

# Experience from Pakistan: Khyber Pakhtunkhwa Cities Improvement Project (KPCIP)

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### In KP Province Pakistan,

- Access: 62% of population in Ex-FATA districts, and 84% in the rest of the KP districts have access to basic water services.
- Safety: An average of 84% of water supplied is unsafe.
  Around 70 percent of households drink bacterially contaminated water.
- **Hygiene**: Only 44% of population have access to a handwashing facility.



Province wise situation as of 27 Mar 2021

### Three KPCIP cities have the highest COVID-19 positivity rates in Pakistan

### **POSITIVITY RATE BY MAJOR CITIES/DISTRICTS**

#### Source: WHO Pakistan COVID-19 situation report, 7 April 2021 Peshawar 1.434 23.7% Swat 625 20.2% Rawalpindi 837 18.3% Gujranwala 276 17.4% Faisalabad 1.022 16.6% Lahore 6.215 16.4% Muzaffarabad 154 13.6% Multan 947 10.2% Abbotabad 342 10.2% Islamabad 8.3% 6,772 Mirpur 179 7.8% Quetta 7.0% 1,129

Last 24 hrs

659

3,612

387

118

Hyderabad

Bahawalpur

Karachi

Gilgit

Tests Conducted last 24hrs

Tests Positive last 24hrs

6.7%

5.5%

4.4%

0.0%

CONTEXT: KP Cities Improvement Project (KPCIP) makes the "P" of the "KAP" sequence possible.



### Khyber Pakhtunkhwa's urban services: problem tree



### **Output 1: Climate Resilience Urban Infrastructure and Services**



## Why institutional strengthening?

### **Key challenges**

#### SERVICE STANDARDS



Only **4/42** municipal services have municipal "service standards".

#### **Benefits:**

- Establishes benchmark for municipal services
- Essential for service contracts & customer service



### **COST RECOVERY**

**2%** of water and sanitation services are charged in KPCIP cities.

#### **Benefits:**

- Reduces government grant subsidy
- Improves WSSC financial sustainability

#### ASSET MANAGEMENT



**None** of KPCIP Cities have comprehensive AMP.

### Benefits:

- Strategic, tactical, & operational urban planning

### NON-REVENUE WATER



**42%** Non-Revenue Water in KPCIP cities.

#### **Benefits:**

- Improved revenue of WSSC

- Improved services for urban citizens

### infrastructure required ranges from costly to simple:



### **Output 2: Institutional strengthening**



#### SUPPORT TO LOCAL GOVERNMENT

- **Financial sustainability actions (cost** recovery tariffs)
- Service standards, benchmarking, and KPI
- HR strategy and assessment incentives and accountability
- **Behavior change and program** communication

**Goal: Local governments empowered to** fully implement decentralization in accordance with Local Government Act 2019.

The Act devolves many responsibilities to sub-district (Tehsil and City) local governments

**CAPACITY IMPROVEMENT OF UTILITIES:** WATER & SANITATION SERVICES COMPANIES (WSSCs)



- Non-revenue water management (smart meters, leak detection)
- **Financial and assets management**
- **Energy efficiency**
- **Customer services**
- **Contract/HR management**



- Behavior change interventions and public information, communication and education
- Partnerships with private sector

**Goal: WSSCs enabled to provide** sustainable and quality services

### **TECHNICAL SUPPORT**



- CWIS context: KPCIP Project makes the "P" of the "KAP" sequence possible.
  - Behavior change requires enabling environment and WASH infrastructure
- Good governance and institutional strengthening are essential for sustainable infrastructure and services.
- Institutional strengthening is highly complex and more of a challenge than provision of infrastructure.
- KPCIP illustrates the necessity of working within and supporting the government's legal, policy, and institutional framework
  - Essential for sustainability, upscaling and buy-in.



# Thank you!

