



KP-WRRA: STRATEGIC PLAN AND ORGANIZATION STRUCTURE

AUGUST 2022

**Khyber Pakhtunkhwa Water Resources Regulatory Authority
Government of Khyber Pakhtunkhwa
Pakistan**

ACRONYMS

DG	Director General
DDG	Deputy Director General
FY	Financial year. Where a year numeral is prefixed by FY this indicates USG fiscal year e.g. FY2018 is October 1, 2017 to September 30, 2018. USG fiscal year, calendar or project year quarters are indicated by the suffix Q1, Q2, Q3 and Q4 e.g. FY2018 Q1 represents USG fiscal year 2018 quarter 1 (Oct. 2017, Nov. 2017, Dec.2017). Where a year numeral is not prefixed this indicates calendar year.
GoKP	Government of Khyber Pakhtunkhwa
KP-WRRA	Khyber Pakhtunkhwa-Water Resources Regulatory Authority
PKR	Pakistan Rupees

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INTRODUCTION

The Government of Khyber Pakhtunkhwa (GoKP) introduced the Khyber Pakhtunkhwa Water Act ('KP Water Act' or the 'Act') in 2020 for comprehensive management of all water resources in the province and to regulate their use in the interest of conservation and sustainability. The Act envisions, inter alia, the establishment of the Khyber Pakhtunkhwa Water Resources Regulatory Authority (KP-WRRA) for the overall regulation of the provision of water services and all matters pertaining thereto.

1.1. Methodology

The methodology used for developing these documents is as follows:

1.1.1. Review Of Literature & Available Documentation

The Desk Review includes a review of the following documents:

- Khyber Pakhtunkhwa Water Act, 2020
- The Canal and Drainage Act, 1873
- National Water Policy, 2018
- The Punjab Water Act, 2019 and the rules made thereunder
- Integrated Water Resources Strategy, Government of Khyber Pakhtunkhwa
- Punjab Water Policy, 2018
- Time to act, together: Ofwat's strategy (Ofwat: October 2019)
- Office Memorandum 22nd June 2020 Government of Pakistan, Cabinet Secretariat, Establishment Division, Management Position Scales Policy 2020.

1.1.2. Consultations

- Consultations include discussions with the following persons:
- Secretary Irrigation Department, KP
- Acting Director General, KP-WRRA, KP
- Secretary Irrigation Department, Punjab
- Chief SPRU Irrigation Department, KP
- Principal Researcher - Irrigation, IWMI

LEGAL FRAMEWORK

The KP-WRRA is designed to be the overall and comprehensive regulator of water services in the province. This regulatory role is performed through various powers,

instruments, and devices: approvals to abstract and dispose of water; enforcement orders and prosecution of offending service providers/customers. The KP-WRRA consists of 12 members. Since it is a regulator, it is presumed that the KP-WRRA will be an autonomous body.

1.2. Governance of the KP Water Resources Regulatory Authority

The Water Act, 2020 Chapter III Section 7(2) stipulates

(2) The Authority shall consist of the following

- a) *Additional Chief Secretary (Planning and Development), KP – Chairman*
- b) *Secretary Irrigation Department – Vice Chairman*
- c) *Chief Engineer, Public Health Engineering Department – Member*
- d) *Secretary Local Council Board, KP – Member*
- e) *Director General, Environmental Protection Agency, KP – Member*
- f) *Director General, Health Department – Member*
- g) *Director Industries and Commerce, KP – Member*
- h) *Two water experts to be nominated by the Chairperson in the prescribed manner – Members*
- i) *Two public health experts to be nominated by the Chairperson in the prescribed manner – Members*
- j) *Director General of the Authority – Member cum Secretary*

All expert members are to be nominated for a prescribed period. The KP-WRRA can co-opt any other person as it may deem appropriate. Every member of the KP-WRRA is required to attend the proceedings of the Authority in person.

1.3. Director General of the KP-WRRA

According to the Act Chapter III Section 9 (1), the Authority shall have a Director General who shall execute the work and discharge the responsibilities of the KP-WRRA - is to be appointed in the prescribed manner i.e., the appointment is to be regulated by rules and regulations so prescribed. The Director General is to be assisted by such number of officers and staff as the GoKP may determine from time to time. The KP-WRRA staff is required to process cases for approvals/sanctions and monitor compliance with various legal requirements. The KP-WRRA may create special departments and wings within the KP-WRRA for smooth discharge of its functions under the Act or rules.

STRATEGY

This section puts forward the strategy i.e., the vision, mission statement, goals, and objectives, of the KP-WRRA. The vision, mission statement, goals, and objectives of the KP-WRRA all stem from the functions, duties, and powers entrusted to it under its governing law. The two primary duties assigned to the KP-WRRA are laid out in Chapter III Section 8(1) of the Act as follows:

- Ensuring that service providers discharge their duties and perform their functions in accordance with the provisions of the Act or any other law for the time being in force; and
- Approving, determining, or revising tariffs imposed by them for provision of services by water and sewerage service providers.

These functions ought to be read with the provisions listed in subsection (2) of section 8 of the Act. These provisions lay down various regulatory goals of the Act as well as the powers entrusted to the Authority to meet these goals.

1.4. Vision

While the water sector essentially delivers a fundamental public service its future vision ought to be conceived in the context of key contemporary challenges such as climate change, environmental degradation, water scarcity, escalating demand due to growing population and economic constraints faced by citizens in a challenging economic milieu.

The Vision statement is about the future. Its aspirational.

Discussions with key stakeholders highlighted the following themes as being essential to the Authority's vision:

- Importance of delivering quality services every day in an efficient manner
- Importance of protecting the environment and water resources
- Demonstrating value for money

Further deliberations, closer examination of the governing law as well as applicable policies, and contemplation of the optimal and desirable role to be played by the KP-WRRA in the particular context of Khyber-Pakhtunkhwa divulge that the KP-WRRA ought to envision a future which involves it playing a pivotal role in ensuring professional water regulation and thereby excellent service delivery to all citizens of province. It ought to aim doing this while ensuring conservation of water resources, and thus contributing to the province's overall socio-economic development.

The following, therefore, is offered as a vision for the KP-WRRA

"A water sector that provides equitable, efficient, reliable, and affordable water services to all citizens of Khyber Pakhtunkhwa while ensuring water resource conservation and sustainability, contributing towards sustainable and environment friendly socio-economic development in the province."

1.5. Mission Statement

Mission statements on the other hand are meant to both explain the core business of a body i.e., what does it do and whom does it serve, and how it intends to further advance towards the vision and progress in performing its core duties and functions. The mission

statement is, therefore, a key assertion of specific institutional intent and helps shape the culture and work ethos of a body and guide its future actions.

The KP-WRRRA is a body charged with ensuring that providers of water and sewerage services act in accordance with the regulatory regime of the Act. This regulatory regime focuses not only on quality of water and customer satisfaction but also, importantly, on the environment and protection and conservation of water resources. Being a nascent body, its initial challenge is to build an organizational structure, culture, and expertise that would enable it to perform its stipulated duties and functions and thereby ensure high quality and sustainable water regulation in Khyber Pakhtunkhwa. Some of the key norms and values that the KP-WRRRA intends to adhere to are respect for all customers, counterparts and each other; integrity of operation; teamwork; innovation; transparency; and accountability.

The following, therefore, is offered as a mission statement for the KP-WRRRA

“To bring about professional water regulation in the province of Khyber Pakhtunkhwa, through a modern, progressive, and robust regulatory framework, with a dynamic and citizen service focused institutional culture, and professionalism, in order for the KP-WRRRA to discharge its duty and judiciously exercise its powers under the Act.”

1.6. Values

The Authority and its employees pledge to the following set of values:

-
- *Respect: We will always respect our consumers, our stakeholders, our service providers one another.*
 - *Integrity: We will provide our services in an honest, ethical and responsible manner.*
 - *Teamwork: We will work together to share and achieve resources for a common goal and collaborate with one another.*
 - *Innovation: We will share ideas and apply them to the Authority in order to further satisfy the needs and expectations of the consumers and our stakeholders.*
 - *Transparency: We listen to our stakeholders and communicate openly about our policies, processes, and plans for the future.*
 - *Accountable: We will always hold ourselves accountable before God and our fellow consumers and stakeholders.*
-

1.7. Strategic Goals and Objectives of the Authority

Organizations employ the terms goals and objectives in order to clearly envision what they intend to do and how they intend to do it to progress their missions and achieve their

stated visions. The general understanding is that goals lay out achievable outcomes which are broad and long-term. Objectives, on the other hand define measurable actions to achieve the stated goals.

An examination of the Act reveals that it indicates various goals of the KP-WRRRA. It is in view of these goals that objectives must be determined which act like milestones in the journey towards meeting the goals. In the case of any operational organization such goals and objectives become the benchmark of its performance along the parameters established by its aspirations.

Section 8 of the Act, as enunciated before, lays out the following two broad duties of the KP-WRRRA.

- Ensure that service providers discharge their duties and perform their functions in accordance with the Water Act.
- Tariffs are set in the prescribed manner.

The logical question that emerges is that what kind and quality of services are the services providers meant to provide and the KP-WRRRA designated to ensure that they provide? What factors, considerations and standards apply? Similarly, what factors, considerations, and standards need to be kept in consideration while setting tariffs? The answers to these questions determine the nature of its goals.

In Section 8 (2) (a) to (i) the Act lays out several such goals that are summarized below:

- Further the consumer interest - having regard to the interest of among other persons, of the disabled, the chronically sick, or of an old age; those with low incomes; those residing in rural areas; and, customers of companies, holding an appointment of service provider, whose premises are not eligible to be supplied by an appropriate supplier
- Ensure that the functions of service providers are properly carried out
- Secure that service providers can finance the proper carrying out of their services
- Ensure the recovery of cost of services and determine subsidies if so required
- Ensure that the activities authorized under the approvals for water abstraction and disposals are properly carried out
- Promote economy and efficiency on the part of service providers
- Secure that there is no undue preference or discrimination in fixing of charges
- Ensure that the interest of every customer or potential customer is protected in terms of fixing and recovery of tariff
- Ensure that the interest of every customer is protected as respects quality and other terms of service

Further clarity can emerge if these various goals are consolidated thematically. The following are the four broad types of goals that emerge from the Act. Below the statement of these goals are indicated the section references from the Act from which they have been derived.

Strategic Goal 1. Ensure provision of an efficient and quality services

Sections 8 (1)(a), 8 (2)(a), 8 (2)(b), 8 (2)(e), 8 (2)(f), 8 (1)(3)

Strategic Goal 2: Ensure that all persons entitled to services are provided services

Section 8 (2)(g)

Strategic Goal 3: Ensure provision of service delivery remains sustainable and reliable

Sections 8 (2)(c), 8 (2)(d)

Strategic Goal 4. Ensure that charges are affordable and yet adequate to support services.

