



**Program Support Unit
Sindh Devolved Social Services Program
Finance Department, Government of Sindh**

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Dr. Capt. Sikandar Ali Panhwar
Director, M&EC/Focal Person (SDSSP)
Local Government & Rural Development Department
Government of Sindh
Karachi

**Subject: Benchmarking for Service Delivery of Water Supply,
Sanitation, Solid Waste Management & Environment**

Rational assessment of the performance of utilities in Sindh can be done, when overall time-bound goals are in place, which would enable the monitoring agencies to evaluate the performance and, fill in the gaps with professional guidance. The main target of this exercise is to provide improved service delivery to the people.

Ms. Linda Arthur, ADB's Program Officer, DSSP, was here on 17 October 2006 and, desired that, benchmarking for improved service delivery in respect of water and sanitation, may be developed. After discussions, environment and solid waste sectors were also added to the list.

A set of benchmarks for water and sanitation; and for environment and solid waste has been prepared by the PSU, SDSSP, which are enclosed. These describe desirable targets to be achieved overtime, for improved service delivery.

I am, therefore, directed to request you that these benchmarks may be circulated to the relevant departments (P&D, KWSB, PHED, EPA) for their study, Thereafter, a meeting of the relevant departments may kindly be convened, in a week's time, to finalize the draft benchmarks. The draft benchmarks, after they are finalized, may kindly be circulated to all the TMAs for their views and, then, after the consultation process is over, the finalized draft will be submitted to the Government for approval and implementation.

encl: as above

Dr. Mir Nusrat Panhwar
Program Officer (WSS)

cc: PD, SDSSP