Shah Alam Market
54.	Govt. New Asifa Modal GHS	Said Mitha Bazar
55.	Govt. GHS	Ravi Road
56.	Govt. Victoria GHS	Mori Gate
57.	Govt. GHS	Nabi Park
58.	Govt. New Modal GHS	Dev Samaj Road
59.	Govt. Lady Maclagan	MAO Collage Road
60.	Govt.Dar-ul-Niswan GHS	Jail Road
61.	GOvt. Modal GHS	Shahra-e-awan Tijarat Road
62.	GOvt. GHS	Naiper Road
63.	GOvt. Fatima GHS	Fane Road Mozang
64.	GOvt. GHS	Saman Abad
65.	GOvt. GHS	Chauburji Garden
66.	GOvt. GHS	Gulshan-e-Ravi
67.	GOvt. GHS	Sabza zaar
68.	GOvt. GHSS	Chung Multan Road
69.	Govt. Islamia High School	Sherenwala Gate
70.	Govt. Christian High School	Rang Mehal
71.	Govt. Islamia High School	Multan Road
72.	Govt High School.	Awan Town
73.	Govt High School.	Wefaqi Colony
74.	Govt Islamia High School.	Khazana Gate
75.	Govt High School.	Hanjarwal
76.	Govt High School.	Niaz Baig
77.	Govt High School.	Mohnalwal
78.	Govt High School.	Sher Shah Colony
79.	CDG Boys High School	Shish Mehal Road Bilal Gunj
80.	CDG Boys High School	Jia Moosa Shahdra

5.13.9. Cleanliness & Dengue Awareness Messages Propagation Through Masajid On Friday after Jumma Prayer:

SN	Mosques
1	Badshahi masjid
2	Masjid-e-e Shuhda
3	Masjid wazeer Khan
4	Jamia masjid Nisbat Road
5	Jamia Naeemia, garhi Shahu
6	Jamia Ashrafia,
7	Jamia Masjid Shimla Pahari
8	Jamia Masjid at Canal
9	Jamia masjid Shadman
10	Jamia Masjid, Data Darbar
11	Jamia Masjid Shah alam market
12	Jamia Masjid Delhi Gate
13	Jamia Masjid Kashmiri Bazar
14	Jamia Masjid Rand Mehal
15	Jamia Masjid Aiwan e Iqbal
16	Jamia Masjid DGPR
17	Jamia Masjid Australia Chowk

LWMC is taking initiatives to conduct cleanliness awareness activities and anti dengue campaigns in different parts of Lahore to create awareness about dengue fever in general public to make them understand that how they can adopt different preventive measures to get rid of this swear disease and how they can keep their surroundings clean.

5.13.10. Details of Activity:

1. Operation Cleanup of :

- a. Mechanical/Manual Sweeping
- b. Mechanical/Manual Washing
- c. Deployment of workers of OZPAK/Albayrak.
- d. Awareness campaign involving local community Coordinators, visitors, Social Mobilizers and Students to tell visitors that littering is a curse, be Environment Friendly and spread the messages of Cleanliness&dengue prevention by KEEPING YOUR CITY CLEAN .

2. Awareness Camps:

Awareness lectures will be held on cleanliness & dengue prevention in educational institutes

Awareness camps will be installed and equipped with required awareness material.

Following activities will be conducted at Camps

- a. Awareness material to be displayed
- b. Documentaries, jingles etc will be played
- c. Students and Visitors meetings and briefing will be held in camps
- d. Groups of Social Mobilizers will be deputed in various locations.
- e. Door Stepping / Door Knocking.
- f. Words by special Dignitaries and Officials at the event.

3. Symbolic Waste Picking:

Symbolic waste picking will also be carried out. These activities will be a platform for students and dignitaries to avoid littering around. During these activities waste bin usage will also be promoted.

4. Awareness Walk :

Awareness Walk will be carried to create cleanliness awareness & how to prevent from dengue at different market awareness campaigns.

5. Distribution of Leaflets :

Leaflets will be distributed in commercial Markets.

6. LWMC social mobilization teams will visit different mosques

7. Branding :

In order to conduct this activity and making people aware of their role in keeping environment clean and adopt preventive measures, special messages will be displayed. Following items will be used to brand in surroundings and both sides of the road :

- Hanging Flexes
- Banners

8. Media Engagement:

Press Releases will be sent to print media and Media persons will be invited for the coverage of the Activities

5.13.6 Partners/Collaborations:

- Punjab Health department
- City District Government Lahore
- Punjab Archeology Department
- Punjab Information Technology Board
- Interactive Resource Centre
- Punjab Education Foundation
- Care Foundation
- The Citizens Foundation
- Sunrise Green Park
- City Traffic Police
- Parks & Horticulture Authority
- Schools, Colleges and Universities
- Abbot Medicos and FMC pvt. Ltd.
- Walled Lahore City Authority

5.13.7 LWMC Execution Teams:

- Communication team
- Operations team
- Youth Club
- School Safai Gang

6. LWMC Anti Dengue Efforts during 2011 ~ 14

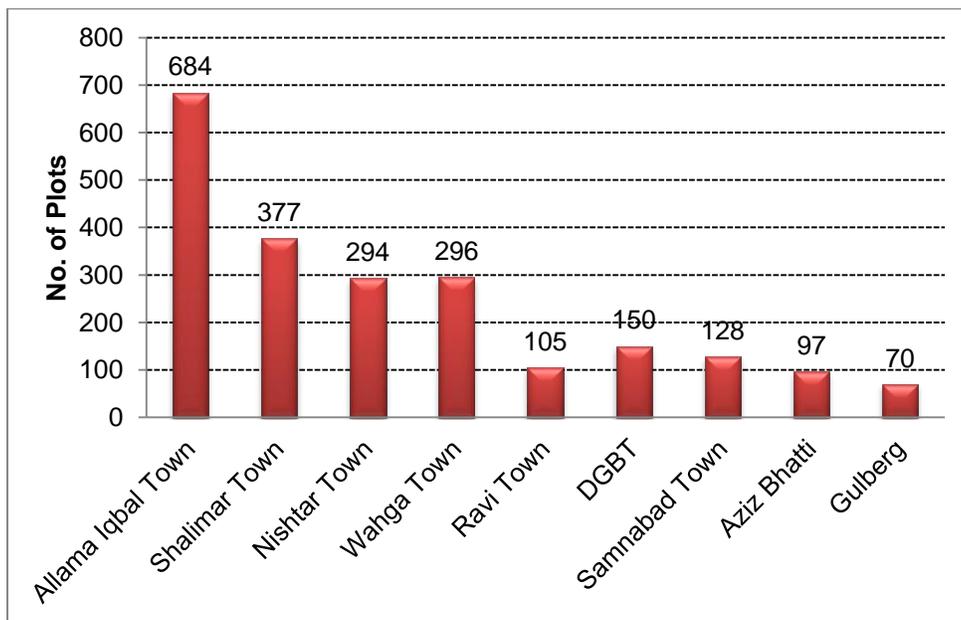
Lahore Waste Management Company (LWMC) launched an aggressive campaign to combat the menace of dengue and other related diseases during 2011 ~ 13. Details of the activities are explained as under;

6.1 Plot Clearance

LWMC has cleared twenty two thousand vacant plots and has removed 1,31,300 ton of waste from the city by hiring the services of private contractors. The community was also encouraged to identify plots and hire contractor for garbage removal. Details are as follows;