Sections 8 (1)(b), 8 (2) d), 8 (2)(h), 8 (2)(i)

In order to achieve these strategic goals, the KP-WRRRA needs to undertake various, specific, measurable, attainable, realistic, and timed (SMART) steps - these in other words are its objectives. Table 3.1 that follows indicates these four strategic goals along with the objectives that would need to be pursued over a five-year time frame, in order to achieve those goals. After reaching a desired stage of performance, continued meeting of the same as well as possible determination of additional goals will determine future objectives.

It needs to be highlighted here that the manner of performance of the various duties and functions of the KP-WRRRA under the Act in order to pursue these goals and objectives requires the expeditious formulation of detailed rules and guidelines. These rules and guidelines will determine what desirable standards of performance are and how they are to be met.

It must also be mentioned that the Act essentially envisions the KP-WRRRA ensuring that the service providers do certain things while following specific standards and benchmarks and remain capable of doing these things. The role of actual provision of services lies with the service providers. However, since this document focuses on the role of the KP-WRRRA, the goals and objectives put forward steps that the KP-WRRRA needs to undertake to ensure that service providers perform their roles in a satisfactory manner.

Keeping in view the above noted strategic goals, a proposed matrix of objectives with regard to water services and sewerage services are shown in Table 3.1 and 3.2:

Table 3.1 Goals and Objectives for Water Services

Goals	Objectives				
	Year 1	Year 2	Year 3	Year 4	Year 5
Strategic Goal #1: Ensure provision of efficient and quality services	Determine baseline in service provider areas regarding presence of efficient water supply systems	60% of service provider areas have economical and efficient water supply systems	70% of service provider areas have economical and efficient water supply systems	80% of service provider areas have economical and efficient water supply systems	90% of service provider areas have economical and efficient water supply systems
	Determine baseline of compliance with standards in case of water mains, pipes, and appliances	60% of the water mains, pipes, and appliances to the standards specified in the KP-WRRRA Rules of Business.	70% of the water mains, pipes, and appliances to the standards specified in the KP-WRRRA Rules of Business.	80% of the water mains, pipes, and appliances to the standards specified in the KP-WRRRA Rules of Business.	90% of the water mains, pipes, and appliances to the standards specified in the KP-WRRRA Rules of Business.
	Determine baseline of compliance with water quality standards	Wholesome water is supplied to 50% of the customers	Wholesome water is supplied to 70% of the customers	Wholesome water is supplied to 90% of the customers	Wholesome water is supplied to 99% of the customers
	Determine baseline of water supply for public purposes	Water is supplied in 80% of public purpose cases	Water is supplied in 90% of public purpose cases	Water is supplied in 95% of public purpose cases	Water is supplied in 100% of public purpose cases

Table 3.1 Goals and Objectives for Water Services

Goals	Objectives				
	Year 1	Year 2	Year 3	Year 4	Year 5
Determine baseline of Water pressure and constancy	Determine baseline of Water pressure and constancy	Water pressure and constancy is maintained in 50% of cases	Water pressure and constancy is maintained in 60% of cases	Water pressure and constancy is maintained in 70% of cases	Water pressure and constancy is maintained in 80% of cases
	Determine baseline of presence of network maps	Asset maps are prepared for 70% of the network	Asset maps are prepared for 80% of the network	Asset maps are prepared for 90% of the network	Asset maps are prepared for 100% of the network
70% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business	70% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business	80% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business	90% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business	95% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business	100% of the abstraction applications approved or closed within the period as specified in the KP-WRRRA Rules of Business
	Determine baseline in service provider area regarding presence of proper public sewers	80% of service provider areas have proper public sewers and	90% of service provider areas have proper public sewers and maintenance arrangements	95% of service provider areas have proper public sewers and maintenance arrangements	100% of service provider areas have proper public sewers and maintenance arrangements

Table 3.1 Goals and Objectives for Water Services

Goals	Objectives				
	Year 1	Year 2	Year 3	Year 4	Year 5
Strategic Goal #2: Ensure that all persons entitled to services are provided services	and maintenance arrangements	maintenance arrangements			
	Determine baseline of effective drainage of sewers	80% of the sewers are effectively drained	90% of the sewers are effectively drained	95% of the sewers are effectively drained	100% of the sewers are effectively drained
	Determine baseline of presence of network maps	Maps are prepared for 70% of the network	Maps are prepared for 80% of the network	Maps are prepared for 90% of the network	Maps are prepared for 100% of the network
	70% of the disposal applications are approved or closed	80% of the disposal applications are approved or closed	90% of the disposal applications are approved or closed	95% of the disposal applications are approved or closed	100% of the disposal applications are approved or closed
	Determine baseline of provision of water to eligible customers for domestic purposes	75% of the eligible customers are supplied water for domestic purposes	80% of the eligible customers are supplied water for domestic purposes	85% of the eligible customers are supplied water for domestic purposes	90% of the eligible customers are supplied water for domestic purposes
Determine baseline of provision of water to eligible customers for industrial purposes	60% of the eligible customers are supplied water for industrial purposes	70% of the eligible customers are supplied water for industrial purposes	80% of the eligible customers are supplied water for industrial purposes	90% of the eligible customers are supplied water for industrial purposes	

Table 3.1 Goals and Objectives for Water Services

Goals	Objectives				
	Year 1	Year 2	Year 3	Year 4	Year 5
Determine baseline of provision of water at fixed points and through tankers in non-practicable cases (s 23)	Determine baseline of provision of water at fixed points and through tankers in non-practicable cases (s 23)	Water is provided at fixed points and through tankers in 60% of the non-practicable cases (s 23)	Water is provided at fixed points and through tankers in 70% of the non-practicable cases (s 23)	Water is provided at fixed points and through tankers in 80% of the non-practicable cases (s 23)	Water is provided at fixed points and through tankers in 90% of the non-practicable cases (s 23)
	Determine baseline of provision of sewers to eligible customers for domestic purposes	80% of the eligible customers are provided sewers for domestic purposes (s 32)	90% of the eligible customers are provided sewers for domestic purposes (s 32)	95% of the eligible customers are provided sewers for domestic purposes (s 32)	100% of the eligible customers are provided sewers for domestic purposes (s 32)
	Determine baseline of provision of sewers to eligible customers for drainage of trade effluent	75% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	85% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	95% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	100% of the eligible customers are provided sewers for drainage of trade effluent (s 34)

Table 3.1 Goals and Objectives for Water Services

Objectives		Year 3	Year 4	Year 5
Strategic Goal #3: Ensure provision of service delivery remains sustainable and reliable	Determine baseline of standards of service	Standards of services are fulfilled in 70% of the cases	Standards of services are fulfilled in 80% of the cases	Standards of services are fulfilled in 100% of the cases
	Strategic Goal #4: Ensure that charges are both equitable and adequate to support services	Determine number of review actions undertaken with regard to setting of water tariffs Determine number of review actions undertaken with regard to setting of sewerage tariffs	Tariffs are reviewed and/or modified in 70% of the cases Tariffs are reviewed and/or modified in 80% of the cases	Tariffs are reviewed and/or modified in 90% of the cases Tariffs are reviewed and/or modified in 90% of the cases

Table 3.2 Goals and Objectives for Sewerage Services

Goals	Objectives				
	Year 1	Year 2	Year 3	Year 4	Year 5
Strategic Goal # 1: Ensure provision of efficient and quality services	Determine baseline in service provider area regarding presence of proper public sewers and maintenance arrangements	80% of service provider areas have proper public sewers and maintenance arrangements	90% of service provider areas have proper public sewers and maintenance arrangements	95% of service provider areas have proper public sewers and maintenance arrangements	100% of service provider areas have proper public sewers and maintenance arrangements
	Determine baseline of effective drainage of sewers	80% of the sewers are effectively drained	90% of the sewers are effectively drained	95% of the sewers are effectively drained	100% of the sewers are effectively drained
	Determine baseline of presence of network maps	Maps are prepared for 70% of the network	Maps are prepared for 80% of the network	Maps are prepared for 90% of the network	Maps are prepared for 100% of the network
Strategic Goal # 2: Ensure that no person entitled to services is denied services	70% of the disposal applications are approved or closed	80% of the disposal applications are approved or closed	90% of the disposal applications are approved or closed	95% of the disposal applications are approved or closed	100% of the disposal applications are approved or closed
	Determine baseline of provision of sewers to eligible customers for domestic purposes	80% of the eligible customers are provided sewers for domestic purposes (s 32)	90% of the eligible customers are provided sewers for domestic purposes (s 32)	95% of the eligible customers are provided sewers for domestic purposes (s 32)	100% of the eligible customers are provided sewers for domestic purposes (s 32)

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	Determine baseline of provision of sewers for customers for drainage of trade effluent	75% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	85% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	95% of the eligible customers are provided sewers for drainage of trade effluent (s 34)	100% of the eligible customers are provided sewers for drainage of trade effluent (s 34)
Strategic Goal # 3: Ensure standards of service delivery remain sustainable and reliable	Determine baseline of Standards of services	Standards of services are fulfilled in 70% of the cases	Standards of services are fulfilled in 80% of the cases	Standards of services are fulfilled in 90% of the cases	Standards of services are fulfilled in 100 % of the cases
Strategic Goal # 4: Ensure that charges are both equitable and adequate to support services	Determine number of review actions undertaken with regard to setting of sewerage tariffs	Tariffs are reviewed and/or modified in 70% of the cases	Tariffs are reviewed and/or modified in 80% of the cases	Tariffs are reviewed and/or modified in 90% of the cases	Tariffs are reviewed and/or modified in 100% of the cases

ORGANISATION FRAMEWORK

Chapter III of the Act states at paragraph 9

Director General of the Authority. —

- (1) The Authority shall have a Director General, who shall be appointed in the prescribed manner.*
- (2) The Director General shall be responsible for the due discharge of the work of the Authority.*
- (3) The Director General shall be assisted in his work by such number of officers and staff as Government may, from time to time, determine.*
- (4) Authority may create special departments and wings within the Authority for smooth discharge of its functions under this Act or rules.*

1.8. Director General & Deputy Director General

The Act stipulates that the Authority will be headed by a Director General. It is envisaged that the Director General will be primarily outward focussed representing the Authority at the Khyber Pakhtunkhwa Water Commission, GoKP more generally, other provincial departments and also the federal government, other provincial governments. It is proposed that the Deputy Director General would delegate for the Director General and would primarily be inward looking to ensure that the day-to-day business of the Authority runs smoothly. The Director General and Deputy Director General are anticipated to work closely whereby they can readily step into each other's role, and this will also address succession planning.

The Act allows the Authority to create special departments and wings, hence the following directorates and roles are proposed within the Authority

1.9. Directorate for Operations

A key stipulated area of work of the Authority is to:

- i. Grant approvals for abstraction and disposal under Chapter VIII of the KP Water Act.
- ii. Monitor compliance with the provisions of the Water Act and rules and regulations made thereunder by water and sewerage service providers; and
- iii. Undertake enforcement actions

To deliver on this function a Directorate for Operations is envisioned to be led by a Director Operations but then decentralized with three Deputy Director covering the north, central and southern geographical areas of the Khyber Pakhtunkhwa province. Each Deputy Director supervises three Assistant Directors that broadly align with strategic goals 1, 2 and 3 of the KP-WRRA.

