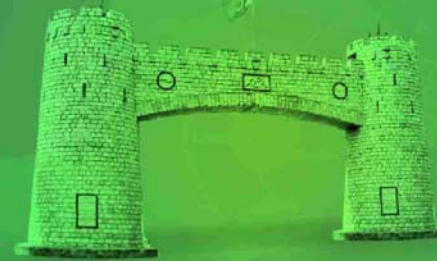


QUARTERLY REPORT

Jan - Mar 2021



Right to Public Services Commission
Government of Khyber Pakhtunkhwa



Implemented by



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FOREWORD

The Khyber Pakhtunkhwa Right to Public Services Commission is a unique institution of good governance established in the Khyber Pakhtunkhwa province. The mandate of the Commission is to oversee the performance of government departments/Organizations in terms of timely and efficient delivery of notified public services. The Commission also conducts analysis of data of services delivery on monthly basis. Quarterly reports depicting a broad picture is shared with the government for appropriate action. The current report is the first ever quarterly report for the year 2021. During these initial years, the Commission remained busy in the establishment of its field offices, hiring of staff, framing of statutes/regulations and the enlisting of public services from six (6) in 2014 to forty-one (41) in 2019.

The report consists of three Chapters. Chapter -1st deals with introduction, background, structure and implementation methodology of the Commission. There is a short discussion on the awareness campaigns and capacity building trainings. The chapter also describes the procedure for collation of data. The Commission's initiatives of RASAI-1800 (Hotline) and Pakistan Citizen Portal (PCP) have also been discussed briefly. The gaps in collecting accurate data and the hurdles faced by the Commission are also highlighted. Chapter-II provides glimpses of the notified services at district as well as provincial level. Chapter-III describes the support of development partners. The Commission is a lean organization and cannot accomplish the task of achieving the objective of good governance alone.

The publication of quarterly reports is a major step in putting together efforts by the Commission and its team in the field. The report attempts to highlight the relative gains and the challenges ahead. The report will also serve as a strategic document for the Heads of departments to carry out an internal appraisal.

INTRODUCTION

CHAPTER I

INTRODUCTION

The Constitution of the Islamic Republic of Pakistan recognizes and guarantees its citizens access to basic amenities/services leading to a respectable and meaningful life and to make the public functionaries accountable, resultantly enhance the confidence of the people in the government and the service provider. Under the **Charter of Good Governance Legislative Framework**, the Right to Public Services Commission Khyber Pakhtunkhwa (RTPS), the first of its kind in Pakistan, was established through an Act of the provincial assembly in 2014. The preamble to the Act says;

"to provide for delivery of public services to the people of the Province of the Khyber Pakhtunkhwa within the stipulated time limit, including liabilities of Government servants in case of default, administrative efficiency and for the matters connected therewith and incidental thereto."

The mandate and role of RTPS Commission is directly or indirectly related to all the 17 Goals as set in Sustainable Development Goals 2015-2030.

SALIENT FEATURES OF THE ACT:

1. Establishment of RTS Commission u/s 16 of the Act
2. Notification of Public Services u/s 4
3. Eligibility, Transparency and Time lines u/s 3, 4 and 5
4. Accountability u/s 11, 12 and 14
5. Redressal mechanism u/s 6 and 24

ORGANIZATIONAL STRUCTURE:

The Commission is a lean organization but an independent statutory body having office at the provincial level and a network of Monitoring Officers at District level. At the provincial Head Quarters, the Commission consists of a Chief Commissioner, assisted by two Commissioners and skeleton staff. While in the Districts, District Monitoring Officer (DMO) (BPS-16) leads the team. In addition to data maintenance, the Commission is conducting awareness and dissemination sessions. The DMOs in the field offer services to the general public in lodging complaints/appeals as well as guidance in accessing the public services. They are ex-officio Secretaries of District Steering Committees (DSC) and Sub Divisional Steering Committees (SDSC) established under the rules and regulations. These Committees are chaired by Deputy Commissioners and Assistant Commissioners to periodically review performance. With the establishment of these

committees, the performance of service-providing offices has visibly improved. These Committees are empowered to identify field officers for reward or reprimand. The Commission, being an autonomous and statutory body, separate from the service-providing departments, sometimes creates challenges of compatibility. There is a feeling that a more inclusive entity within the structure and framework of the existing departments could have enhanced the Commission's abilities to internalize and contribute to increasing the efficiency of the departments to achieve the objectives and goals.

The services monitored by the Right to Public Services Commission are called 'Notified Public Services', having a specific delivery period determined by the Government in consultation with stakeholders. At the moment, the number of notified services stands at 41 which are delivered by 10 Departments and Organizations.

The Commission has developed its monitoring system called PeMS. The DMOs plan and undertake various activities on a quarterly basis in the following five major areas;

- 1) Performance Reviews
- 2) Collection, Maintenance and Sharing of data.
- 3) Community Empowerment
- 4) Capacity building of designated officers and appellate authorities as well as focal persons
- 5) Public awareness campaigns

PERFORMANCE REVIEW:

The Commission is cognizant of the fact that a constant review and evaluation of the performance of DMOs is essential to achieve higher results. Therefore, the Commission discusses DMOs performance on monthly basis. The last Wednesday of every month is fixed as a monthly meeting day. Owing to Covid 19 restrictions, such meetings are now conducted virtually. Besides addressing operational issues, the Commission takes stock of planning and implementation at the district level. The DMOs are encouraged to share their successes and problems openly. The practice has yielded useful results. Despite many constraints, the performance of DMOs for the first quarter is largely satisfactory.