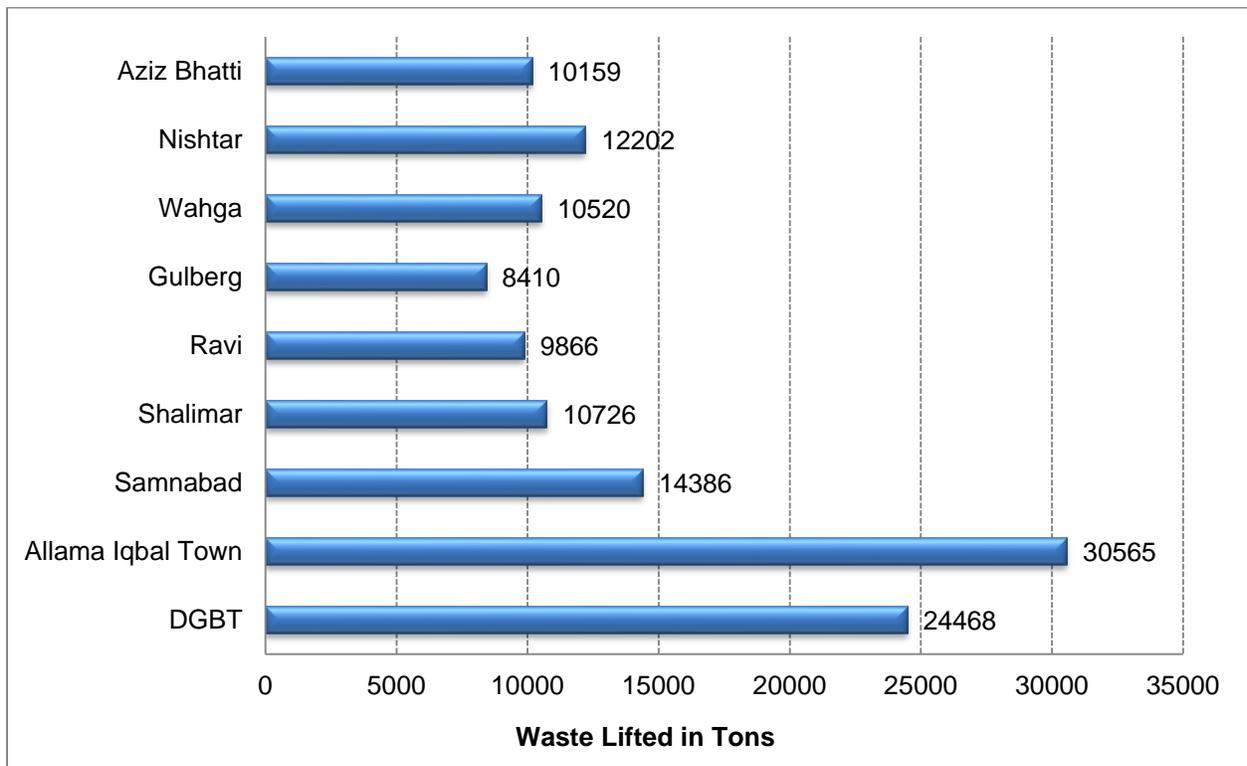
Plots cleared in 2011

Towns	No. of Plots Cleared
Allama Iqbal	684
Shalimar	377
Nishtar	294
Wahga	296
Ravi Town	105
DGBT	150
Samanabad	128
Aziz Bhatti	97
Gulberg	70
Total	2,201



Waste Removed from Plots during 2011

Towns	Waste Removed (Tons)
Data Gunj Buksh	24,468
Allama Iqbal	30,565
Samanabad	14,386
Shalimar	10,726
Ravi	9,866
Gulberg	8,410
Wahga	10,520
Nishtar	12,202
Aziz Bhatti	10,159
Total	1,31,302



**Street-3, Gulstan Town, China Scheme
UC-16 (Shalimar Town)**



**Street-3, Gulstan Town, China Scheme
UC-16 (Shalimar Town)**



Street-175, College Park UC-36 (Shalimar Town)



Street-188, Deputy Yaqoob Colony UC-35 (Shalimar Town)



Ahad Market, Block-D, Al-Faisal Town UC-59 (Aziz Bhatti Town)

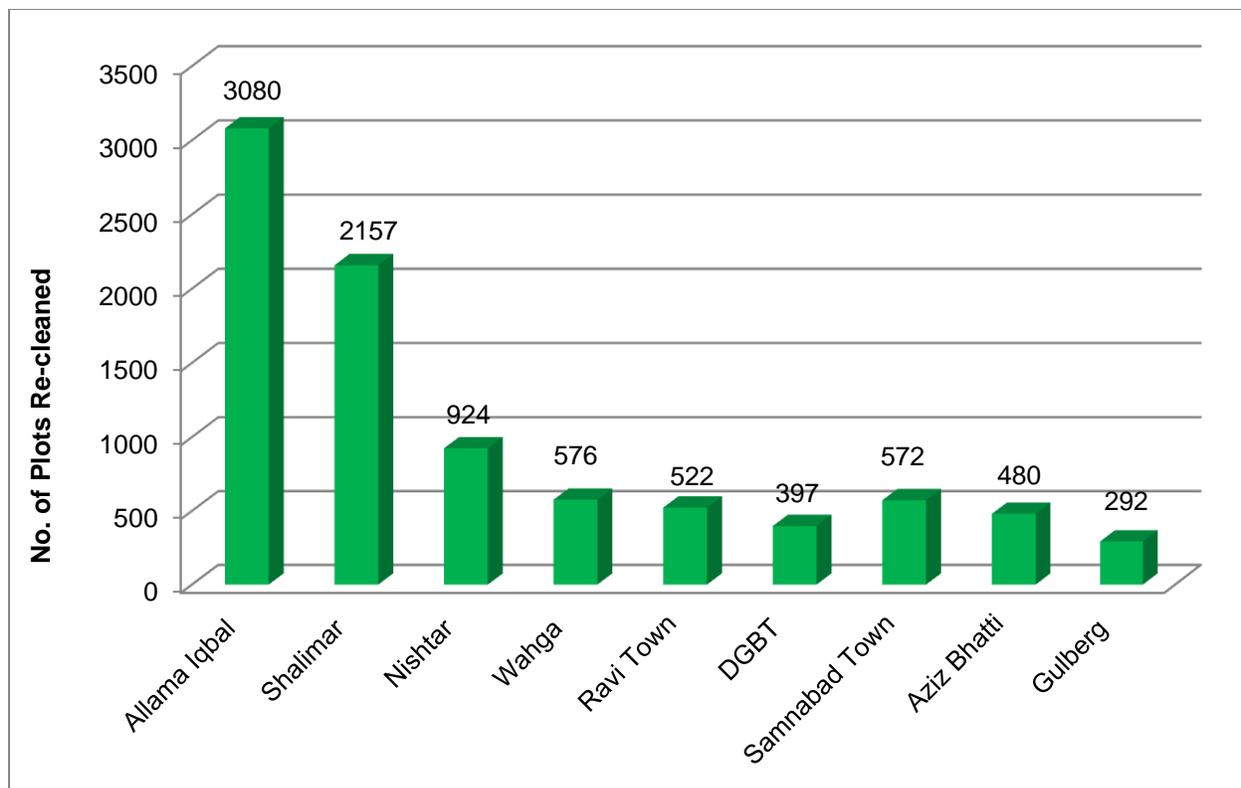




About 9,000 open plots were re-cleaned during 2012 and removed 30,000 ton of waste from the city by engaging Turk Contractors (M/s. Albayrak & Ozpak). Details are as follows;