1.10. Directorate For Tariffs & Regulations

The Directorate for Tariffs & Regulations will deliver on the following functions as stipulated in the Act:

- i. Formulate a framework and parameters to regulate charging by service providers, oversee tariff setting, require charging by volume and installation of meters, modify charges etc.,
- ii. Formulate and consider proposals pertaining to environmental and recreational purposes under section 48 of the Act.
- iii. Regulation making pertaining to quality and efficiency of service delivery by service providers (including, inter alia, constancy and pressure of water supplies, quality and sufficiency of water supply, desirable specifications of pipes and fixtures and supply networks, prevention of contamination, wastage and misuse of water etc.,) has been entrusted to the Commission.

The Directorate of Tariffs and Regulations is to be led by the Director Tariffs and Operations with Deputy Directors and Assistant Directors for Tariffs and Deputy Director and Assistant Director for Regulations and Law.

1.11. Directorate for Water Resources

The Authority is responsible for ensuring that Service Providers adhere to the provisions of the Water Act and rules and regulations made thereunder from time to time. This doesn't merely have a legal and administrative dimension but also a technical dimension. The Authority needs to remain abreast of the latest developments and technical aspects of water resources and its monitoring for quality and quantity throughout the province. This will help ensure compliance with standards of performance for determining quality of services rendered, as specified in applicable regulations. This will also ensure that water resources are managed sustainably and not over-exploited. As a regulator this is integral to what it is meant to regulate; and the Authority is not only required to safeguard the interests of categories of people specifically mentioned in section 8 (1)(3) but also the environment. The Directorate for Water Resources will be led by the Director Water Resources who will be assisted by Deputy Directors and Assistant Directors Surface Water and Deputy Director and Assistant Director Ground Water.

1.12. Directorate for Administration and Finance

The Directorate for Administration and Finance will provide and manage the human resources, budgetary work, public communications of the Authority and will be led by the Director Finance & Administration with Deputy Director and Assistant Director for Administration and HR, Deputy Director and Assistant Director Finance and Deputy Director and Assistant Director Communications.

1.13. Directorate for Information & Communication Technology

The Directorate for Information & Communication Technology is envisaged to provide and leverage ICT throughout the working of the Authority. This directorate would provide and lead ICT in all aspects of the Authority's work whether that is in administration (e.g., HR systems, asset management), management of water and sewage providers and/or water resources monitoring, evaluation etc. This directorate will be led by the Director Information & Communication Technology along with Deputy Director Information & Communication Technology, Assistant Director ICT Applications and Assistant Director ICT Helpdesk.

Figure 4.1 is an organization chart for the first four tiers of the KP-WRRA and Figure 4.2 shows Tier 4 and Tier 5.

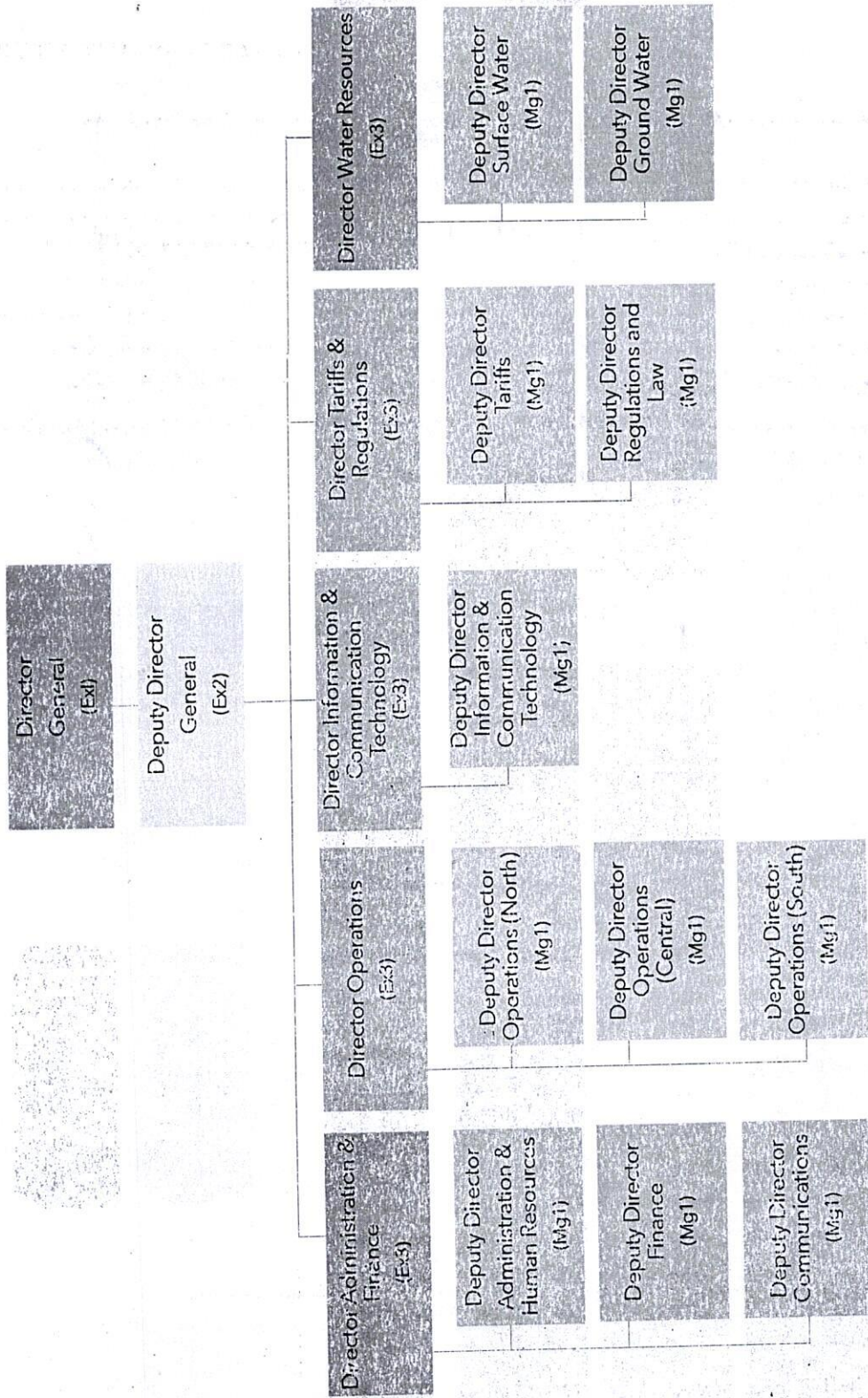
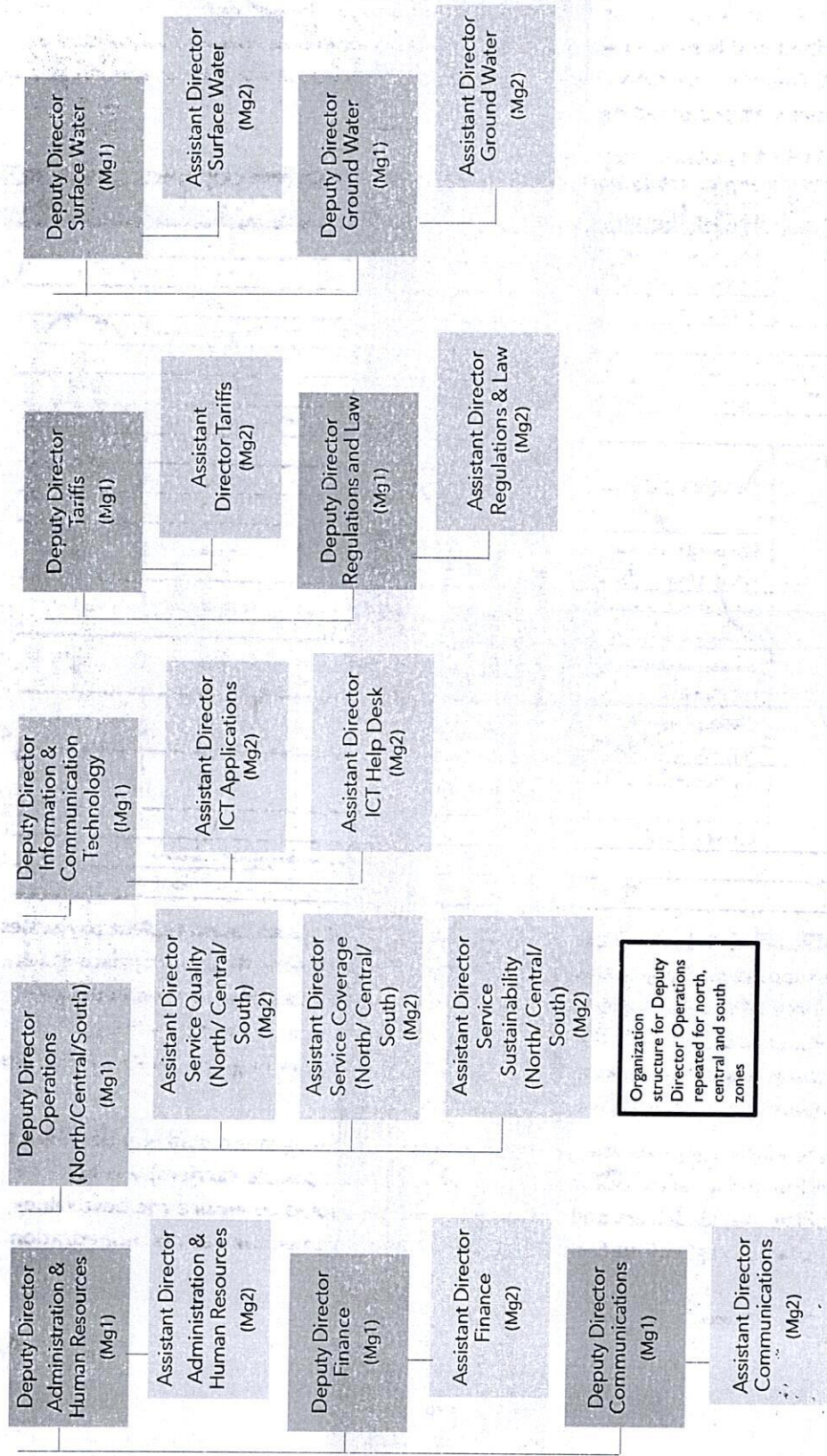


Figure 4.1 KP WRRRA Organization Chart (Tier 1 to Tier 4)



Organization structure for Deputy Director Operations repeated for north, central and south zones

Figure 4.2 KP WRRRA Organization Chart (Tier 4 and Tier 5)

1.14. Executive, Management and Support staff

The number of executive staff officers and support staff will depend on the workload and operational requirements. Khyber Pakhtunkhwa is a large province, and the operations directorate of the Authority will need to have reach throughout the province. The organisation framework described in this section was developed through extensive consultation with the Acting Director General of the KP-WRRRA. Table 4.1 summarizes the number of executive staff, officers and support staff proposed for the KP-WRRRA.