COLLECTION, SHARING, AND MAINTAINING DATA:

Data provides a picture of performance. Data collection and its sharing with the departments provide a glimpse of performance to the heads of departments and an opportunity for course correction. Delays or huge pendency reflects problem area and a need for improvement. It is with this spirit that the DMOs are tasked to keep a close liaison with the field officers of service delivery departments and ensure monthly data of services provided. Glimpses of data and its analysis can be seen in this report.

COMMUNITY EMPOWERMENT:

With the assistance of the Governance and Policy Project, Khyber Pakhtunkhwa (GPP-KP), the Multi Donors Trust Fund and the World Bank, the Provincial, Divisional and District Citizens Integration Forums have been formed. These forums consist of Public Service providers and notables, elected representatives, and civil society organizations to debate various issues and find a way out. The Commission has conducted 21 sessions, seven at the provincial level and 14 in various districts. A total of 886 persons attended the forums including 20% female representation.

PUBLIC AWARENESS CAMPAIGN:

People can get timely services only if they understand and are fully aware of what is the right procedure and timeline for a specific service. They should also know that in case of refusal or poor quality, what legal remedy is available to them in seeking the help of the Commission under the RTPS Act. Awareness sessions in educational institutions, with marginalized communities, Local Press Clubs, Bar Associations, Civil Society Organizations, events held in Village Councils and Public Representatives/Notables are a regular feature.

I.	The worst victims of poor governance are usually marginalized groups such as minorities, women, and special persons who have limited resources at their disposal. Interactions with such groups play a significant role in good governance strategy under the reform agenda of the government.	Events	Participants
		25	988
ii.	Local Press and Media play a significant role in providing the right knowledge to the local communities. The Commission's teams at the District level engage with the local press and highlight the role of the Commission in conflict resolutions.	Events	Participants
		34	306
iii.	The legal community plays a key role in conflict resolutions. But owing to complicated procedures people prefer simplified Grievance Redressal Mechanism (GRM). The local legal community very well understands the importance of informal GRM. As a policy, the Commission engages with the Bar Associations at the district level to spread the message of the Commission	Events	Participants
		22	341
iv.	Political representatives are opinion leaders and have greater access to the general public. People visit them for support in securing services and conflict resolutions. The Commission thought it prudent to use them as a change agent to reach out to the general public. The political representatives are quite appreciative and supportive of the approach of the Commission in bringing about efficiency.	Events	Participants
		39	722

V.	Community organizations are present in the nook and corner of the Province. They have a platform and useful line of communication that has been leveraged to enhance the density of messaging of the Commission.	Events	Participants
		58	789
vi.	The Village and Neighborhood Councils are time-tested institutions and provide a forum for discussion and dialogues including but not limited to the local area development. The forums have been traditionally strong in conflict resolutions. The Commission has engaged local communities from this forum as well to improve their knowledge in getting services.	Events	Participants
		63	1757
vii.	Educational institutions are centers of knowledge and learning. Well-informed students at this age shape their personalities and improve their outlook towards state institutions. The Commission decided to engage students of various institutions in order to harness their potentials and improve the image of state institutions. Awareness campaigns with students have been found mutually rewarding.	Events	Participants
		77	3120
viii.	Owing to rapid changes of officers in the field, the Commission undertakes orientation of the officers of various line agencies and district administration. Orientation sessions were conducted regularly to upgrade the knowledge of field officers in collaborating with the Commission teams in furthering the government's agenda of good governance.	Events	Participants
		255	1195
ix.	District and Sub-Divisional Steering Committees are very robust tools in developing <i>e-spirit de corps</i> at the cutting-edge level of the system. The events bring together stakeholders at two levels to take stock of their performance, iron out issues, and move in one direction. The Committees are protected under the law and are led by Deputy Commissioners/ Assistant Commissioners. The Steering Committees facilitate the implementation of the good governance mandate of the Commission.	Events	Participants
		38	769
x.	Other events. Bill Boards are displayed at the important entry and exit points of big cities, which will increase awareness manifold due to the movements of thousands of commuters across these points. Pamphlets, showing relevant details like time lines, designated officers, appellate authorities, etc. are also distributed. In some districts, the DMOs have attended local FM radio programs to propagate/air the message of the Commission.		

RASAI-1800

Integrated Grievance Redressal System (IGRS) is Centralized Public Information and Grievance Redressal System was established in the RTPS Commission's main office in Peshawar and functionalized since February 04, 2020. Complaints can be lodged on Hotline 1800. Recognizing its effectiveness, an extension of the facility has been installed in the CM

Complaints Registered	Disposed Off	In Progress
573	475	98

Complaint Cell as well. The Chief Minister inaugurated the extended facility on February 26, 2020, renaming it as, "**Khapal Wazir-e-Aala Complaints & Redressal Cell**". The Chief Minister dedicated his time frequently to receive calls from the citizens and issued appropriate orders on the spot. The Provincial Ministers also regularly attend the sessions and issue directions to concerned departments.

PAKISTAN CITIZEN PORTAL

Prime Minister Delivery Unit (PMDU) dashboard access was given to the Commission to supplement the efforts. When a complaint is assigned to the Commission, it coordinates with the complainant and the relevant agencies to expedite resolution. The Commission has been very active on this count and was able to handle over ten thousand or so complaints so far. In the quarter under report, the number ranges between 800 to 1000. Although this has been an additional responsibility but it has been assumed in the interest of the people of Khyber Pakhtunkhwa..