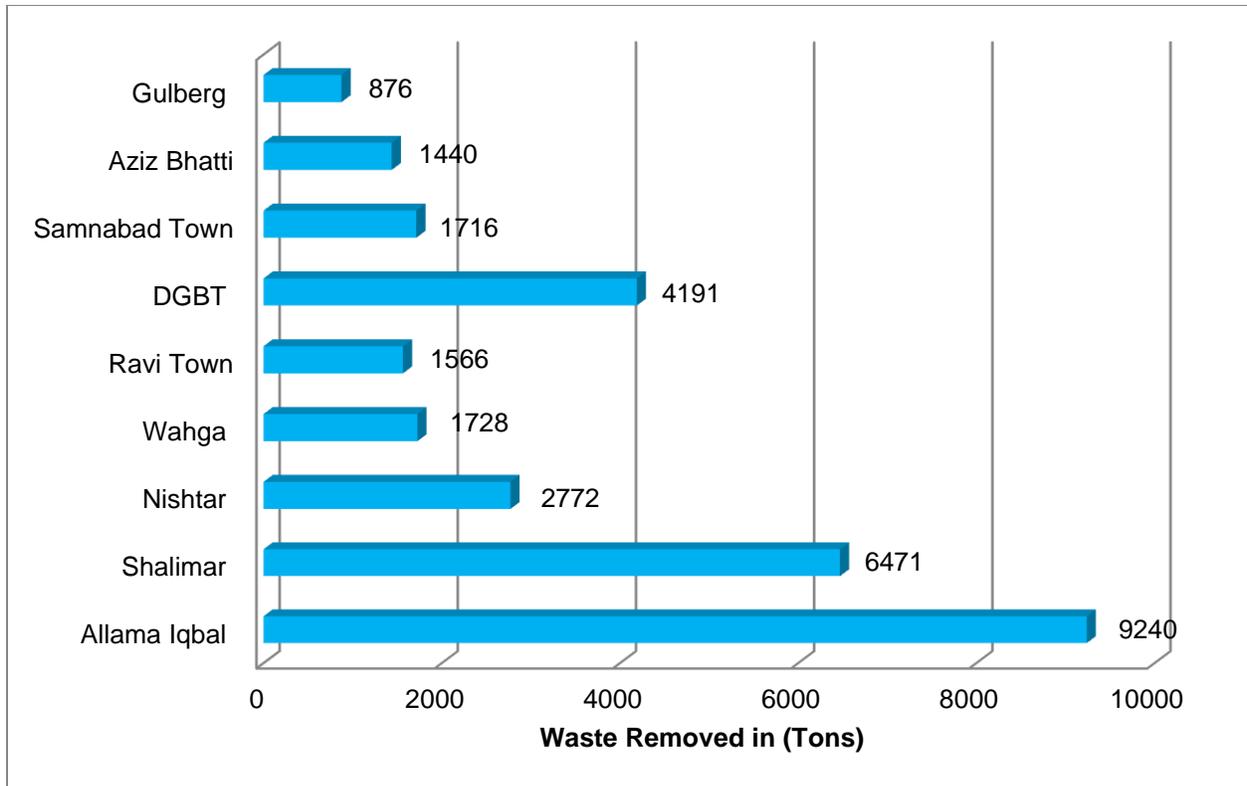
Plots Cleared in 2012

Towns	No of re-cleaning activities
Allama Iqbal	3080
Shalimar	2157
Nishtar	924
Wahga	576
Ravi Town	522
DGBT	397
Samanabad	572
Aziz Bhatti	480
Gulberg	292
Total	9,000



Waste Removed from Open Plots in 2012

Towns	Waste Removed (Tons)
Allama Iqbal	9240
Shalimar	6471
Nishtar	2772
Wahga	1728
Ravi Town	1566
DGBT	4191
Samanabad	1716
Aziz Bhatti	1440
Gulberg	876
Total	30,000

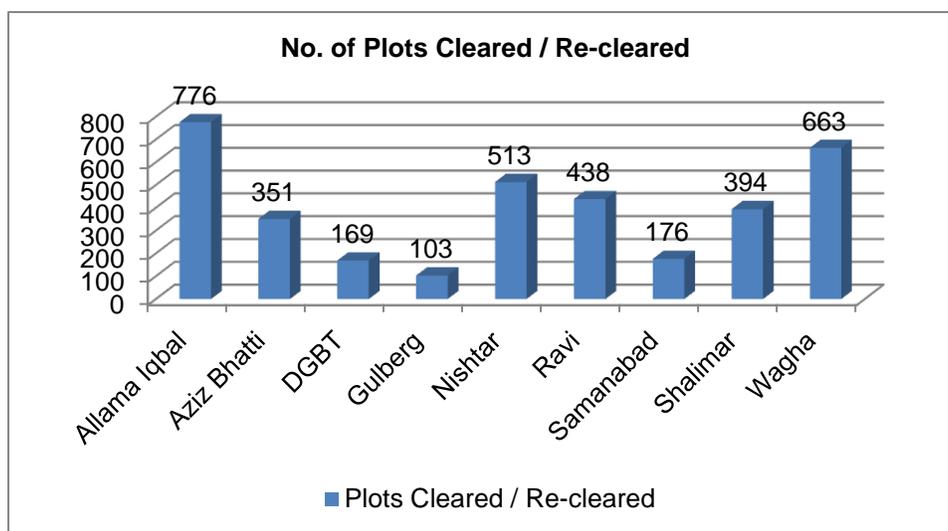


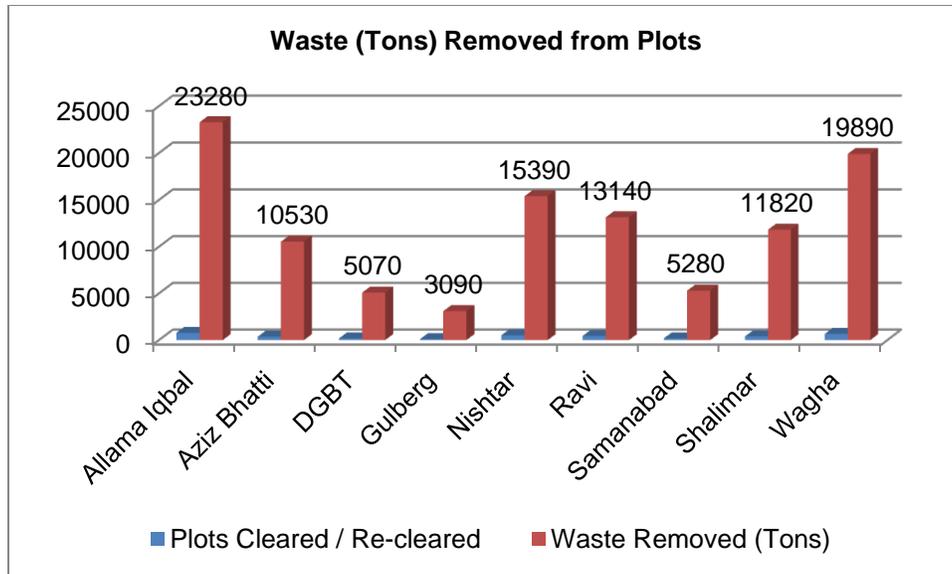


About 3,583 open plots were re-cleaned during 2013 and removed 107,490 ton of waste from open plots by engaging Turk Contractors (M/s. Albayrak & Ozpak). Approximately 5,000 ton per day solid waste is also lifted, transported & dumped through routine operations. In addition, LWMC has also identified problematic target areas in each Union Council (UC) of the city and a special “Group Activity” was carried out on daily basis to resolve the cleanliness problems of these areas. In group activities the resources are pooled up and at least 30-50 additional sanitary workers participate in each activity on top of the original UC strength with all the required equipments. These workers carried out the cleanliness activity which includes street/road sweeping, waste collection with the help of handcarts, transfer of waste to the waste containers which were later on transferred to the designated disposal site. Details are as follows;

Plots Cleared in 2013

Towns	Plots Cleared / Re-cleared	Waste Removed (Tons)
Allama Iqbal	776	23280
Aziz Bhatti	351	10530
DGBT	169	5070
Gulberg	103	3090
Nishtar	513	15390
Ravi	438	13140
Samanabad	176	5280
Shalimar	394	11820
Wagha	663	19890
Total	3,583	107,490





Muhammadi Park, Street-174 (Shalimar Town)

Department: LWMC Name: lwmc.kashif.john Entry Date: 2013-11-26
 Entry Time: 13:38:04 Activity: Debris
 Description: plot muhammadi park

26-11-13 09:34 26-11-13 13:35

Near Noor Mosque, Lakhodar (Wagha Town)

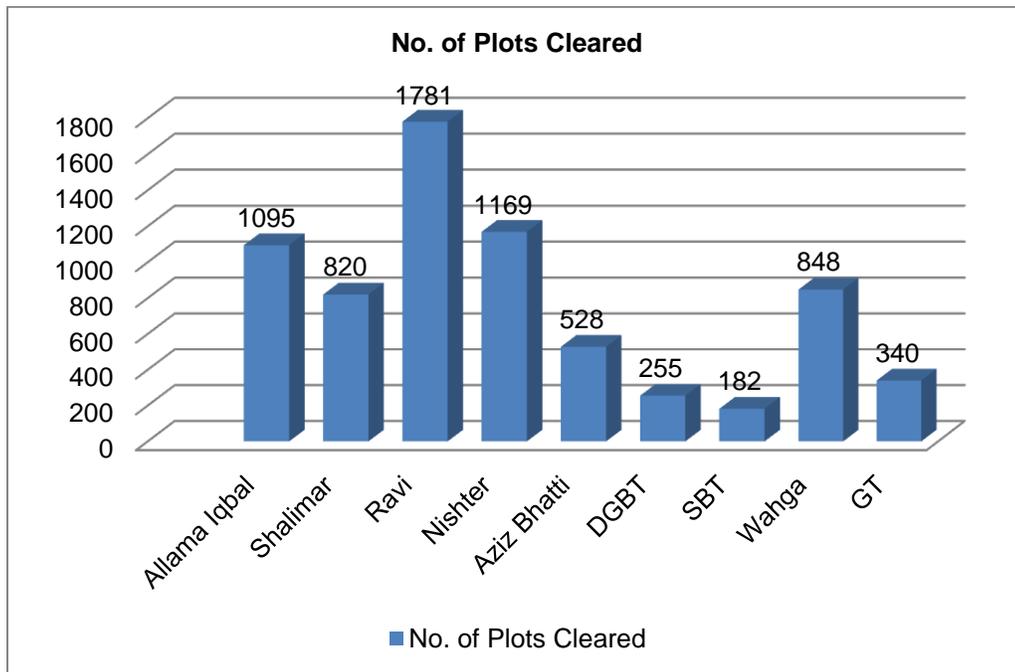
Department: LWMC Name: gulzar butt Entry Date: 2013-11-22
 Entry Time: 17:40:32 Activity: Debris
 Description: Open Plot Noor Masjid Lakhodar

22-11-13 17:44 22-11-13 12:22

About 7018 open plots were cleared and maintained during 2014 and removed 58950 ton of waste from open plots by engaging Turk Contractors (M/s. Albayrak & Ozpak).