Table 4.1. KP-WRRRA number of staff in each category

Category	Designation	KP-WRRRA Pay scale	Quantity	
Executive (Ex)	Director General	Ex1	1	
	Deputy Director General	Ex2	1	
	Director	Ex3	5	
Sub-total Executive			7	
Management (Mg)	Deputy Director	Mg1	11	
	Assistant Director	Mg2	18	
Sub-total Management			29	
Support Staff (Sp)	DG-DDG Office	Personal Secretary	Sp1	1
		Office Administrator	Sp2	1
		Receptionist	Sp4	1
	Directorate for Operations (N/C/S)	Office Assistant	Sp4	6
	Directorate of Tariffs & Regulations	Office Assistant	Sp4	1
	Directorate of Water Resources	Office Assistant	Sp4	3
	Directorate for Admin. and Finance	Office Assistant	Sp4	3
	Directorate of ICT	Office Assistant	Sp4	1
	Driver Pool	Driver	Sp 7	5
Sub-total Support Staff			24	
Total Executive, Management, Support Staff			58	

The pay scales Ex1-Ex3 are executive pay scales, Mg1-Mg2 are management pay scales and Sp1-Sp5 are support staff pay scales. In the interim until such time that appropriate Rules for Human Resource of the Authority are framed under the Act clause 56, the equivalence shown in Table 4.2 shall be used for the purposes of pay, remuneration and benefits - other than pension/gratuity and other perks and privileges. This arrangement gives the Authority the flexibility to compete the private sector if so required.

To create efficiency of vehicle, use all executive and management staff will be offered vehicle monetization and a very modest fleet of 5 small (1000cc people carriers) will be maintained for office use, all drivers and any vehicles will be pooled to ensure the best value-for-money. Appropriate regulations for the Authority will be framed for vehicle monetization

and executive/management staff will be reimbursed per km (at full economic cost i.e., POL, maintenance, registration, insurance) for any official travel conducted for work. A modest conveyance allowance will be provided to all staff to commute to and from offices. For office work it is expected that monetized vehicles will be the primary vehicle used or alternatively rental vehicles can be arranged by the Authority.

It is expected that all staff will be provided health insurance including death insurance and that gratuity for each year of completed service will be offered on completion of contract/resignation with due notice period up to a maximum of 5 years. These will be elaborated in regulations of the Authority.

Table 4.2. KP-WRRA Pay Scale Equivalence

Category	Designation	KP-WRRA Pay scale	Equivalent to
Executive	Director General	Ex1	MPI
	Deputy Director General	Ex2	MP II
	Director	Ex3	MP III
Management	Deputy Director	Mg1	BPS 18
	Assistant Director	Mg2	BPS 17
Support Staff	Personal Secretary	Sp1	BPS 16
	Office Administrator	Sp2	BPS 14
		Sp3	
	Receptionist, Office Assistant	Sp4	BPS 10
		Sp5	
		Sp6	
	Driver	Sp7	BPS 4

All facilities management (cleaning, day-to-day office services, security) for the Authority shall be outsourced and procured through facilities management contracts.

1.15. Appendix B: Job Description & Person Specification - Executive

1.15.1. Director General

Introduction

Job title	Director General Khyber Pakhtunkhwa Water Authority
Reports to	Khyber Pakhtunkhwa Water Authority Government of Khyber Pakhtunkhwa
Supervises	Deputy Director General, KP Water Regulatory Authority, and Directors unless delegated to DDG.
Grade and level	Ex I
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General will be responsible for the work of the Authority and shall be assisted by officers/staff of the Authority as determined by the Government of Khyber Pakhtunkhwa.

General Duties & Responsibilities

The main responsibilities of the Director General, Khyber Pakhtunkhwa Water Regulatory Authority are to:

- Provide leadership and support to the Authority, which will include but not be limited to setting a strategic direction of the Authority, ensuring that the Authority successfully fulfils its objectives to meet its goals and effectively pursues its mission and achieve its vision, and undertake all actions and decisions as envisioned and allowed by the Act.
- Facilitate and support the Authority in the discharge of its regulatory functions including overseeing and revision of tariffs in accordance with the KP Water Act and granting of abstraction and disposal approvals
- Facilitate the Authority in achieving its specific goals which include but are not limited to:
 - Ensuring provision of efficient and quality water and sewerage services
 - Ensuring that all persons entitled to water and sewerage services receive services
 - Ensuring that services providers adhere to standards of services in a sustainable and reliable manner
 - Ensuring that charges are both equitable and able to support provision of services

- Ensure that the Authority performs its HR, finance, procurement, and other stipulated functions in accordance with the relevant laws

Knowledge, Skills & Abilities Required

- In depth knowledge of provision of water and sewerage services and/or regulatory enforcement
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Good level of proficiency in Windows, Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player who has the capability of building and inspiring teams.
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master of Science in Engineering, Water Resources Management or Urban and Regional Planning or Water Supply and Sanitation.
- Minimum of 18 years' relevant post-bachelor's degree experience with progressively increasing responsibility and experience of working on issues involving multiple stakeholders.
- Experience of international best practices in water regulation and/or leadership and/or administration of regulatory organizations through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs.
- AGE: Minimum 45 to 65 years.

1.15.2. Deputy Director General

Introduction

Job title	Deputy Director General
Reports to	Director General, KP Water Resources Regulatory Authority
Supervises	Director Operations Director Tariffs and Regulations Director Water Resources Director Administration and Finance Director Information and Communication Technology
Grade and level	Ex2
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Deputy Director General will be responsible for assisting the Director General in discharging the work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Deputy Director General, Khyber Pakhtunkhwa Water Regulatory Authority are to:

- Provide support to the DG in discharging all the functions of the Authority, which will include but not be limited to setting a strategic direction of the Authority, ensuring that the Authority successfully fulfils its objectives to meet its goals and effectively pursues its mission and achieve its vision, and undertake all actions and decisions as envisioned and allowed by the Act.
- Lead teams to develop and review strategic plans, business plans, policies and procedures in rapidly changing global and national context to address concerns and opportunities.
- Facilitate and support the DG in the discharge of its regulatory functions including overseeing and revision of tariffs in accordance with the KP Water Act and granting of abstraction and disposal approvals
- Facilitate the DG in achieving the specific goals of the Authority which include but are not limited to:
 - Ensuring provision of efficient and quality water and sewerage services.
 - Ensuring that all persons entitled to water and sewerage services receive services.

- Ensuring that services providers adhere to standards of services in a sustainable and reliable manner.
- Ensuring that charges are both equitable and able to support provision of services.
- Assist the DG in performing her/his HR, finance, procurement, and other stipulated functions in accordance with the relevant laws.
- Any other such reasonable tasks as instructed by the DG.

Knowledge, Skills & Abilities Required

- In depth knowledge of provision of water and sewerage services and/or regulatory enforcement
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Good level of proficiency in Windows, Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player who has the capability of building and inspiring teams
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master of Science in Engineering or Water Resources Management or Urban and Regional Planning or Water Supply and Sanitation.
- Minimum of 15 years' relevant post-bachelor's degree experience with progressively increasing responsibility and experience of working on issues involving multiple stakeholders
- Experience of international best practices in water regulation and/or leadership and/or administration of regulatory organizations through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs
- Age limit: 40 to 62 years

I.15.3. Director Finance & Administration

Introduction

Job title	Director Administration & Finance
Reports to	Deputy Director General, KP Water Resources Regulatory Authority
Supervises	Deputy Director Administration Deputy Director Finance Deputy Director Communications
Grade and level	Ex3
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Director Administration and Finance shall perform or assist the Director General and Deputy Director General in performing the administrative and financial work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Director Administration & Finance are to:

- Provide leadership to overall professional administration of the Authority
- Develop, review, update and implement of HR, finance, administration policies and procedures of the Authority
- Develop and monitor annual budget proposals and financial management at the Authority
- Ensure implementation of financial controls and best practices.
- Perform additional responsibilities relating to oversight of administration, HR, budgetary, finance and procurement functions at the Authority in accordance with the relevant laws and as delegated.
- Manage and facilitate internal/external audits of the Authority.
- Any other such reasonable tasks as instructed by the DDG/DG.

Knowledge, Skills & Abilities Required

- In depth knowledge of management of administrative, HR and financial issues
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.

- High level of proficiency in Windows, Microsoft Office, and relevant specialist software
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- A Master’s degree in business administration, public administration, social sciences, or law.
- Professional qualification as a Chartered Accountant (CA) or Chartered Financial Accountant (CFA).
- Minimum of 10 years’ relevant post-bachelor’s degree experience with progressively increasing responsibility and experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- Experience of international best practices in administrative and financial management through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of developing and implementing administrative and financial management system, policies, and frameworks
- AGE: Minimum 35 to 62 years

1.15.4. Director Operations

Introduction

Job title	Director Operations
Reports to	Deputy Director General, KP Water Resources Regulatory Authority
Supervises	Deputy Director Operations North, Central and South
Grade and level	Ex3

Full time/part time

Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the overall work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is ensuring that service providers perform their statutory obligations under the Act which will be led by the Director Operations.

General Duties & Responsibilities

The main responsibilities of the Director Operations are:

- Oversight of enforcement actions.
- Ensuring that a high level of enforcement is always maintained
- Keeping the Director General informed of the state of implementation of the Water Act
- Processing cases of enforcement orders.
- Any other such reasonable tasks as instructed by the DDG/DG.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory regulation
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in law, public administration, or social sciences.

- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Experience of international best practices in public administration and/or regulatory enforcement through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of developing and implementing systems and mechanisms for regulatory enforcement and compliance
- Prior experience of enforcement actions.
- Age limit: 35 to 62 years

1.15.5. Director Information & Communication Technology

Introduction

Job title	Director Information & Communication Technology
Reports to	Deputy Director General, KP Water Resources Regulatory Authority
Supervises	Deputy Director Information and Communication Technology
Grade and level	Ex3
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Director Information & Communication Technology (ICT) shall perform or assist the Director General and Deputy Director General to ensure that ICT is leveraged in all functions and work of Authority.

General Duties & Responsibilities:

The main responsibilities of the Director ICT are to:

- Lead automation in the Authority.
- Ensure development and application of ICT in all functions of the Authority.
- Manage all ICT resources, hardware, software, licenses.
- Lead ICT audits, ICT procurement, develop ICT investment plans etc.
- Provide leadership for staff development and capacity building in ICT throughout the Authority at all levels
- Any other such reasonable tasks as instructed by the DDG/DG.