CONCLUSIONS AND RECOMMENDATIONS

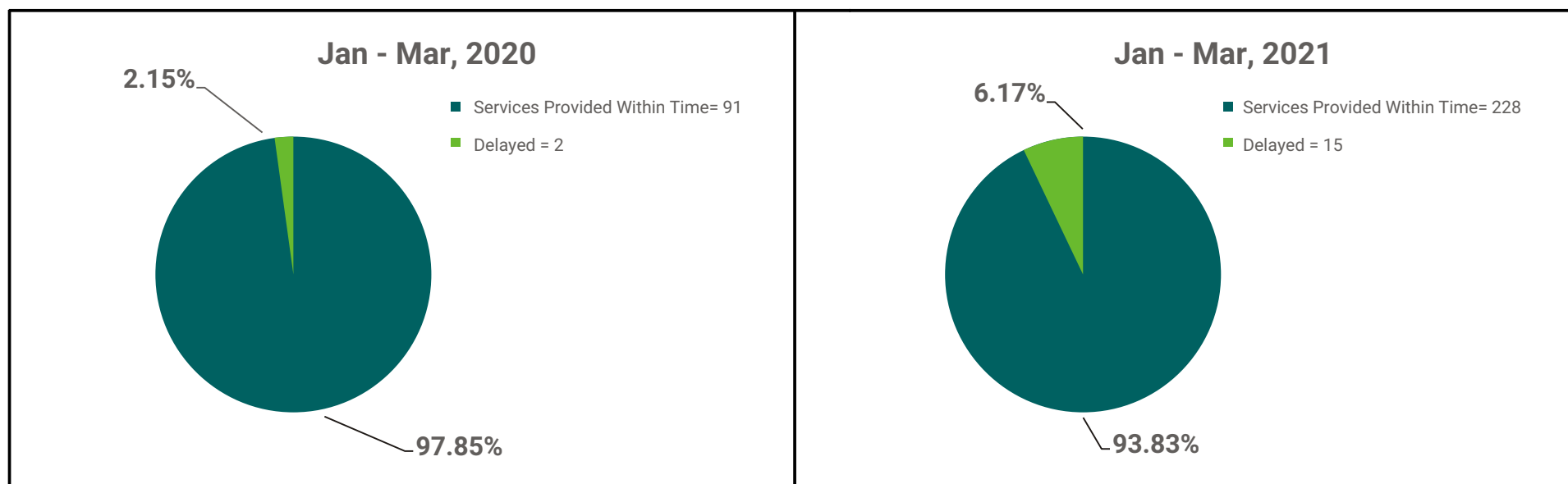
- Accurate and reliable data is the *sine qua non* for informed decision making in any organization. In order to get correct data, real-time access is necessary in the case of service providers. This can be started for departments where data has been computerized. In the case of others, a manual receipt should be issued to the eligible person with a copy to the Right to Public Services Commission/DMO. e-Governance must be encouraged and the maximum possible number of services be brought under the e-Governance system as the whole edifice of Right to Public Services Commission stands on real-time access to the data of the departments to ascertain timeliness and fix responsibility on delinquent officers.
- The Right to Public Services Commission has been modeled as a standalone institution for monitoring and as such considered as an outsider. In order to make it more friendly to Service Providers, it may be made an inclusive organization working within the overall governance system of the province. This will improve coordination between the departments and the Commission. The departments may take the Right to Public Services Commission as their facilitator.
- The Commission needs empowerment to take action on its motion where there are glaring examples of violations. Such powers are available to certain Commissions in some Indian States. Moreover, it will also encourage people to directly seek remedy rather than going through the complexity of first seeking redressal at the department level.
- The disposal time of every notified service needs constant review. In some cases, the time given for the provision of services is long. Similarly, the time for disposal of appeal at both the stages (first and second appellate stage) may be reduced to differentiate the Commission from a Civil Court.

SERVICES DATA

A. BOARD OF REVENUE

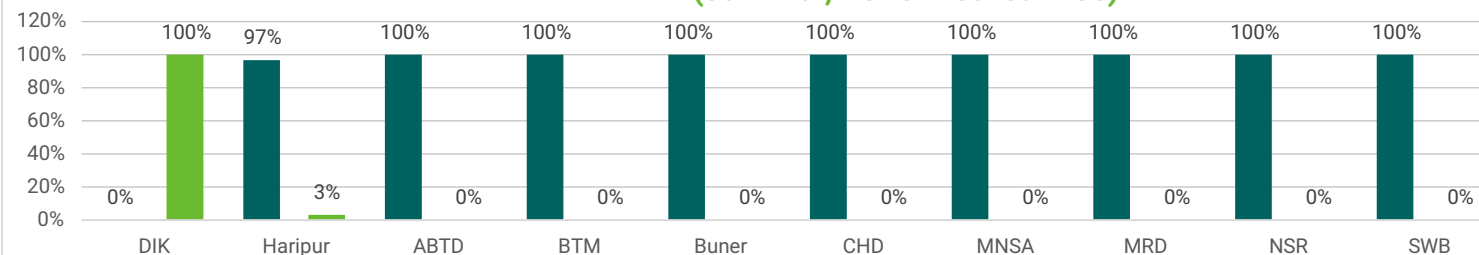
A1. Demarcation of Land (Province)

Notified Time	24-36 Hours
Designated officer	Revenue Officer
Appellate Authority	Deputy Commissioner/ District Collector