Plots Cleared in 2014

Towns	No. of Plots Cleared	Waste Removed (Tons)
Allama Iqbal	1095	9040
Shalimar	820	7345
Ravi	1781	15040
Nishter	1169	10160
Aziz Bhatti	528	4365
DGBT	255	2040
SBT	182	1456
Wahga	848	6784
GT	340	2720
Total	7018	58950





Arfat Park, UC-2 (RT)

Department: LWMC **Name:** mariam.lwmc **Entry Date:** 2014-10-16
Entry Time: 12:40:35 **Activity:** Debris
Description: Arfat park uc2

Islam Park, UC-6 (RT)

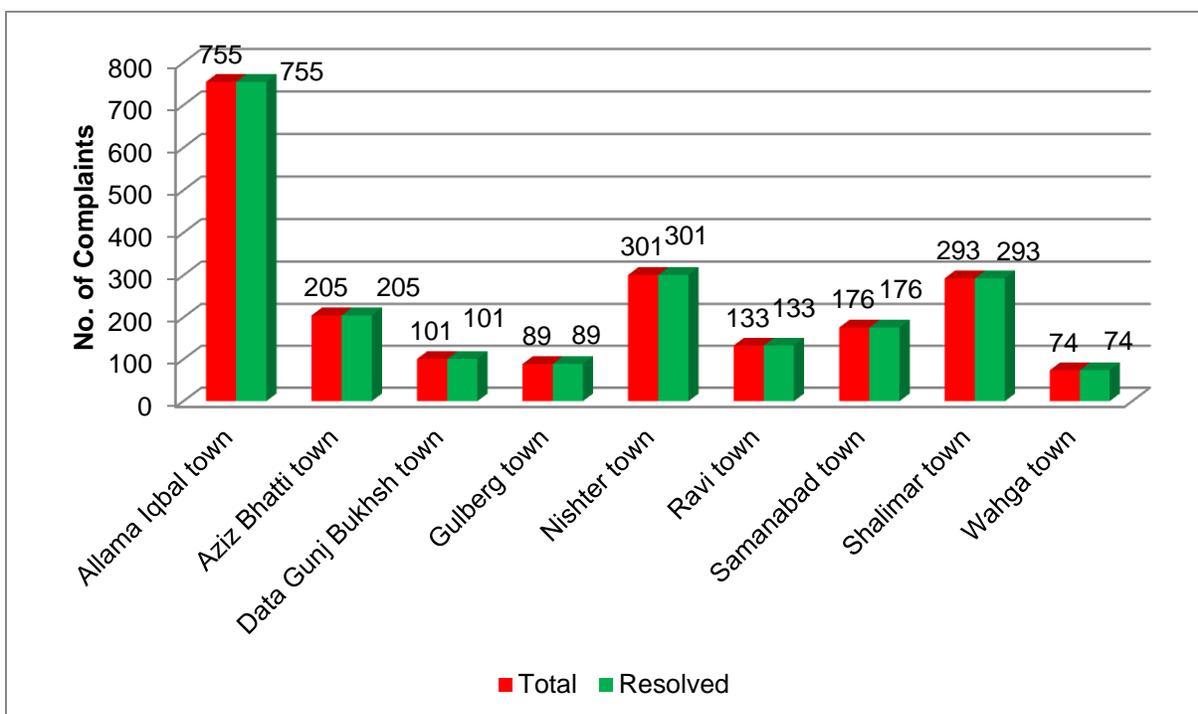
Department: LWMC **Name:** mariam.lwmc **Entry Date:** 2014-10-17
Entry Time: 12:43:33 **Activity:** Debris
Description: Islam park uc6

6.2 Complaint Re-dressal Through LWMC Helpline 1139

LWMC also received complaints through the Helpline (1139). Total complaints received during 2011 ~ 12 regarding removal of waste from open plots were 2127 and 100% complaints resolved. Details are as follows;

Complaints Re-dressal from 1139 (2011 ~ 12)

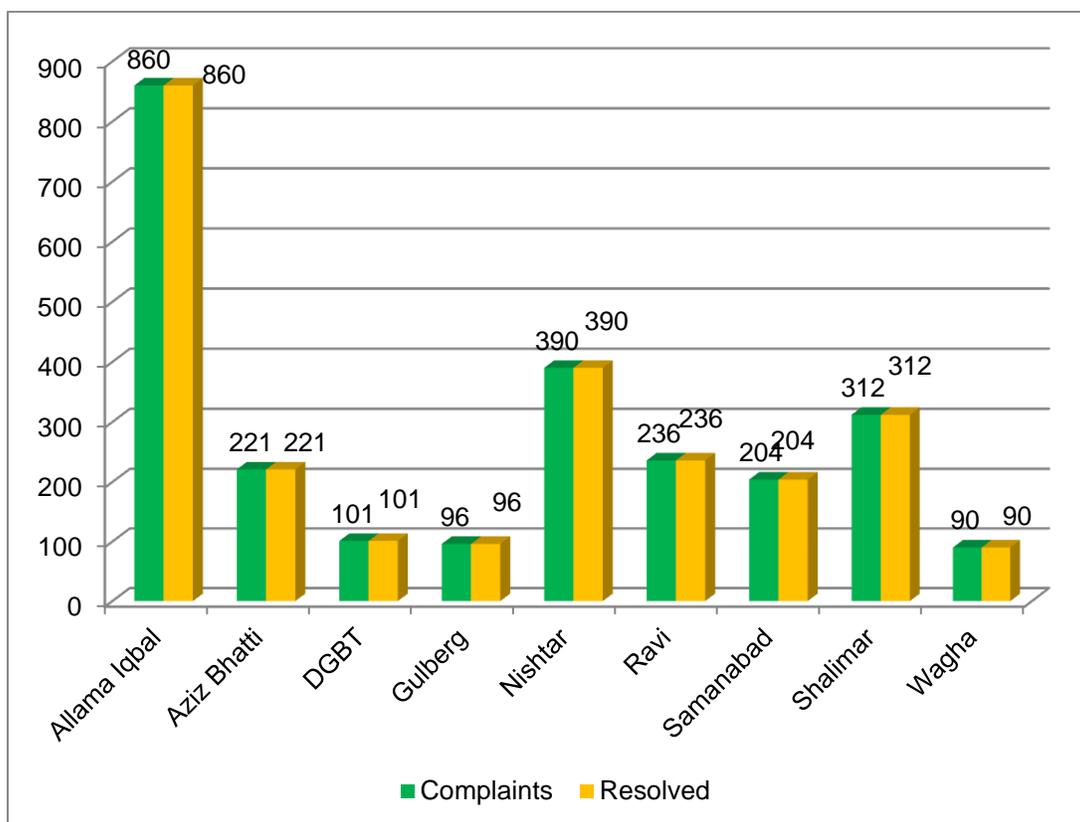
Towns	Total Complaints	Resolved
Allama Iqbal	755	755
Aziz Bhatti	205	205
DGBT	101	101
Gulberg	89	89
Nishter	301	301
Ravi	133	133
Samanabad	176	176
Shalimar	293	293
Wahga	74	74
Total	2,127	2,127



Total complaints received during 2013 regarding removal of waste from open plots were 2510 and 100% complaints were resolved. Details are as follows;