Knowledge, Skills and Abilities Required

- In depth knowledge of Information Technology
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and relevant specialist software e.g. databases and development and deployment of applications.
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- A Master's degree in Information Communication Technology, Computer Science.
- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility and experience of working on issues involving multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- Experience of international best practices in IT development and management.
- Experience of developing and implementing IT frameworks.
- AGE: Minimum 35 to 62 years

1.15.6. Director Tariffs and Regulations

Introduction

Job title	Director Tariffs and Regulation
Reports to	Deputy Director General, KP Water Resources Regulatory Authority

Supervises	Deputy Director Tariffs Deputy Director Regulations and Law
Grade and level	Ex3
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the overall work of the Authority and shall be assisted by officers/staff of the Authority. The Authority requires the necessary rules and regulations to provide the legitimacy under the Act for the decisions that it takes, this includes but is not limited to setting tariffs but also reviewing, revising, proposing rules of business where necessary. The Director Tariffs and Regulations shall perform or assist the Director General and Deputy Director General in delivering on this important aspect of work of the Authority.

General Duties & Responsibilities:

The main responsibilities of the Director Tariffs & Regulations are:

- Ensuring that goals of the Authority are pursued through appropriately formulated tariffs
- Review of tariff structures and formulation of modification proposals in light of the stipulations of the Act.
- Provide analytical capacity to the Authority to review internal and external changes in laws, policies, procedures environment and propose necessary amendments as needed.
- Periodically review, develop and draft necessary amendments to policies, procedures and practice, rules, regulations and laws, acts as necessary.
- Ensure maintenance of records of the financial situation of service providers
- Ensure maintenance of a register of service providers
- Maintenance of the Authority's technical expertise to make sure compliance with regulations
- Ensure revision and maintenance of maps of water and sewerage assets and infrastructure.
- Prepare annual report of the authority for the KP Water Commission.
- Prepare periodic reports as and when required.
- Any other such reasonable tasks as instructed by the DDG/DG.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.

- High level of proficiency in Windows and Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- Master's degree in law, public administration, or social sciences.
- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of enforcement actions
- Experience of international best practices in public administration and/or regulatory enforcement through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of developing and implementing systems and mechanisms for regulatory enforcement and compliance
- Age limit: 35 to 62 years

1.15.7. Director Water Resources

Introduction

Job title	Director Water Resources
Reports to	Deputy Director General, KP Water Resources Regulatory Authority
Supervises	Deputy Director Surface Water Deputy Director Ground Water
Grade and level	Ex3
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. This requires that the Authority has detailed and clear understanding of the Water Resources available, monitoring and evaluation and evaluation of the impact of various anthropogenic and environmental interventions. The Director Water Resources shall lead the team in the Directorate of Water Resources to provide this technical capacity to the Authority.

General Duties & Responsibilities

The main responsibilities of the Director Water Resources are

- Lead the team in the Directorate Water Resources to provide the technical capacity for analytical work in the Authority.
- Develop and maintain a water resources database through collection of primary and secondary data, archiving, retrieval, public access and analysis of the impact on the resource of natural and human interventions.
- Oversight of approval work
- Ensure that all approvals are granted in accordance with the Water Allocation Policy determined by the Water Resources Commission
- Monitoring of abstraction and disposals in accordance with terms of approvals
- Keeping the Director General and Director Operations informed of the state of compliance with the terms and conditions of approvals.
- Any other such reasonable tasks as instructed by the DDG/DG.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office, databases, Python/R or similar programming language.
- Good management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.

- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master of Science in Water Resources Engineering or Hydrology is essential, a PhD would be preferred.
- Strong analytical, numeracy statistical skills.
- Minimum of 10 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Experience of international best practices in water resources monitoring and management through attendance of seminars, conferences, colloquia and/or additional courses attended, diplomas achieved etc.,
- Experience of developing and implementing systems and mechanisms for water resources monitoring and management.
- AGE: Minimum 35 to 62 years

1.16. Appendix C: Job Description & Person Specification - Management

1.16.1. Deputy Director Administration & Human Resources

Introduction

Job title	6.2.8 Deputy Director Administration & Human Resources
Reports to	Director Finance and Administration
Supervises	Assistant Director Administration and Human Resources
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the

Authority. The Director Finance shall perform or assist the Director Administration and Finance in performing the administrative and HR work of the Authority

General Duties & Responsibilities:

The main responsibilities of the Deputy Director Administration & Human Resources are to:

- Assist the to ensure overall professional administration and the smooth functioning of Authority.
- Assist Director Finance and Administration in formulation and implementation of HR policy, contracts, recruitment of employees for the authority, procurement of goods and services, asset management etc.
- Ensure all HR, procurement, contract functions in accordance with the relevant laws.
- Ensure all financial records, accounts are accurate and as required by any/all relevant laws or granting body, government, development partner/bank etc.
- Provide support to the Director Finance and Administration for all financial audits, internal and external.
- Any other such reasonable tasks as instructed by the Director Finance and Administration.

Knowledge, Skills & Abilities Required

- In depth knowledge of good administrative and HR practices
- Demonstrable attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office suite, and relevant specialist software.
- Strong management and supervision skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Excellent written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master's degree in business administration, public administration, social sciences, or law.

- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants
- AGE: Minimum 35 to 50 years

1.16.2. Deputy Director Finance

Introduction

Job title	Deputy Director Finance
Reports to	Director Finance and Administration
Supervises	Assistant Director Finance
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Deputy Director Finance shall perform and/or assist the Director Administration and Human Resources in performing the budgetary and financial work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Finance are:

- Assist Director Administration and finance towards finalization of budget proposals and financial management at the Authority.
- Assists Director Administration and Finance towards ensuring implementation of financial controls.
- Preparation of budgets.
- Ensure expenditures are made in accordance with budgetary provisions.
- Performance of finance and procurement functions in accordance with the relevant laws
- Perform additional responsibilities relating to oversight of administration, budgetary, finance and procurement functions at the Authority in accordance with the relevant laws and as delegated.
- Any other such reasonable tasks as instructed by the Director Finance and Administration.

Knowledge, Skills & Abilities Required:

- In depth knowledge of provision of financial issues
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office particularly spreadsheets and specialist software for account keeping.
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Good written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- A Master’s degree in accounts/accounting, finance, economics.
- Minimum of 10 years’ relevant post-bachelor’s degree relevant experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 35 to 50 years

1.16.3. Deputy Director Communications

Introduction

Job title	Deputy Director Communications
Reports to	Director Finance and Administration
Supervises	Assistant Director Communications
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Deputy Director Communications and Technology shall Director Administration and Finance on all communication and outreach work of the Authority, external and internal to ensure the public and Authority is all well informed with timely accurate information.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Communications and Technology are to:

- Lead development of the Authority communications Strategy and Branding and Marking Guidelines.
- Ensure maintenance of the Authority's communication products (website, Facebook, twitter etc) with detailed and clearly laid out information for all stakeholders
- Generate and maintain a system of communication for regular customer awareness for them to be aware of their rights and remedies vis-à-vis service providers as well as their responsibilities
- Ensure regular and reliable provision of relevant information and updates to customers
- Ensure clear and informative communication lines with service providers and all other stakeholders for them to be aware of their responsibilities under the Act
- Ensure use of modern communication technology at the Authority and its smooth operation
- Manage all requests for access to information from the public.
- Set up all public appearances, interviews, lead on organizing of all events by the Authority.
- Ensure quality control and quality check of all documents produced by the Authority and contractors in compliance with Authority policies and procedures.
- Any other such reasonable tasks as instructed by the Director Finance and Administration.

Knowledge, Skills & Abilities Required:

- In depth knowledge of communications and design science and art.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, design tools and communications applications.
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.

- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself.
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Strong design skills with a good sense of style.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master's degree in business administration, public administration, mass communications, IT, or social sciences
- Minimum of 10 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders and audiences
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 35 to 50 years

1.16.4. Deputy Director Operations (North/Central/South)

Introduction

Job title	Deputy Director North Deputy Director Central Deputy Director South
Reports to	Director Operations
Supervises	Assistant Director Service Quality Assistant Director Service Coverage Assistant Director Service Sustainability
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the overall work of the Authority and shall be assisted by

officers/staff of the Authority. One of the key functions of the Authority's is ensuring the regulation of service providers to fulfil their statutory obligations under the Act. The Deputy Director Operations North, Deputy Director Central, Deputy Director South shall perform or assist the Director Operations to ensure the regulation of the service providers across the geographic territory of the Khyber Pakhtunkhwa.

General Duties and Responsibilities:

The main responsibilities of the Deputy Director Operations North, Deputy Director Central, Deputy Director South are to:

- Develop a robust monitoring plan for each service provider for compliance with the provisions of the Water Act as well as regulations issued by the Commission, the goals and objectives of the mission.
- Monitor service providers for compliance with the provisions of the Water Act as well as regulations issued by the Commission, the goals and objectives of the mission.
- Processing and escalating cases of non-compliance, drafting violation reports and assistance in processing of enforcement orders
- Draft annual compliance reports against the goals and objectives of the Authority
- Any other such reasonable tasks as instructed by the Director Operations.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in water resources engineering, engineering hydrology.

- Minimum of 10 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of enforcement actions

1.16.5. Deputy Director Information & Communications

Introduction

Job title	Deputy Director Information & Communications Technology
Reports to	Director Information & Communications Technology
Supervises	Assistant Director ICT Apps Assistant Director ICT Helpdesk
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Deputy Director Information & Communications Technology (ICT) shall perform or assist the Director ICT in developing ICT applications, maintaining ICT applications, ICT troubleshooting and capacity building etc to ensure that ICT is leveraged and applied to every function of the Authority.

General Duties & Responsibilities:

The main responsibilities of the Deputy Director ICT are to:

- Assist Director ICT in automating the work of the Authority
- Perform additional responsibilities relating to ICT in accordance with the relevant laws and as delegated.
- Any other such reasonable tasks as instructed by the Director ICT.

Knowledge, Skills & Abilities Required

- In depth knowledge of software development and hardware
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.

- High level of proficiency in Windows, Microsoft Office, and relevant specialist software
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrated tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master's degree in Information Technology.
- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working on issues involving multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- AGE: Minimum 35 to 50 years

1.16.6. Deputy Director Tariffs

Introduction

Job title	Deputy Director Tariffs
Reports to	Director Tariffs and Regulation
Supervises	Assistant Director Tariffs
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officer/staff of the Authority. One of the key functions of the Authority's is to ensure that service providers are able to finance the services they provide and that the consumer objective is taken into account

while determining charges. The Deputy Director Tariffs shall perform or assist the Director Tariffs and Regulations in performing functions with regard to tariff oversight and revision.

General Duties & Responsibilities:

The main responsibilities of the Deputy Director Tariffs are:

- Assist Director Tariffs and Regulations towards ensuring that goals of the Authority are pursued through appropriately formulated tariffs.
- Assist Director Tariffs and Regulations towards review of tariff structures and formulation of modification proposals in light of the stipulations of the Act.
- Oversee maintenance of records of the financial situation of service providers
- Oversee maintenance a register of service providers.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework.
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office and specialist software for quantitative analysis and modelling.
- Strong analytical skills.
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in accounting, finance or economics.
- Minimum of 10 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.