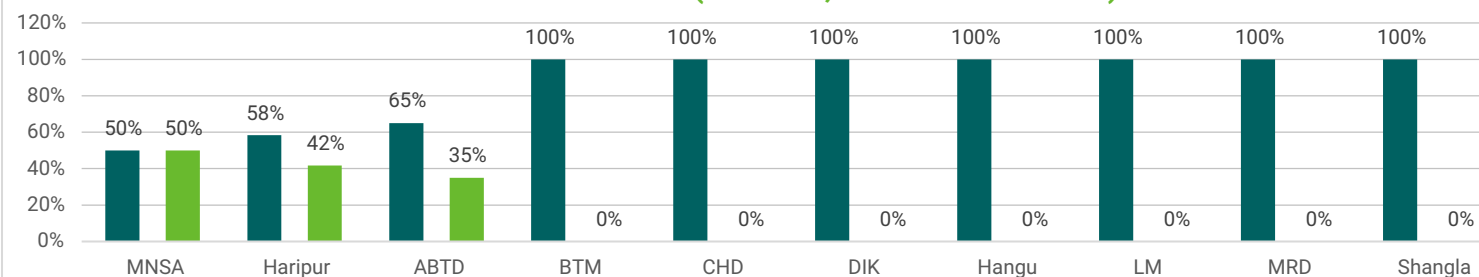
Analysis: The Service provision indicates increase in delay in the first quarter of the current year.

DEMARCATON OF LAND (Jan-Mar, 2020 District Wise)



DIS	DIK	Haripur	ABTD	BTM	Buner	CHD	MNSA	MRD	NSR	SWB
T.AP	1	31	4	2	16	8	7	16	7	1
WT	0	30	4	2	16	8	7	16	7	1
BT	1	1	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	MNSA	Haripur	ABTD	BTM	CHD	DIK	Hangu	LM	MRD	Shangla
T.AP	6	12	20	3	47	1	18	61	37	20
WT	3	7	13	3	47	1	18	61	37	20
BT	3	5	7	0	0	0	0	0	0	0

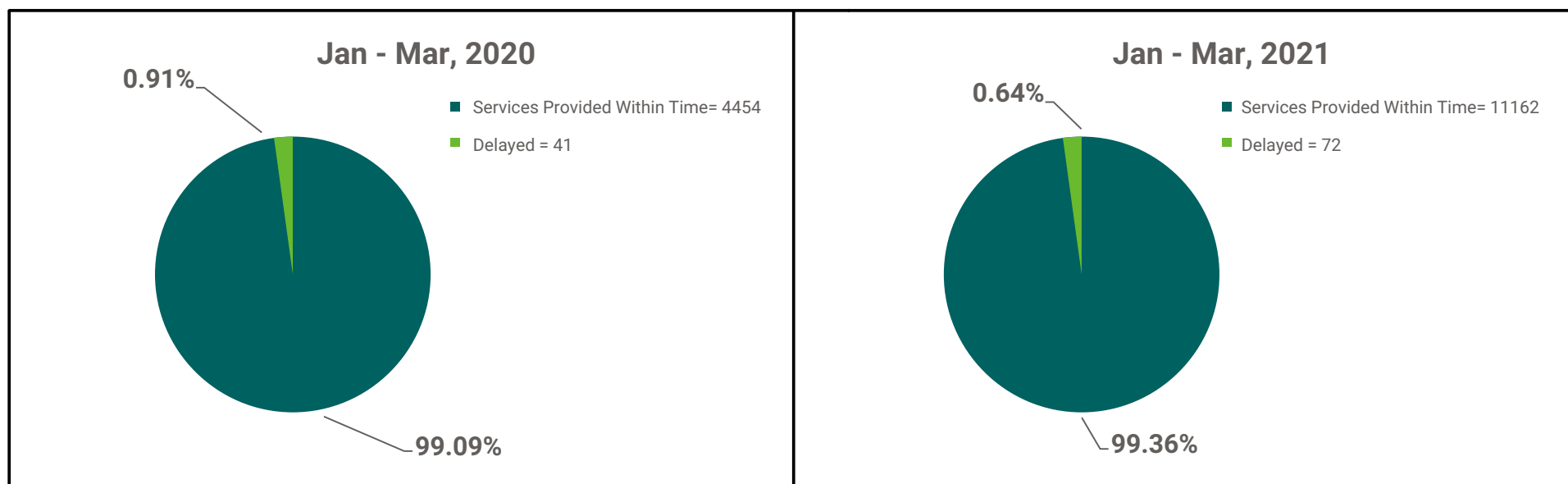
Abbreviations

D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	T.AP
Within Time	WT
Beyond Time	BT

Analysis: Dera Ismaeel Khan has improved the service delivery. The delays in districts of Mansehra, Haripur and Abbottabad compare to the total number is huge. This needs to be looked into. Reportedly the service is not available in 11 districts.

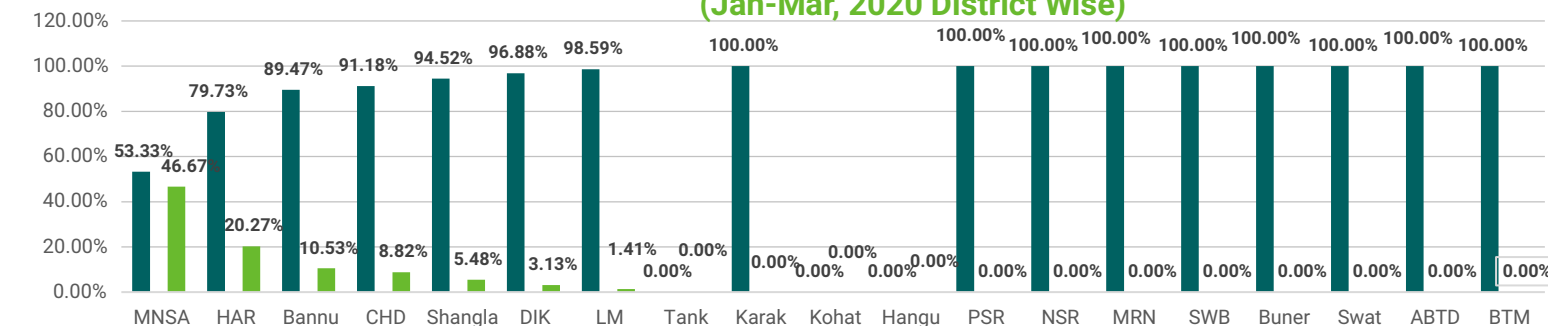
A4. FARD (PROVINCE)