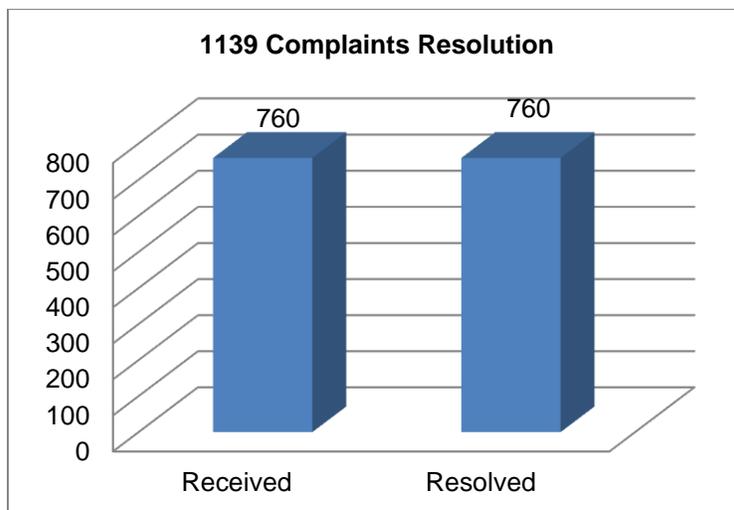
Complaints Re-dressal from 1139 (2013)

Towns	Total Complaints	Resolved
Allama Iqbal	860	860
Aziz Bhatti	221	221
DGBT	101	101
Gulberg	96	96
Nishtar	390	390
Ravi	236	236
Samanabad	204	204
Shalimar	312	312
Wagha	90	90
Total	2,510	2,510



Complaints Re-dressal from 1139 (2014)

Type of Complaint	Complaints	Resolved
1139	760	760

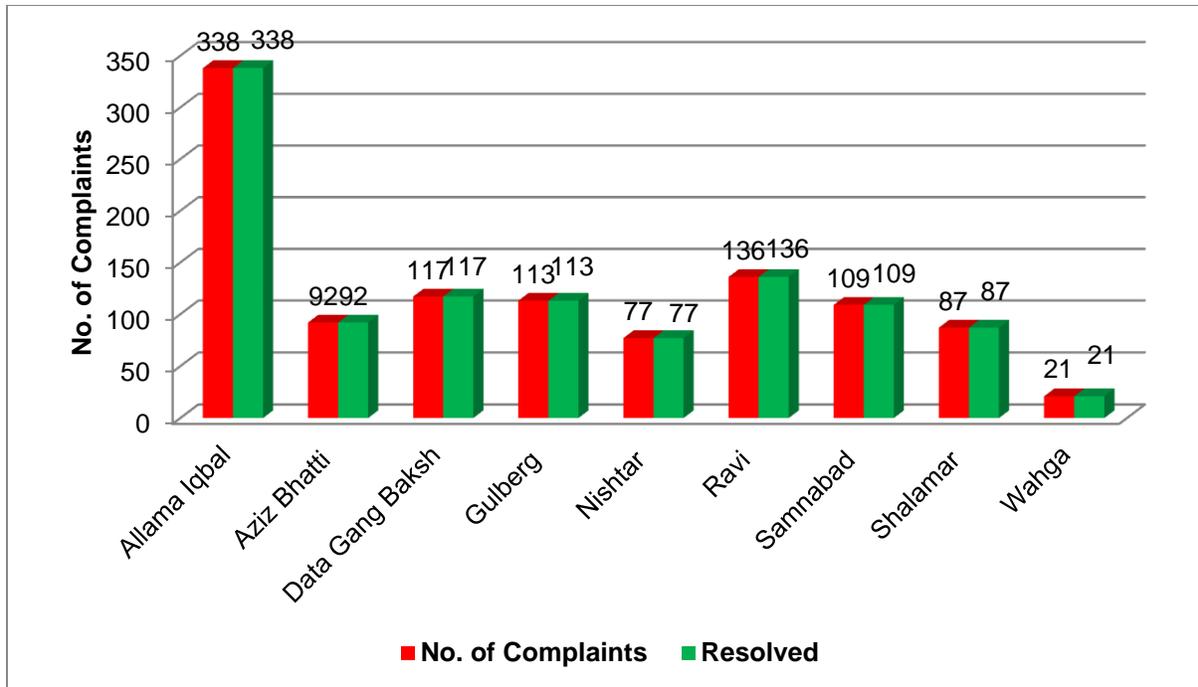


6.3 Re-dressal of Complaints through ECRS

LWMC also received complaints through the Electronic Call Routing System (ECRS) website of Government of Punjab (www.ecrs.punjab.gov.pk). Total complaints received during 2011 ~ 13 regarding cleanliness for District Lahore were 1105 and 100% complaints were resolved.

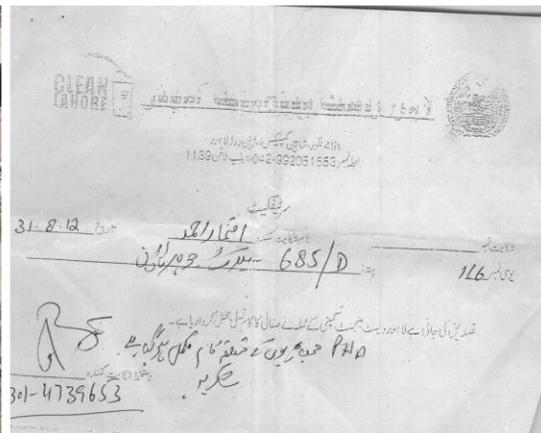
Re-dressal of Complaints through ECRS

Towns	2011~12		2013	
	No. of Complaints	Resolved	Complaints	Resolved
Allama Iqbal	338	338	4	4
Aziz Bhatti	92	92	0	0
Data Gang Baksh	117	117	2	2
Gulberg	113	113	3	3
Nishtar	77	77	4	4
Ravi	136	136	1	1
Samanabad	109	109	0	0
Shalamar	87	87	0	0
Wahga	21	21	1	1
Total	1,090	1,090	15	15



Dengue Helpline (ECSR) Complaints

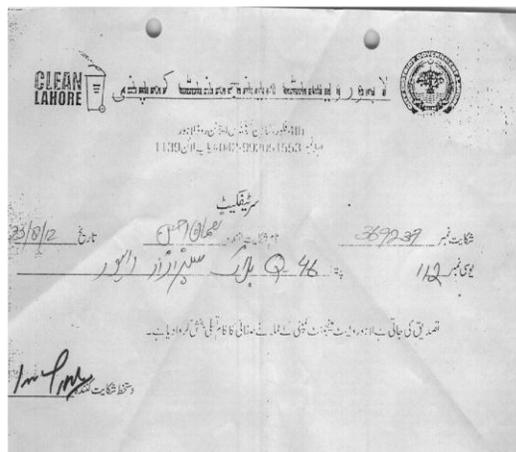
Complaint No. 369180
Mr. Iftikhar (0301-4739653)



Dengue Helpline (ECRS) Complaints

Complaint No. 369237

Mr. Noman Ahsan (042-37496004)

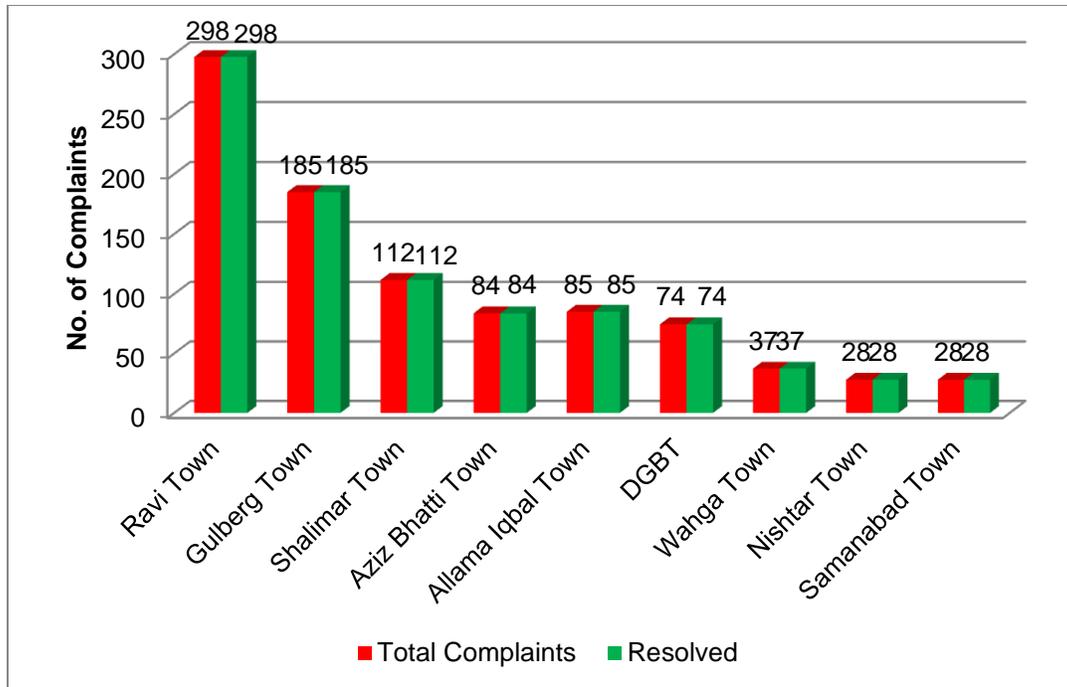


6.4 Response to Special Branch Observations

Special Branch (SB), Punjab Police playing role of 3rd party to monitor the performance of different departments working on anti-dengue activities. Waste related complaints were conveyed to LWMC by SB through Dengue Virus Report. SB observations were redressed on the same day and after photographs were uploaded on PITB anti dengue dashboard. Total 930 complaints/ observations were received during 2011 ~ 12 and resolution was 100%. Details are as follows;

