

**Report**  
**On**  
**Public Hearing and Community interaction in RWASA**

A public hearing session was held on 26 June, 2022 at NGO Forum Regional Training Center, Rajshahi under the integrity Management Project of NGO Forum for Public Health. RWASA, Water Integrity Network (WIN) and NGO Forum for Public Health jointly organized the session that discussed and devised ways and means on how to ensure an effective integrity management in Rajshahi WASA.

The Managing Director of Rajshahi WASA chaired the session with other high level officials and 20 consumers were present in the session. The Project Focal welcome to all and gave his inaugural speech. He requested the customers to give their opinion very open and broadly. RWASA Chief Engineer Parvej Mahmud, Chief Revenue officer, all departmental representatives, Integrity Management Coach Nazrul Haque and Regional Manager Rabiul Haque spoke on the occasion.



On behalf of the consumer, 14 persons delivered their opinion and mentioned their satisfaction level of getting water.

- A consumer of ward number 24, Rajshahi City Corporation questioned that the price of water has already increased but the quality of water is not good. With water comes dirt, especially on Fridays. If there is no electricity, there is no water. How to avoid the problem?
- A resident of Ward No. 6 said that water is being supplied through old and dilapidated pipelines. In our ward we are getting enough water but as the pipelines are not being changed, dirty water is coming. He wanted to know whether RWASA would take up any plans to replace old pipe lines.



- A resident of Ward No. 25 said that the current water supply is better than that of the previous municipality. But the quality needs to be improved.
- A resident of Ward No. 25 said that taking a new line requires additional money and causes a lot of harassment. He urged the people to be spared from suffering.
- Two residences said that due to WASA's non-metering, they have to pay a flat bill for each connection. Using relatively less water leads to high bills which should not be paid. Because of this, the low income people are suffering more.
- A low-income community representative said that water supply is inadequate in slums and low-income areas. They collect water in different ways. Therefore women and children are involved and they have to spend a lot of time and face various problems in collecting water. He proposed to introduce water supply through ATMs in RWASA.

- A customer said that RWASA needs to improve water quality. Therefore request to check the quality of water regularly. He also wanted to know whether RWASA would grant permission to set up DTW on the community's own initiative.
- A mosque imam said that a lot of water is wasted every day which needs to be prevented. Therefore suggested RWASA to conduct awareness program to prevent wastage.
- A housewife of Ward No. 21 said that due to high iron content in WASA water, during cooking of rice, iron particles are found in the water and the color of the rice changes. Urged RWASA to take initiative to get rid of this situation.
- A representative from Ward No. 10 proposed to reduce the rate of installation of submersible pumps.
- A media representative said that RWASA's complaint handling needs to be made more dynamic. For that he proposed to introduce a hot line.
- According to a consumer, there is no water connection in some areas. She demanded more water connections in the ward. Two residents said that they are getting water for 4/5 hours a day. Some say they get water three times a day.

Taking into account the mentioned complaints, recommendations and all the suggestions, Managing Director called upon the representatives of the concerned departments to give their opinions and answers on every question. Also asked for advice on what kind of measures can be taken to solve the problems. In that light Chief Engineer, Revenue Officer, representative of Finance Department gave their views on solving the mentioned problem to all.

Then Mr. Zakir Hossain, Managing Director discussed in detail about the current performance and plans of RWASA for customers considering all the raised issues. He said, RWASA is always committed to maintain integrity in all its service delivery activities particularly water supply for betterment of the service recipients. RWASA is persistently working with the vision of establishing a sustainable and smart water management system through ensuring transparency, accountability and participation of all stakeholders. He revealed this while responding to a large number of questions received from the participants in a public hearing session held at the conference hall of NGO Forum for Public Health on 26 June.

Mr. Zakir told the participants coming from different areas in the city that RWASA is going to implement a mega project aimed at supplying safe drinking water among the city dwellers. The project titled 'Rajshahi WASA Surface Water Treatment Plant' will be implemented with an estimated cost of Taka 4062.22 crore to remove the existing water supply related problems. Under the project, raw water intake, treatment plant and booster pump station will be constructed. To this end, a total of 52.48 acres of land in Jothgosaidas and Sarangpur areas in Godagari Upazila and Balia area in Paba Upazila have already been acquired. He said the project also has provision of installing 53-kilometer main pipelines and 48-kilometer primary and secondary distribution pipelines for initiating a strong water supply network. The mega project has been adopted to supply fresh drinking water under a 40-year water supply management master plan.

The surface water-based plant with capacity of treating 20-crore liter water daily will be set up at Farhadpur, 26.5 kilometers west from the city under Godagari upazila. From this water purification plant, fresh drinking water will be supplied to all 30 wards in Rajshahi City Corporation and its

surrounding areas as well as 11 wards of Katakali and Naohata municipal areas. All old pipelines and hydrants of the city will also be repaired and renovated under the project. Finally he said Rajshahi WASA would take necessary steps in the light of the above mentioned suggestions and would implement them soon.