Notified Time	7 Days
Designated officer	Patwari
Appellate Authority	Deputy Commissioner/Dy Collector



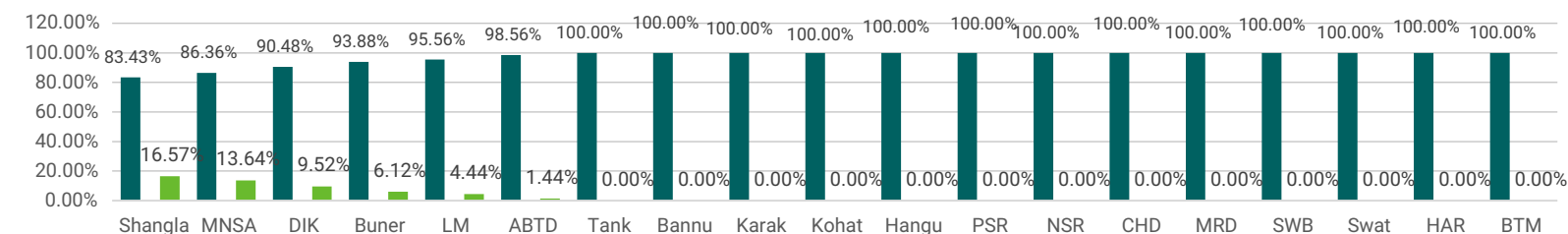
Analysis: The Service provision has registered approximately three times increase and the delay is negligible.

FARD (Jan-Mar, 2020 District Wise)



DIST	MNSA	HAR	Bannu	CHD	Shangla	DIK	LM	Tank	Karak	Kohat	Hangu	PSR	NSR	MRD	SWB	Buner	Swat	ABTD	BTM
T.AP	15	74	38	34	73	224	71	0	39	0	0	284	117	3077	83	39	18	157	152
WT	8	59	34	31	69	217	70	0	39	0	0	284	117	3077	83	39	18	157	152
BT	7	15	4	3	4	7	1	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIST	Shangla	MNSA	DIK	Buner	LM	ABTD	Tank	Bannu	Karak	Kohat	Hangu	PSR	NSR	CHD	MRD	SWB	Swat	HAR	BTM
T.AP	332	22	63	49	45	208	18	45	18	118	102	1786	95	157	7624	24	8	45	475
WT	277	19	57	46	43	205	18	45	18	118	102	1786	95	157	7624	24	8	45	475
BT	55	3	6	3	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0

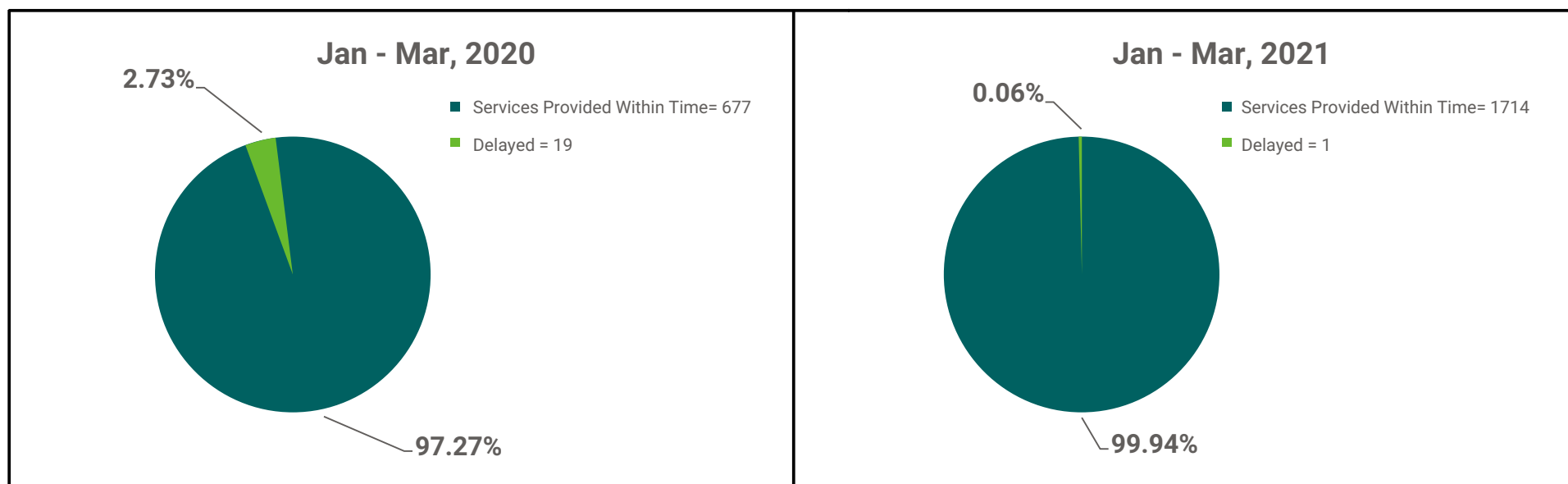
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbottabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	T.AP
Within Time	WT
Beyond Time	BT

Analysis: Mansehra, Haripur, Bannu and Charsadda have shown improvement in controlling delays. Shangla has delays of 16% which needs to be looked into. Reportedly the service is not available in 11 districts.