Response of Special Branch Observations (2011 ~ 12)

Towns	Total Complaints	Resolved
Ravi	298	298
Gulberg	185	185
Shalimar	112	112
Aziz Bhatti	84	84
Allama Iqbal	85	85
DGBT	74	74
Wahga	37	37
Nishtar	28	28
Samanabad	28	28
Total	930	930



Pilot Scondary High School, Wahdat Colony, UC-115 (Samnabad Town) 03 September 12

Before



Government Filter Hospital, Wahdat Colony, UC-115 (Samnabad Town) 03 September 12

Before



After



Street -8, Islam Park, G.T Road, Darogewala (Wagha Town)

Slide No: 11

Department: LWMC

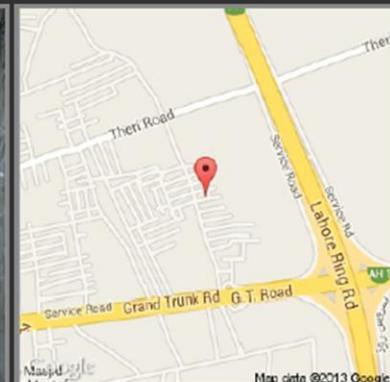
Name: gulzar butt

Entry Date: 2013-12-03

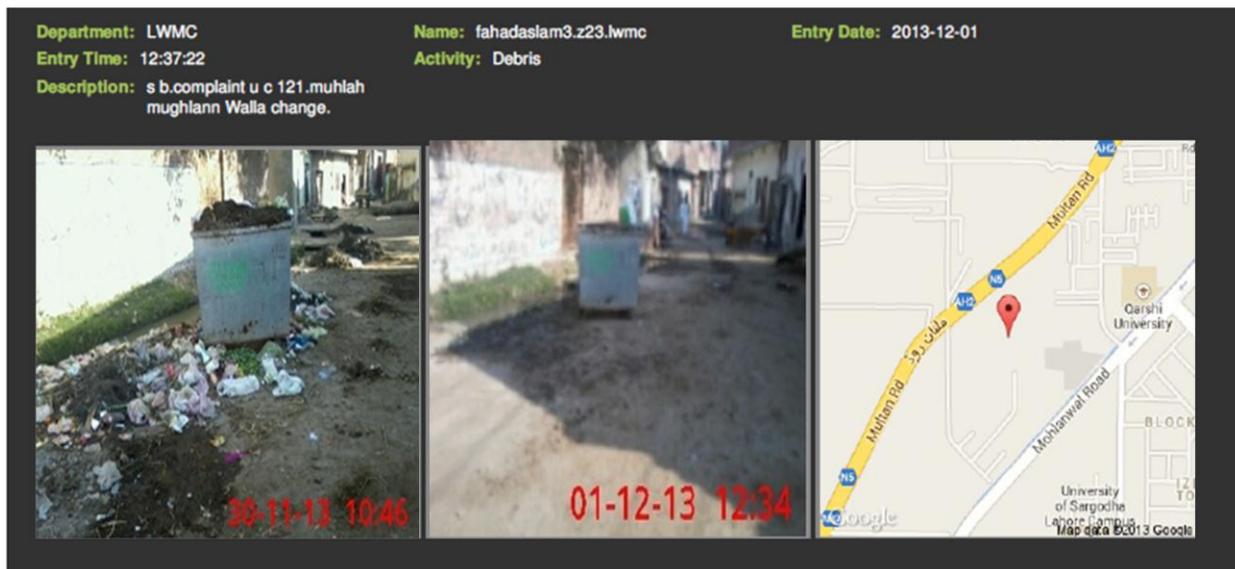
Entry Time: 12:38:55

Activity: Debris

Description: DVR - Street # 8, Islam Park, GT Road



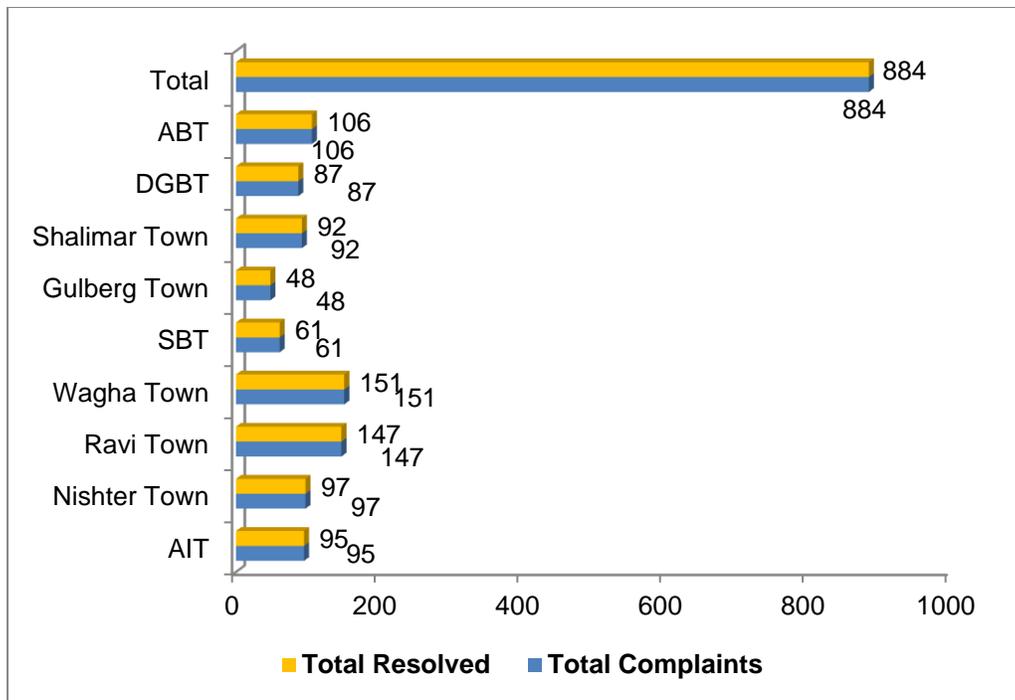
Muhallah Mughalan Wala, UC-121, Chung (AIT)



Total 884 complaints/ observations were received from SB last year and all complaints were resolved. Details are as follows;

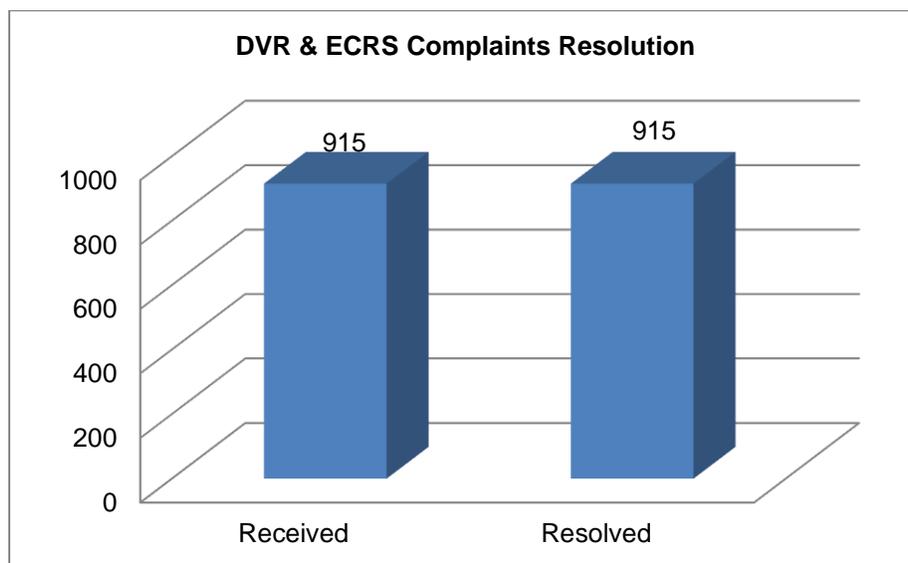
Special Branch Observations (2013)