- Prior experience of enforcement actions.
- AGE: Minimum 35 to 50 years.

1.16.7. Deputy Director Regulations & Law

Introduction

Job title	Deputy Director Regulations & Law
Reports to	Director Tariffs and Regulation
Supervises	Assistant Director Regulations & Law
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to ensure that service providers are able to finance the services they provide and that the consumer objective is taken into account while determining charges. The Deputy Director Regulations and Law shall perform or assist the Director Tariffs and Regulations in performing functions with regard to tariff oversight and revision.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Regulations and Law are:

- Assist Director Regulations and Law towards ensuring that goals of the Authority are pursued through appropriately formulated regulations.
- Review, revise, draft all necessary regulations, legal advisories, legislations etc.
- In house provision of legal advice on all matters pertaining to regulatory compliance, complaints and violations under the Act and applicable rules and regulations.
- Formulation of responses to court cases
- Responsible for engagement of external legal counsels, legal advisors etc.
- Representation in court and/or oversight of external counsel in court.
- Vetting of all documents generated by the Authority that have legal implications.
- Organizing training and overseeing work of any additional legal staff recruited by the Authority.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework, water laws provincially, nationally and preferably internationally.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office.
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Bachelor’s degree in law
- An LLM degree or equivalent Master’s qualification from a recognized and reputable institution or a Barrister at Law license or equivalent license to practice in an advanced foreign jurisdiction.
- Minimum of 10 years’ relevant post degree legal and regulatory experience including experience of appearing in courts
- Experience of working in interdisciplinary and multicultural teams.

1.16.8. Deputy Director Surface Water

Introduction

Job title	Deputy Director Surface Water
Reports to	Director Water Resources
Supervises	Assistant Director Surface Water
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. The Deputy Director Surface Water shall perform or assist the Director Water Resources in performing functions with regard to approvals.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Surface Water Resources are

- Support the Director Water Resources in the processing of approval of applications for abstraction with a focus on surface waters
- Monitoring compliance with terms and conditions of approvals to assist Director Water Resources towards ensuring that all approvals are granted in accordance with the Water Allocation Policy determined by the Water Resources Commission
- Regular reporting of status of compliance to Director Water Resources for onward communication to Director General and Director Operations.
- Assist Director Water Resources in monitoring of abstraction and disposals in accordance with terms of approvals.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework.
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity; adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master’s degree in engineering hydrology/hydrology.
- Expertise in surface water hydrology
- Minimum of 10 years’ relevant post-bachelor’s degree experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of enforcement actions.
- AGE: Minimum 35 to 50 years.

1.16.9. Deputy Director Ground Water

Introduction

Job title	Deputy Director Ground Water
Reports to	Director Water Resources
Supervises	Assistant Director Ground Water
Grade and level	MgI
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority’s is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. The Deputy Director Ground Water shall perform or assist the Director Water Resources in performing functions with regard to approvals.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Ground Water Resources are

- Support the Director Water Resources in the processing of approval of applications for abstraction with a focus on ground waters.
- Monitoring compliance with terms and conditions of approvals to assist Director Water Resources towards ensuring that all approvals are granted in accordance with the Water Allocation Policy determined by the Water Resources Commission.
- Regular reporting of status of compliance to Director Water Resources for onward communication to Director General and Director Operations.

- Assist Director Water Resources in monitoring of abstraction and disposals in accordance with terms of approvals.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework.
- A thought leader bringing a high degree of originality, creativity, and innovation.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in engineering hydrology/hydrology.
- Expertise in surface water hydrology
- Minimum of 10 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of enforcement actions.
- AGE: Minimum 35 to 50 years:

1.16.10. Assistant Director Administration & Human Resources

Introduction

Job title	Assistant Director Administration & Human Resources
Reports to	Deputy Director Administration and HR
Grade and level	Mg2

Full time/part time	Full time – 100% full time equivalent
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The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Assistant Director Administration & Human Resources shall perform or assist the Deputy Director Administration and HR in performing the administrative work of the Authority

General Duties & Responsibilities:

The main responsibilities of Assistant Director Administration are: to

- Assist the Deputy Director Administration and HR towards overall professional administration of the Authority.
- Perform delegated administrative and HR functions in accordance with the relevant rules and regulations.
- Perform additional responsibilities relating to administration at the Authority in accordance with the relevant rules and regulations and as delegated by the Deputy Director Administration and HR.
- Assist the Deputy Director Administration & HR in maintenance of offices, office assets including but not limited to furniture, ICT, vehicles etc.
- Assist the Deputy Director Administration and HR in event management.
- Undertake relevant assignments as requested by the Director Administration and HR from time-to-time.

Knowledge, Skills & Abilities Required

- General management abilities.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Proficiency in Windows, Microsoft Office, and inventory software.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master’s degree in business administration, public administration, social sciences.
- Minimum of 5 years’ relevant post-bachelor’s degree relevant experience with progressively increasing responsibility
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 28 to 40 years

1.16.11. Assistant Director Finance

Introduction

Job title	Assistant Director Finance
Reports to	Deputy Director Finance
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Assistant Director Finance shall perform or assist the Deputy Director Finance in performing the financial work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Finance are:

- Assist the Deputy Director Finance towards in preparing budgets and financial management at the Authority.
- Maintenance of the Authority’s accounts.
- Assist Deputy Director Finance in ensuring expenditures are made in accordance with budgetary provisions.
- Perform finance and procurement functions in accordance with the relevant laws, rules, and regulations.
- Assist the Deputy Director Finance towards ensuring implementation of financial controls.
- Performance of finance and procurement functions in accordance with the relevant laws

- Perform additional responsibilities relating to oversight of administration, budgetary, finance and procurement functions at the Authority in accordance with the relevant laws and as delegated by the Deputy Director Finance.

Knowledge, Skills & Abilities Required

- In depth knowledge of the application financial principles and practices.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office particularly spreadsheet applications and specialist software for account keeping.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself.
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- A Master’s degree finance, or accounting.
- Minimum of 5 years’ relevant post-bachelor’s degree relevant experience with progressively increasing responsibility
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 28 to 40 years.

1.16.12. Assistant Director Communications

Introduction

Job title	Assistant Director Communications
Reports to	Deputy Director Communications
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Assistant Director Communications shall perform or assist the Deputy Director Communications in performing the internal and external communications of the Authority.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Communications are:

- Assist the Deputy Director Communications to develop, update and implement the Authority Communications Plan and all periodic (weekly, monthly, quarterly communications material) to conform to any/all GoKP guidelines and requirements.
- Assist the Deputy Director Communications to develop, update and implement the Authority Branding and Marking to conform to any all GoKP guidelines and requirements.
- Assist the Deputy Director Communications to review, revise, edit all Authority reports/documents to ensure compliance with the Authority Branding and Marking Plan.
- Assist the Deputy Director Communications to develop briefs and activity poster/infographics, fact sheets, success stories, to promote the work of the Authority.
- Assist the Deputy Director Communications to proactively develop cutting-edge media materials, including videos and social media products and popular press articles.
- Assist the Deputy Director Communications to organize outreach activities.
- Assist the Deputy Director Communications to commission, supervise, develop videos of field activities and events for the promotion of the Authority
- Assist the Deputy Director Communications to maintain a database of partner lists, photo archives, presentations, site visit kits, press kits, branded merchandise etc. for the Authority.
- Assist the Deputy Director Communications to write press releases, briefings, speeches, and talking points as required by the Authority.
- Assist the Deputy Director Communications to respond to incoming requests for information, talking points, messaging, etc.
- Assist the Deputy Director Communications to develop ad-hoc communication material on issues and topics in the water field for diverse audiences and internal staff to be used for written and verbal communications and social media.
- Assist the Deputy Director Communications to contribute to building positive relationships with the government, civil society and other stakeholders.
- Undertake relevant assignments as requested by the Deputy Director Communications from time-to-time.

Knowledge, Skills & Abilities Required

- Highly developed skills in MS Office software (particularly Word, PowerPoint, Excel), and media software packages (i.e. Photoshop, video editing software) is required.

- Experience using Facebook, Twitter, LinkedIn and YouTube (preferably for organizational outreach) is required.
- The successful candidate must be capable of crafting information messages in various media formats (press releases, websites, video, etc.) targeting a variety of audiences. A working knowledge of media relations, publishing and events planning fields is required.
- Excellent report writing skills.
- Ability to deliver on time with guidance from supervisor.
- Ability to interact effectively with officials in other agencies.
- Knowledge of diversity, inclusion, discrimination and gender issues.
- Respect and practice organizational values and work with professional integrity.
- Excellent written and spoken English.
- Ability to work in a multidisciplinary environment.
- Ability to demonstrate effective teamwork skills.
- Well-developed personal organization and priority setting skills.
- Well developed skills in project/service delivery.
- Very good communication and interpersonal skills.
- A demonstrable high level of autonomy, initiative, expert judgement, adaptability and flexibility.
- Demonstrable skills in leading and managing people.
- Self-motivated with strong work ethics and professionalism.

Minimum Educational Qualifications & Experience Required:

- A bachelor's degree in the field of communications, public relations and Masters level in a related fields of journalism, communications or public relations is advantageous. And at least 5 years of relevant work experience in the field of public relations and corporate communications, demonstrating increasing responsibilities and knowledge.
- Willingness to spend time in rural areas for extended periods.
- Prior experience working as a Communications Officer/Specialist in the private sector.
- Good written and spoken Urdu. Pashto.
- Experience working in development.
- AGE: Minimum 28 to 40 years.

1.16.13. Assistant Director Service Quality (North/Central/South)

Introduction

Job title	Assistant Director Service Quality (North/Central/South)
Reports to	Deputy Director Operations (North/Central/South)
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the overall work of the Authority and shall be assisted by officers/staff of the Authority. A key function of the Authority's is ensuring that service providers perform their statutory obligations under the Act. The Assistant Director Service Quality (North/Central/South) shall perform or assist the Deputy Director Operations (North/Central/South) in performing the work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Deputy Director Operations are:

- Assist Deputy Director Operations (North/Central/South) in monitoring compliance of water and sewerage services quality with the provisions of the Water Act.
- Assist Deputy Director Operations (North/Central/South) in identification of violations.
- Assist Deputy Director Operations (North/Central/South) in processing of violation reports.

Knowledge, Skills & Abilities Required

- Good working knowledge of water and sewerage regulatory framework and the Act.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and specialist software
- Strong management and leadership skills, with good understanding of relevant cross-cultural issues, and emphasis on establishing a balance between strategic guidance and team empowerment.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself.
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

MINIMUM EDUCATIONAL QUALIFICATIONS & EXPERIENCE REQUIRED:

- Master's degree in civil engineering, environmental engineering, environmental sciences public health engineering, water resources engineering.

- Minimum of 5 years' relevant post-bachelor's degree relevant work experience with progressively increasing responsibility.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of water and sewerages service quality compliance actions.
- AGE: Minimum 28 to 40 years.