A3. Inheritance Mutation

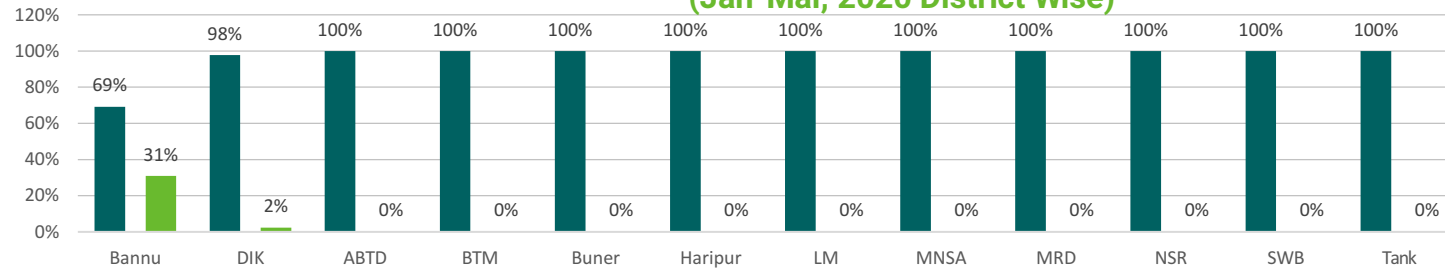
a. Entry in Roznamcha and Revenue Record (PROVINCE)

Notified Time	60 Days
Designated officer	Patwari/ Circle Revenue Officer
Appellate Authority	Deputy Commissioner



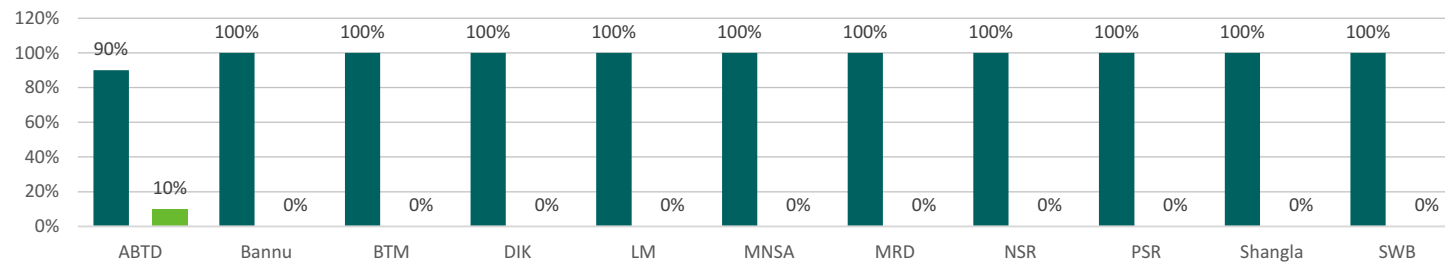
Analysis: The Service provision has remarkably increased by three times. The delay has also dropped appreciably.

Inheritance Mutation a. Entry in Roznamcha and Revenue Record (Jan-Mar, 2020 District Wise)



DIS	Bannu	DIK	ABTD	BTM	Buner	Haripur	LM	MNSA	MRD	NSR	SWB	Tank
TAP	55	86	16	14	43	19	205	21	194	9	8	26
WT	38	84	16	14	43	19	205	21	194	9	8	26
BT	17	2	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



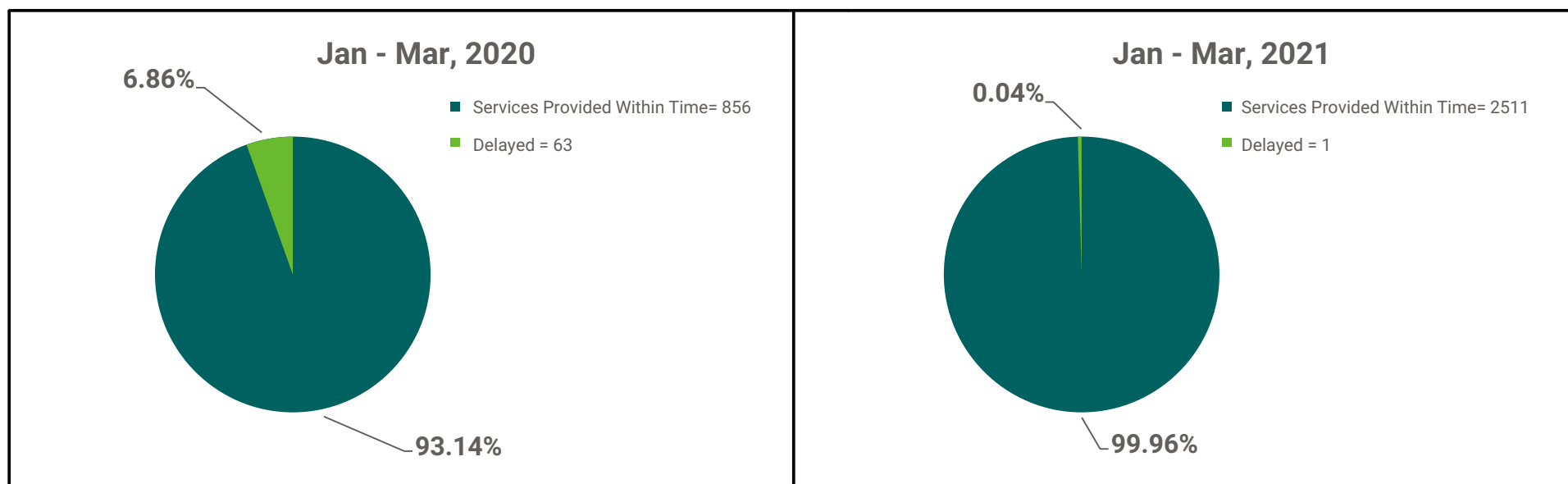
DIS	ABTD	Bannu	BTM	DIK	LM	MNSA	MRD	NSR	PSR	Shangla	SWB
TAP	10	58	88	130	40	4	1323	1	40	12	9
WT	9	58	88	130	40	4	1323	1	40	12	9
BT	1	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: Bannu has improved its performance in terms of avoiding delays in service provision. Reportedly the service is not available in 13 districts.