Town	Total Complaints	Total Resolved
AIT	95	95
Nishter Town	97	97
Ravi Town	147	147
Wagha Town	151	151
SBT	61	61
Gulberg Town	48	48
Shalimar Town	92	92
DGBT	87	87
ABT	106	106
Total	884	884



Special Branch Observations And ECRS Complaints (2014)

Type of Complaint	Complaints	Resolved
DVR/ECRS	915	915

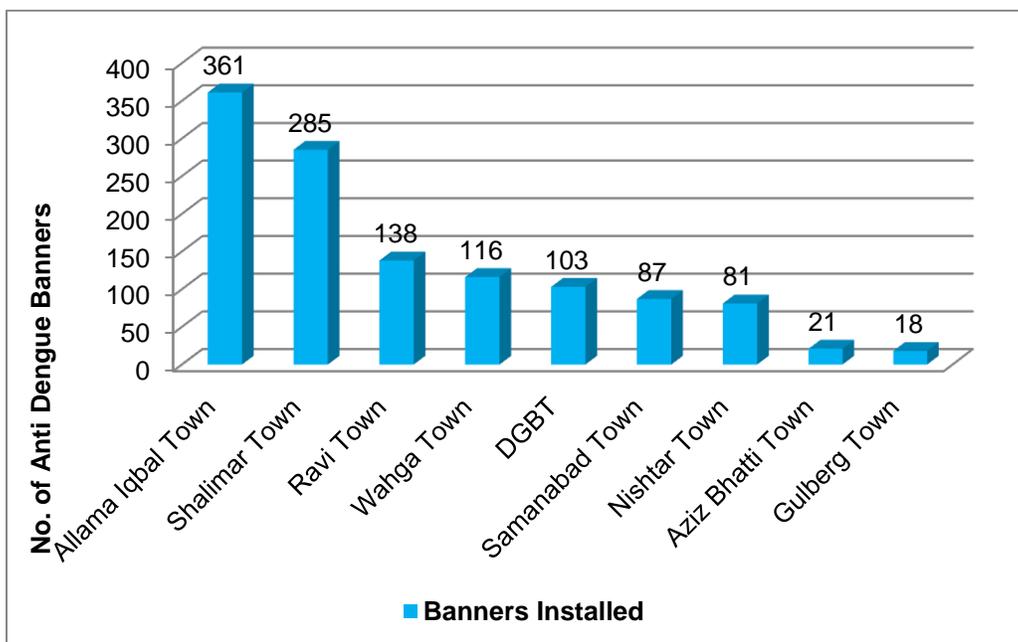


6.5 Installation of Anti Dengue Awareness Banners in Open Plots

LWMC installed 1210 banners in open plots to sensitize the general public about throwing of the waste in open plots. Details are as follows;

Banners Installed in Open Plots (2011 ~ 12)

SN	Towns	Banners Installed
1	Allama Iqbal	361
2	Shalimar	285
3	Ravi	138
4	Wahga	116
5	DGBT	103
6	Samanabad	87
7	Nishtar	81
8	Aziz Bhatti	21
9	Gulberg	18
Total		1,210

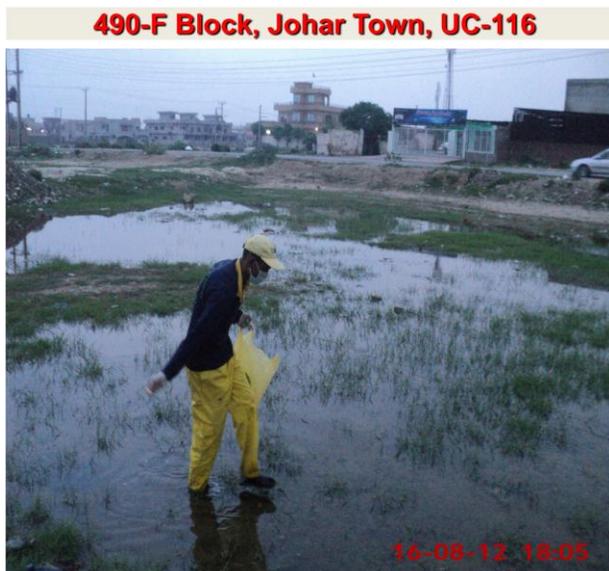


6.6 Application of Temephose in Stagnant Rain Water

In 2011 during dengue peak season, district health department provided 21 Kg Temephose to LWMC for application in stagnant rain water/ ponds. This medicine was applied to ponds during the months of August & September (Summer Monsoon). Details are as follows;

Temephose Application in Stagnant Rainwater (2011)

SN	Towns	Temephose (Kg)
1	Allama Iqbal	1
2	Shalimar	3
3	Ravi	2
4	Wahga	3
5	DGBT	2
6	Samanabad	3
7	Nishtar	2
8	Aziz Bhatti	3
9	Gulberg	2
Total		21





6.7 Anti Dengue Training of LWMC Field Staff

Anti-dengue training in-house training to field staff (2012)

Anti Dengue Training was conducted by MPDD from 05 June – 28 June 12 (23 Days). 234 Sanitary Supervisors & Sanitary Inspectors of LWMC has been trained by MPDD.

Anti Dengue in-house training to remove potential larva hotspots was also arranged for *Zonal Officers, Sanitary Inspectors & Sanitary Supervisors (350 Employees)* by Master Trainee.

S No	Towns	Feb-12														
		13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
1	Ravi	■														
2	Shalimar		■					S							S	
3	Wahga			■				U							U	
4	Aziz Bhatti				■			N							N	
5	Gulberg					■		D							D	
6	DGBT						■	A							A	
7	Samanabad							Y				■			Y	
8	Allama Iqbal												■			
9	Nishtar															■

Anti-Dengue In-House Training to Field Staff (15 Feb 12)



Anti-dengue training in-house training to field staff (2014)

In 2014, anti-dengue training was conducted in 4 sessions, and staff of 178 was trained during these sessions.

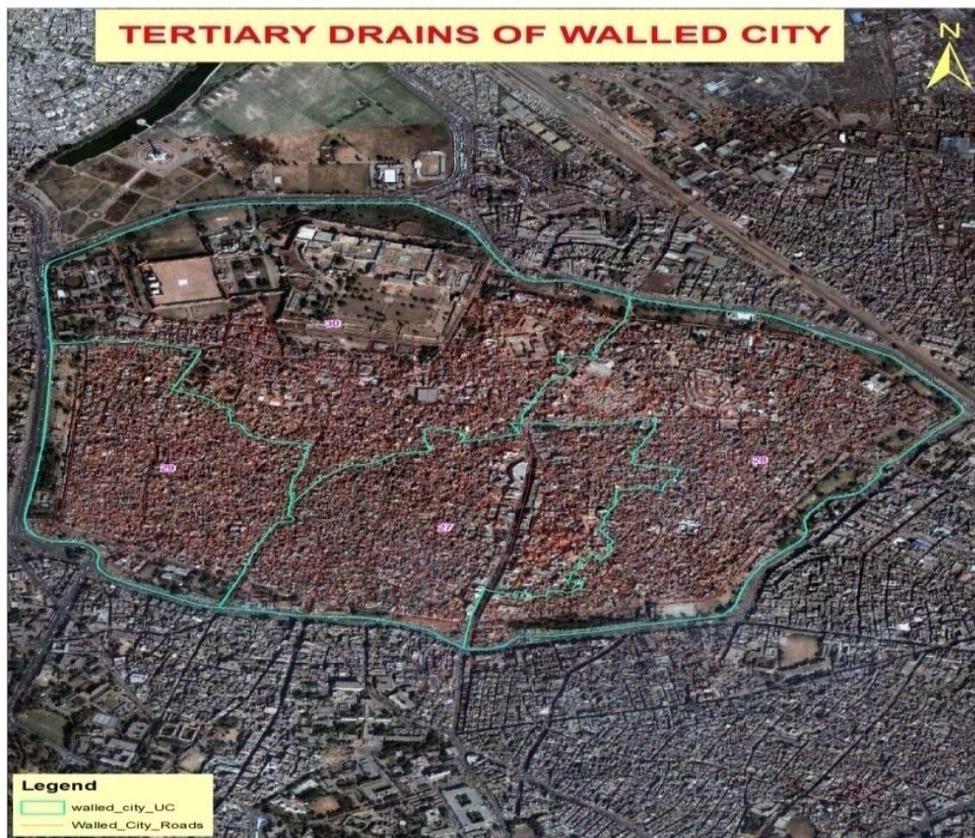
Department: LWMC **Name:** mohsin saboor 31 **Entry Date:** 2014-06-03
Entry Time: 17:35:08 **Activity:** Debris
Description: Anti dengue training

The complex block contains three images. On the left is a photograph of a large group of people sitting around a long table in a conference room, attending a training session. In the center is another photograph of the same training session from a different angle. On the right is a Google Map showing the location of the training, with a red pin marking the spot. The map labels include "GUJJAR SINGH", "POLICE LINES", "USMANIA COLONY", "EMPERESS RD", "DURAND RD", "EGERTON RD", "KABANIKR ROAD", "JANKI DEVI HOSPITAL", "MONTGOMERY PARK", and "MUHAMMAD NAB". A red timestamp "13-06-14 17:23" is visible at the bottom of the photographs.