1.16.14. Assistant Director Service Coverage (North/Central/South)

Introduction

Job title	Assistant Director Service Coverage (North/Central/South)
Reports to	Deputy Director Operations (North/Central/South)
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to ensure that water supply and sewerage services have sufficient coverage for the local population. The Assistant Director Service Coverage (North/Central/South) shall perform or assist the Deputy Director Operations to deliver on the functions of the Authority.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Maps are

- Assist the Deputy Director Operations (North/Central/South) to maintenance necessary digital/analog maps of all water supply and sewage assets and register of service providers
- Assist the Deputy Director Operations (North/Central/South) to regular update and revision of maps and draft periodic reports for monitoring and evaluation against the goals and objectives of the Authority.
- Any additional related duties delegated by the Deputy Director Operations (North/Central/South).

Knowledge, Skills & Abilities Required

- A good working knowledge of water and sewerage regulatory framework, regulations and the Act.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and relevant specialist software e.g. QGIS or similar.

- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in civil engineering, water resources engineering, public health engineering.
- Experience in mapping, cartography with digital technology e.g. GIS.
- Minimum of 5 years' relevant post-bachelor's degree relevant work experience with progressively increasing responsibility with experience of working with multiple stakeholders
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience in the water supply and sewerage sector.
- AGE: Minimum 28 to 40 years

1.16.15. Assistant Director Service Sustainability (North/Central/South)

Job title	Assistant Director Service Sustainability (North/Central/South)
Reports to	Deputy Director Operations (North/Central/South)
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. The Assistant Director Monitoring shall perform or assist the Deputy Director Water Resources with regard to monitoring of compliance with terms and conditions of approvals.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Monitoring are:

- Assist the Deputy Director Operations (North/Central/South) in ensuring the sustainability of the operations of the service providers, financially, biophysically etc.
- Keep Deputy Director Water Resources informed of the status of compliance with terms and conditions of approvals

Knowledge, Skills & Abilities Required:

- A good working knowledge of water and sewerage regulatory framework, regulations and the Act.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and specialist software eg databases.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- Master’s degree in civil engineering, environmental engineering, environmental sciences, public health engineering or water resources engineering.
- Minimum of 5 years’ relevant post-bachelor’s degree relevant experience with progressively increasing responsibility
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience in the water supply and sewerage sector.
- AGE: Minimum 28 to 40 years

1.16.16. Assistant Director ICT Applications

Job title	Assistant Director ICT Applications
Reports to	Deputy Director Information and Communication Technology
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Assistant Director ICT Applications shall assist the Deputy Director Information & Communications Technology (ICT) to deliver the applications including development, deployment, commissioning training/capacity building for the work of the Authority.

General Duties & Responsibilities

The main responsibilities of the Assistant Director ICT Applications are to:

- Assist the Deputy Director Information & Communications Technology (ICT) to develop, deploy, maintain all of the Authority's applications e.g. databases, mobile apps, websites (internal, external), email.
- Assist the Deputy Director Information and Communication Technology to regularly conduct training and capacity building for all staff of the Authority.
- Assist the Deputy Director Information & Communications Technology (ICT) in ensuring use of ICT throughout the Authority and its smooth operation
- Assist Deputy Director Information & Communications Technology (ICT) in the preparation of ICT plans, strategies, annual reports in consultation with other directorates.
- Any other such task/responsibility as may be assigned from time to time by the Deputy Director Information and Communications Technology.

Knowledge, Skills & Abilities Required

- In-depth knowledge of provision of communication and technology related services.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and ICT applications.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master’s degree in computer science, computer engineering, software engineering.
- Minimum of 5 years’ relevant post-bachelor’s degree relevant experience with progressively increasing responsibility in developing and deploying applications.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 28 to 40 years

1.16.17. Assistant Director ICT Help Desk

Job title	Assistant Director ICT Help Desk
Reports to	Deputy Director Information and Communication Technology
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. The Assistant Director ICT Help Desk shall assist the Deputy Director Information & Communications Technology (ICT) to maintain and troubleshoot all software and hardware deployed throughout the Authority to ensure smooth functioning of the Authority.

General Duties & Responsibilities

The main responsibilities of the Assistant Director ICT Help Desk are to:

- Assist the Deputy Director Information & Communications Technology (ICT) in ensuring that there is a fully functional responsive Help Desk to service all ICT enquiries within the Authority.
- Assist the Deputy Director Information and Communication Technology to regularly conduct training and capacity building for all staff of the Authority.
- Assist the Deputy Director Information & Communications Technology (ICT) in ensuring use of ICT throughout the Authority and its smooth operation
- Assist Deputy Director Information & Communications Technology (ICT) in the preparation of ICT plans, strategies, annual reports in consultation with other directorates.
- Any other such task/responsibility as may be assigned from time to time by the Deputy Director Information and Communications Technology.

Knowledge, Skills & Abilities Required

- In depth knowledge of provision of communication and technology related services.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and ICT applications.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- A Master's degree in computer science, computer engineering, software engineering.
- Minimum of 5 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility in developing and deploying applications.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience of managing capacity building and training programs for diverse participants.
- AGE: Minimum 28 to 40 years.

1.16.18. Assistant Director Tariffs

Job title	Assistant Director Tariffs
Reports to	Deputy Director Tariffs
Grade and level	Mg2
Full time/part time	Full time -- 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to ensure that service providers are able to finance the services they provide and that the consumer objective is taken into account

while determining charges. The Assistant Director Tariffs shall assist the Deputy Director Tariffs in performing functions with regard to tariff oversight and revision.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Tariffs are

- Assist the Deputy Director Tariffs towards ensuring that goals of the Authority are pursued through appropriately formulated tariffs.
- Assist the Deputy Director Tariffs towards review of Tariff structures and formulation of modification proposals in light of the stipulations of the Act
- Maintain records of the financial situation of service providers.
- Assist the Deputy Director in preparing plans and periodic and adhoc reporting as required.
- Any such other task or responsibility that the Deputy Director Tariff may assign.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office, and relevant specialist software
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

MINIMUM EDUCATIONAL QUALIFICATIONS AND EXPERIENCE REQUIRED:

- Master's degree in accounting, finance, economics and/or econometrics
- Minimum of 5 years' relevant post-bachelor's degree relevant experience with progressively increasing responsibility
- Experience of working in interdisciplinary and multicultural teams.
- Prior work experience in analytical/numerical setting e.g. investment banking, managing financial portfolios, insurance, actuary.
- AGE: Minimum 28 to 40 years

I.16.19. Assistant Director Regulations & Law

Job title	Assistant Director Regulations & Law
Reports to	Deputy Director Regulations & Law
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to ensure that service providers are able to finance the services they provide and that the consumer objective is taken into account while determining charges. The Assistant Director Regulations & Law shall assist the Deputy Director Regulations & Law in performing functions with regard to maintaining the Authority's technical capacity for ensuring compliance and perform additional functions as stipulated by the Act.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Regulations & Law are:

- Assist the Deputy Director Regulations & Law towards maintenance of the Authority's technical expertise to ensure meaningful and effective compliance with the Act and the regulations.
- Assist the Deputy Director Regulations & Law towards development of approach and oversight of implementation of Authority's duties with regard to environmental and recreational purposes under the Act.
- Assist the Deputy Director Regulations with reviewing, updating, drafting proposed revisions to regulations, rules of business and/or laws to ensure the Authority has the legal basis to perform its duty.
- Any additional related duties delegated.

Knowledge, Skills & Abilities Required

- In depth knowledge of water and sewerage regulatory framework, laws, regulations.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows, Microsoft Office.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.

- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself.
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required:

- Master's degree in law.
- Minimum of 5 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Experience working in environmental law.
- AGE: Minimum 28 to 40 years

I.16.20. Assistant Director Surface Water

Job title	Assistant Director Surface Water
Reports to	Deputy Director Surface Water
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority's is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. The Assistant Director Surface Water shall assist the Deputy Director Ground Water in performing functions with regard to approvals.

General Duties & Responsibilities

The main responsibilities of the Assistant Director Surface Water Resources are to:

- Assist the Deputy Director Surface Water in the processing of approval of applications for abstraction with a focus on surface waters

- Assist the Deputy Director Surface Water to monitoring compliance with terms and conditions of approvals to ensure that all approvals are granted in accordance with the policies as determined by the Water Resources Commission
- Assist the Deputy Director Surface Water with periodic and adhoc reporting of status of compliance to Director Water Resources for onward communication to Director General and Director Operations.
- Assist the Deputy Director Surface Water in the monitoring of abstraction and disposals in accordance with terms of approvals, including quantity and quality.
- Assist the Deputy Director Surface Water to build maintain and query a comprehensive surface water database for the province of KP.
- Any such task or responsibility that may from time to time be assigned by the Deputy Director Surface Water.

Knowledge, Skills & Abilities Required

- In depth knowledge of water resources and hydrology.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office and specialist software e.g. numerical hydraulic/hydrology software.
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master's degree in engineering hydrology/hydrology.
- Expertise in surface water hydrology
- Minimum of 5 years' relevant post-bachelor's degree experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience in surface water modelling, water accounting.
- AGE: Minimum 28 to 40 years.

I.16.21. Assistant Director Ground Water

Job title	Assistant Director Ground Water
Reports to	Deputy Director Ground Water
Grade and level	Mg2
Full time/part time	Full time – 100% full time equivalent

Introduction

The Khyber Pakhtunkhwa Water Act 2020 herein referred to as Water Act 2020 requires the establishment of Khyber Pakhtunkhwa Water Resources Regulatory Authority. The Water Act 2020 requires that the Authority shall have a Director General. The Director General is responsible for the work of the Authority and shall be assisted by officers/staff of the Authority. One of the key functions of the Authority’s is to grant approvals for abstracting and disposing of water in accordance with the water allocation policy issued by the Water Resources Commission. The Assistant Director Ground Water shall assist the Deputy Director Ground Water in performing functions with regard to approvals.

General Duties & Responsibilities

- The main responsibilities of the Assistant Director Ground Water Resources are to:
- Assist the Deputy Director Ground Water in the processing of approval of applications for abstraction with a focus on surface waters
 - Assist the Deputy Director Ground Water to monitoring compliance with terms and conditions of approvals to ensure that all approvals are granted in accordance with the policies as determined by the Water Resources Commission.

Knowledge, Skills & Abilities Required

- In depth knowledge of water resources and groundwater hydrology.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- High level of proficiency in Windows and Microsoft Office and specialist software e.g. numerical groundwater modelling software
- Demonstrates tenacity, adaptability, and flexibility.
- Excellent interpersonal skills to work with co-workers, clients, stakeholders, and partners.
- A team player – willing to take on different roles within the team, with a hands-on attitude, and open and able to undertake work himself/herself
- Persuasive written and oral communication skills in English, including report development, writing, and editing, as well as strong presentation skills when addressing diverse audiences.
- Excellent English language skills (essential).
- Good Urdu language skills (essential).