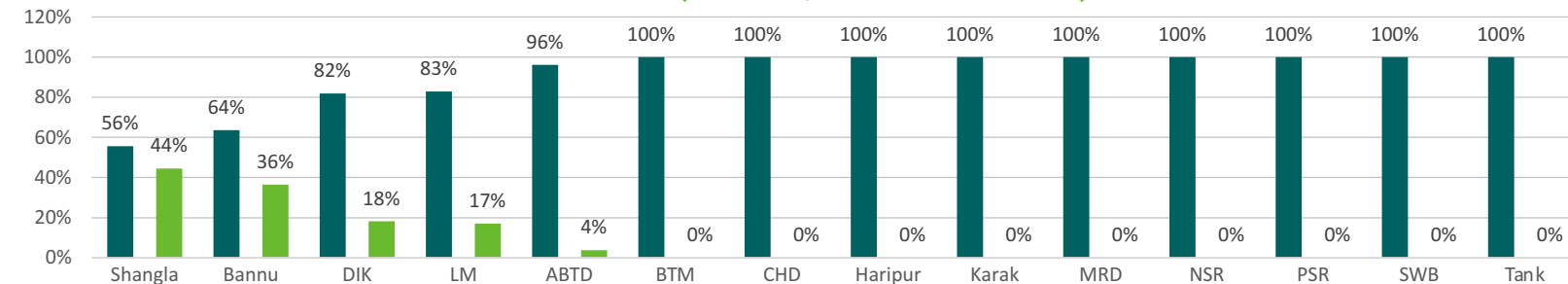
b. Attestation (PROVINCE)

Notified Time	24-36 Days
Designated officer	Revenue Officer
Appellate Authority	Deputy Commissioner/District Collector



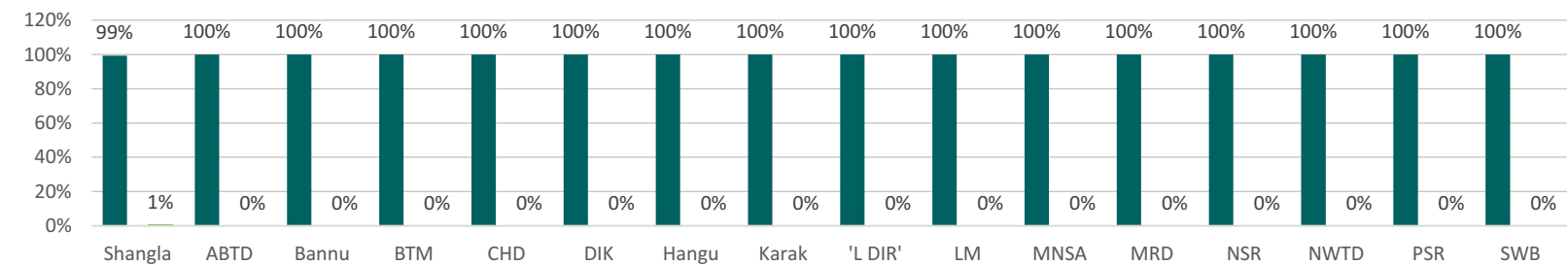
Analysis: The Service delivery has improved.

**(b) Attestation
(Jan-Mar, 2020 District Wise)**



DIS	Shangla	BNU	DIK	LM	ABTD	BTM	CHD	Haripur	Karak	MRD	NSR	PSR	SWB	Tank
TAP	27	96	11	76	26	7	2	18	86	524	7	16	6	17
WT	15	61	9	63	25	7	2	18	86	524	7	16	6	17
BT	12	35	2	13	1	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