6.8 De-silting of Tertiary Drains

De-silting operation was conducted for five months (May, June, July, August, and September). Total 588 drains measuring length of 420 were de-silted by the sanitary workers in day & night shifts. Each drain was completely de-silted 3~4 time during that period. Details are as under;

SN	Towns	Length (Km) of Drains	No. of Tertiary Drains
1	Ravi Town	35	81
2	Shalimar Town	1.8	14
3	Aziz Bhatti Town	12	21
4	Wahga Town	2.6	78
5	Nishtar Town	27	181
6	Allama Iqbal Town	56	115
7	Gulberg Town	13.7	17
8	Samanabad Town	0.6	3
9	DGBT	48	45
10	Storm water drains (Gully Grating)	223	30
Total Length		420 Appx.	585





Samanabad 2nd Roundabout (Samanabad Town) 12 June 13



Samanabad 2nd Roundabout (Samanabad Town) 12 June 13



De-silting of Tertiary Drains

Kocha Haider Pehalwan, UC-30 Walled City (Ravi Town)



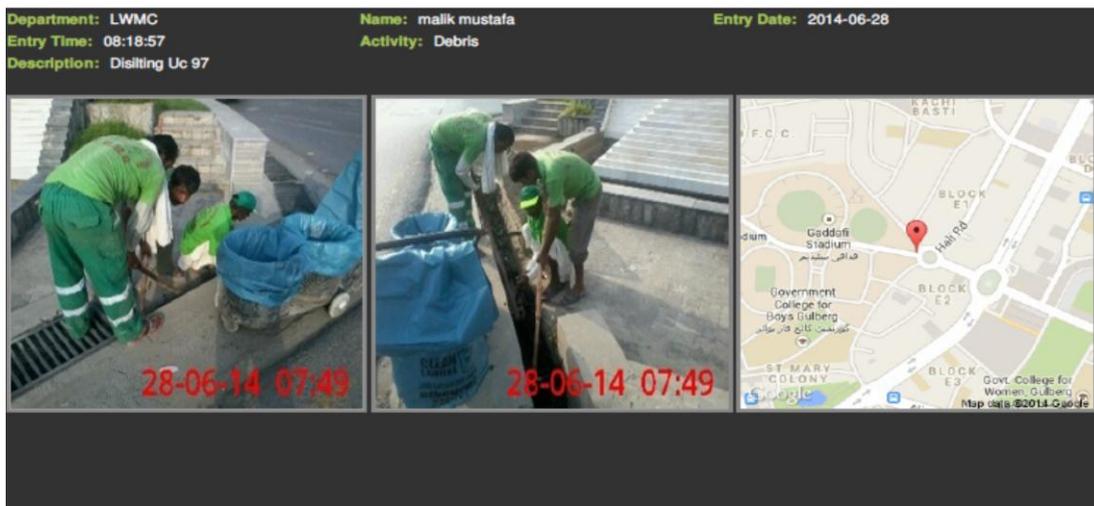
De-silting of Tertiary Drains

Noor Shah Road, UC-79 (DGBT)





Fawara No 1 Sidiq Trade Center, UC#97



6.9 Containment of solid waste along primary drains of WASA

About 500 waste storage bins were installed along primary & secondary drains of WASA to contain the waste dumped in open drains by the people.



Main Boulevard Garden Town (Gulberg Town)



Main Boulevard Garden Town (Gulberg Town)

6.10 LWMC Activities during Monsoon

LWMC deployed workers for monsoon in three shifts at 99 choking/ sore points in district Lahore. Field staff was instructed according to weather alerts. Offices of the zonal officers were declared as emergency centers for rainy season. Presence of the workers was ensured in 3 shifts to tackle any emergency situation. Emergency control room was established at Jain Mandar office to monitor the field activities. All the activities were focused during the months of July, August, and September (Summer Monsoon). Following activities were done during Monsoon;

Cleanliness of low laying areas/ choking/ sore points before onset of rain

- Cleanliness of gully grating of roadside drains
- Removal of floating material/ waste form rainwater
- To facilitate WASA by deploy staff for quick disposal of rainwater
- Coordinate with district emergency committee during monsoon.

G.T Road, UC-5 (RT)

Department: LWMC	Name: mariam.lwmc	Entry Date: 2014-07-03
Entry Time: 14:49:14	Activity: Debris	
Description: gt road uc5		





6.11 Anti Dengue Awareness Activities

Following activities were performed by communication department, LWMC to create awareness among masses of Lahore;

Activities	Year 2011	Year 2012	Year 2013	Year 2014
School awareness	41 (10 High Schools, 22 Primary schools, 9 colleges)	225 (2 Universities, 35 colleges, 100 high schools, 52 Primary 46 academies)	350 (10 universities, 50 colleges, 113 High schools, 52 Montessori's, 125 primary schools)	380 (12 Universities, 60 Colleges, 125 High Schools, 55 Montessori's, 128 Primary schools)
Market awareness	10	89	400	430
Door stepping campaigns	12	88	300	360
Seminars	4	27	81	95
Walks	12	59	77	110
Press ad	22	48	61	80
TVC	-	-	1 TVC 150 insertions	1 TVC 300 insertions
Radio spots	-	1 / 350 insertions on various FMs	1 / 350 insertions on various FMs	1/350 insertions on various FMs
Short Message Service	67 texts to 8800 mobile users	221 texts to 20,000 mobile users	478 texts to 38, 000 mobile users	-
Branding	3 big campaigns with banners and wall chalking across the city	8 big campaigns with banners, steamers and wall chalking	16 big campaigns with banners, steamers, wall chalking and graffiti	30 big campaigns with banners, streamers, graffiti. It also include 3 campaigns with model camps

Dengue awareness at china scheme girls college, 13 Sep,



Haji Camp railway station, 11 Sep 2014



Anti Dengue day at ferozpur road, 26 April 2014



Acknowledgement in 2014



Dengue awareness tools



ڈینگی مکاؤ

صفائی میں آپ کا ساتھ ڈینگی سے یقینی نجات

احتیاطی تدابیر

- نائزوں میں پانی جمع نہ ہونے دیں
- کھوکھلیوں سے پانی نکال دیں
- رطوبت خیز کھانوں سے پرہیز کریں
- کھوکھلیوں سے پانی نکال کر سے خشک کریں
- کھوکھلیوں سے پانی نکال کر سے خشک کریں
- کھوکھلیوں سے پانی نکال کر سے خشک کریں

ڈینگی مکاؤ ہمہ کے تحت LWMC خالی پلاٹوں سے کوڑا کرکٹ اٹھانے کیلئے ہر دم کوشاں ہے۔
برائے مہربانی آپ بھی خالی پلاٹوں میں کوڑا کرکٹ کی اطلاع دے کر اپنی ذمہ داری ادا کیجئے۔
ذمہ دار شہری ہونے کا ثبوت دیں اور راکھ کوڑا اٹھانے والے افراد کی حوصلہ شکنی کریں۔




1139 صفائی سے متعلق شکایات ہماری
ہیپ لائن پر درج کریں

لاہور ویسٹ مینجمنٹ کمپنی
سنی ڈسٹرکٹ گورنمنٹ لاہور

LWMC سے تعاون
صحت و صفائی بیکر معاوان



ڈینگی مکاؤ

صاف ستھرا ماحول صحت مند لاہور

برائے مہربانی ان پلاس کوڈ بار کوڑا کرکٹ کی آماجگاہ مت بنائیں

1139 صفائی سے متعلق شکایات ہماری
ہیپ لائن پر درج کریں

لاہور ویسٹ مینجمنٹ کمپنی
سنی ڈسٹرکٹ گورنمنٹ لاہور




Dengue Awareness Material





Press Clippings