- Good Pashto language skills (desirable).

Minimum Educational Qualifications & Experience Required

- Master’s degree in engineering hydrology/hydrology.
- Expertise in ground water hydrology
- Minimum of 5 years’ relevant post-bachelor’s degree experience with progressively increasing responsibility with experience of working with multiple stakeholders.
- Experience of working in interdisciplinary and multicultural teams.
- Prior experience in surface water modelling, water accounting.
- AGE: Minimum 28 to 40 years.

1.17. Appendix C: Job Description & Person Specification – Support Staff

1.17.1. Personal Secretary

Job title	Personal Secretary
Reports to	Director General
Grade and level	SpI
Full time/part time	Full time – 100% full time equivalent

The Personal Secretary will lead provide support to the Director General of the Authority to ensure the delivery of the functions of the Authority. The Personal Secretary will be responsible for delivery of effective and efficient service by providing all general office support with a variety of administrative and clerical duties for the Director General. The Personal Secretary will step into any other role as directed as and when necessary.

General Duties & Responsibilities

- Provide all support needed to ensure the office of the Director General functions run smoothly and efficiently including but not limited to supervising any facilities management staff, prompt payment of utility bills, rental invoices etc.
- Ensure all enquiries, telephone, email, fax, in-person are received and handled efficiently
- Supervise/review drafting of letters, filing, record keeping, preparing spreadsheets, manage incoming and outgoing mail, field enquiries and telephone calls, emails etc.
- Provide oversight to range and coordinate time for project meetings with the relevant stakeholders.
- Ensure all logistic support for arranging meetings is provided
- Oversight on management of office equipment property and make sure the equipment is in proper order when required by researchers to take it to the field.
- Supervise/provide all necessary support to research staff and visitors/consultants.

- Supervise/Provide support to the office administrator for the procurement of project related supplies e.g. visit the market to arrange samples and quotations to make the procurement cost effective and efficient.
- Supervise/Enter and check record entries of vehicle logs, assets, time sheets into spreadsheets/databases.

Minimum Educational Qualifications & Experience Required

- Bachelor's degree (First Division) from a university or other institution recognized by Higher Education Commission
- Minimum of 8 years' relevant post-bachelor's degree experience with progressively increasing office administrator responsibilities.
- Proficiency in Microsoft Office Suite or any other compatible office applications.
- Ability to work independently with little direct supervision.
- Typing speed of 40 words per minute in English
- Typing speed of 25 words per minute in Urdu (preferable)
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).
- Presentable, courteous and professional.
- AGE: Minimum 30 to 40 years.

I.17.2. Office Administrator

Job title	Office Administrator
Reports to	Deputy Director General
Grade and level	Sp2

Introduction

The Office Administrator will lead a team of office staff at the Authority to support the delivery of the functions of the Authority. The Office Administrator will be responsible for delivery of effective and efficient reception services by providing all general office support with a variety of administrative and clerical duties for the Authority and visitors. The Office Administrator will step into any other role as directed as and when necessary.

General Duties & Responsibilities

- Provide all support needed to ensure the office functions run smoothly and efficiently including but not limited to supervising any facilities management staff, prompt payment of utility bills, rental invoices etc.
- Ensure all enquiries, telephone, email, fax, in-person are received and handled efficiently

- Supervise/review drafting of letters, filing, record keeping, preparing spreadsheets, manage incoming and outgoing mail, field enquiries and telephone calls, emails etc.
- Provide oversight to arrange and coordinate time for project meetings with the relevant stakeholders.
- Ensure all logistic support for arranging meetings is provided
- Oversight on management of office equipment properly and make sure the equipment is in proper order when required by researchers to take it to the field.
- Supervise/provide all necessary support to research staff and visitors/consultants.
- Supervise/Provide support to the office administrator for the procurement of project related supplies e.g. visit the market to arrange samples and quotations to make the procurement cost effective and efficient.
- Supervise/ Enter and check record entries of vehicle logs, assets, time sheets into spreadsheets/databases.

Minimum Educational Qualifications & Experience Required

- Bachelor's degree (First Division) from a university or other institution recognized by Higher Education Commission
- Minimum of 8 years' relevant post-bachelor's degree experience with progressively increasing office administrator responsibilities.
- Proficiency in Microsoft Office Suite or any other compatible office applications.
- Ability to work independently with little direct supervision.
- Typing speed of 40 words per minute in English
- Typing speed of 25 words per minute in Urdu (preferable)
- Excellent English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).
- Presentable, courteous and professional.
- AGE: Minimum 30 to 40 years.

1.17.3. Receptionist

Job title	Receptionist
Reports to	Director General
Grade and level	Sp4
Full time/part time	Full time – 100% full time equivalent

Introduction

The Receptionist will work within a team of staff at the Authority to support the delivery of the functions of the Authority. The Receptionist will be responsible for delivery of effective and efficient reception services by providing all general office support with a variety of

administrative and clerical duties for the Authority and visitors. The Receptionist will step into any other role as directed as and when necessary.

General Duties & Responsibilities

- Provide all support needed to ensure the reception functions run smoothly and efficiently including but not limited to supervising any facilities management staff, prompt payment of utility bills, rental invoices etc.
- Responding to all enquiries, telephone, email, fax, in-person.
- Drafting of letters, filing, record keeping, preparing spreadsheets, manage incoming and outgoing mail, field enquiries and telephone calls, emails etc.
- Arrange and coordinate time for project meetings with the relevant stakeholders.
- Provide logistic support for arranging meetings.
- Manage office and scientific equipment properly and make sure the equipment is in proper order when required by researchers to take it to the field.
- Provide all necessary support to research staff and visitors/consultants.
- Provide support to the office administrator for the procurement of project related supplies e.g. visit the market to arrange samples and quotations to make the procurement cost effective and efficient.
- Enter and check record entries of vehicle logs, assets, time sheets into spreadsheets/databases as instructed.

Minimum Educational Qualifications & Experience Required

- Bachelor's degree from a university or other institution recognized by Higher Education Commission.
- Minimum of 5 years' relevant post-bachelor's degree experience with office assistant/receptionist responsibilities.
- Proficiency in Microsoft Office Suite or any other compatible office application
- Typing speed of 40 words per minute in English
- Typing speed of 25 words per minute in Urdu (preferable)
- Good English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).
- Presentable, courteous and professional.
- AGE: Minimum 24 to 30 years.

I.17.4. Office Assistant

Job title	Office Assistant
Reports to	As per contract
Grade and level	Sp4

Full time/part time	Full time – 100% full time equivalent
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Introduction

The Office Assistant will work within a team of staff at the Authority to support the delivery of the functions of the Authority. The Office Assistant will be responsible for delivery of effective and efficient services by providing all general office support with a variety of administrative and clerical duties for the Authority and visitors. The Office Assistant will step into any other role as directed as and when necessary.

General Duties & Responsibilities

- Provide all support needed to ensure the office functions run smoothly and efficiently including but not limited to supervising any facilities management staff, prompt payment of utility bills, rental invoices etc.
- Drafting of letters, filing, record keeping, preparing spreadsheets, manage incoming and outgoing mail, field enquiries and telephone calls, emails etc.
- Arrange and coordinate time for project meetings with the relevant stakeholders.
- Provide logistic support for arranging meetings.
- Manage office and scientific equipment properly and make sure the equipment is in proper order when required by researchers to take it to the field.
- Provide all necessary support to research staff and visitors/consultants.
- Provide support to the office administrator for the procurement of project related supplies e.g. visit the market to arrange samples and quotations to make the procurement cost effective and efficient.
- Enter and check record entries of vehicle logs, assets, time sheets into spreadsheets/databases as instructed.

Minimum Educational Qualifications & Experience Required

- Bachelor's degree from a university or other institution recognized by Higher Education Commission.
- Minimum of 5 years' relevant post-bachelor's degree experience with office assistant responsibilities.
- Proficiency in Microsoft Office Suite or any other compatible office application
- Typing speed of 40 words per minute in English
- Typing speed of 25 words per minute in Urdu (preferable)
- Good English language skills (essential).
- Good Urdu language skills (essential).
- Good Pashto language skills (desirable).
- Presentable, courteous and professional.
- AGE: Minimum 24 to 34 years.

I.17.5. Driver

Job title	Driver
Reports to	As per contract
Grade and level	Sp7
Full time/part time	Full time – 100% full time equivalent

Introduction

The Driver will work with a team of staff at the Authority to support the delivery on the functions of the Authority. The Driver contributes by providing support to staff and partners. The Driver will provide safe, secure transportation services for Authority staff and visitors, documents, mail and packages in Authority owned vehicles to sites and other destinations as required.

General Duties & Responsibilities

- Safely drive staff within the city and to field and other city locations for official purposes, adhering to all traffic laws.
- Drive visitors as per instructions.
- Cooperate and be of assistance to staff and visitors – assist in troubleshooting potential logistics problems during daily project implementation.
- Collect and deliver mail, documents, loading/unloading packages and other office supplies.
- Remain updated on Pakistan driving regulations, ensure the vehicles are roadworthy, insured and meets the official requirements and documentation of the Pakistan transport authorities.
- Monitor daily/weekly vehicle condition/repair needs, and perform vehicle checks, including fuel, oil, lubricant, battery water, brake fluid, tire pressure, wipers, etc. Notify Supervisor of any technical problem. Ensure vehicle is clean (interior and exterior) and ready for use at all times.
- Maintain detailed travel log books, which are kept in each vehicle.
- Provide general office support such as undertaking messenger tasks, minor purchases, paying bills, photocopying etc.
- Adhere to all safety and communications protocols as advised.
- Provide logistic support and;
- Undertake relevant assignments as requested by the Supervisor.

Knowledge, Skills & Abilities Required

- Excellent driving skills with a variety of vehicles including motorbikes, passenger cars, pickup trucks and SUVs, good understanding of modern vehicle technology e.g. satellite navigation, CVT, ABS/BA/EBD, auto-lock wheel hubs.
- Good understanding of spoken English and an average reading ability, fluency in local languages.

- Basic mechanical/handyman skills.
- Experience of driving on a variety of roads/road surfaces i.e. motorways, urban and rural roads, and unpaved roads requiring 4WD.
- Well-developed service approach with emphasis on safety of public and passengers, and safety of assets.
- Courteous and polite; neat and smartly groomed.
- Thorough knowledge of the Pakistan Highway Code.
- Valid driving license in at least one of the four provinces of Pakistan or Federal Capital Territory for motorcycle, car, jeep/SUV, pick-up truck.
- Ability to maintain/record vehicle log books, maintenance records, time sheets.
- Basic computer IT skills to enter data from log books, maintenance records, time sheets etc.

Minimum Educational Qualifications & Experience Required

- Secondary School Certificate from a recognized Board
- Valid light transport vehicle license.
- Good Urdu language skills (essential).
- Good Pashto language skills (essential).
- Good recommendation from previous employers as driver.
- AGE: Minimum 28 to 40 years.