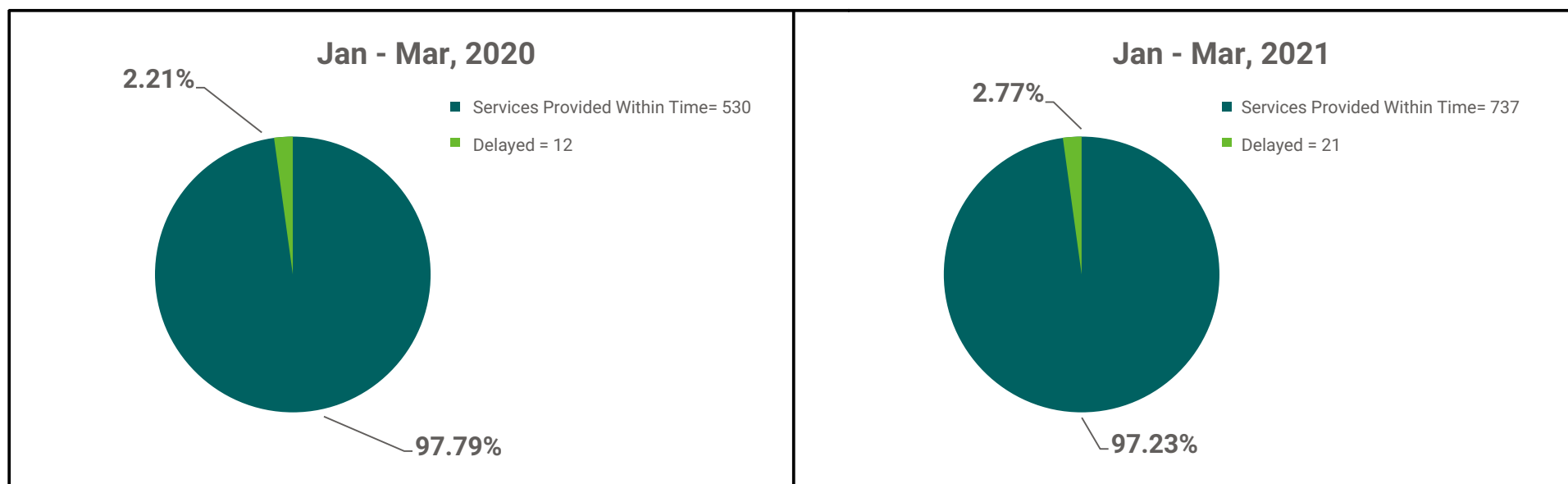
DIS	Shangla	ABTD	BNU	BTM	CHD	DIK	Hangu	Karak	'L DIR'	LM	MNSA	MRD	NSR	NWTD	PSR	SWB
TAP	159	6	77	17	122	125	1	38	29	115	24	1534	3	5	248	9
WT	158	6	77	17	122	125	1	38	29	115	24	1534	3	5	248	9
BT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
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Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: i. The service is not available in 11 Districts as reportedly there is no land record.
ii. Shangla, Bannu, DIKhan and Lakki Marwat successfully overcame delays in service delivery.

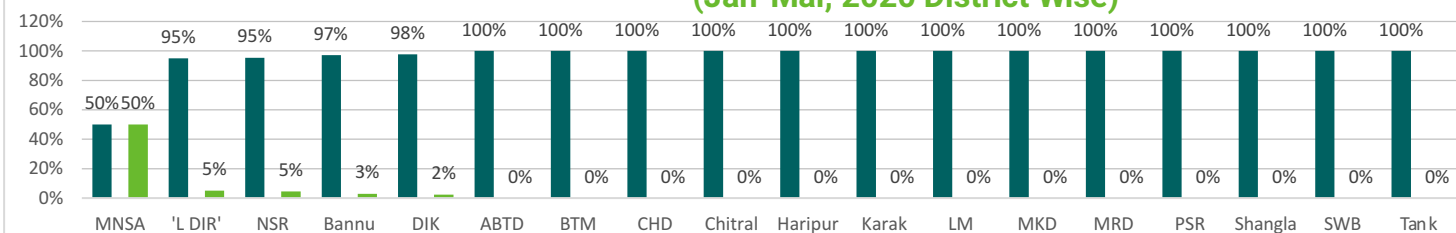
A4. Issuance of Certified Copies of Registered Document (PROVINCE)

Notified Time	7 Days
Designated officer	Sub Registrar
Appellate Authority	Deputy Commissioner/District Collector



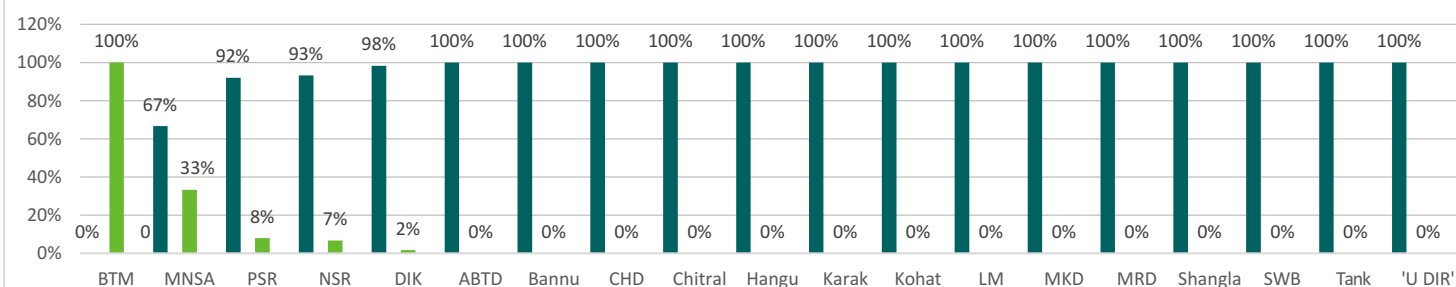
Analysis: The Service delivery has improved. However, the delays can be minimized.

Issuance of Certified Copies of Registered Document (Jan-Mar, 2020 District Wise)



DIS	MNSA	'L DIR'	NSR	Bannu	DIK	ABTD	BTM	CHD	Chitral	Haripur	Karak	LM	MKD	MRD	PSR	Shangla	SWB	Tank
T.AP	4	20	87	35	176	11	7	5	23	19	14	10	8	14	74	1	5	29
WT	2	19	83	34	172	11	7	5	23	19	14	10	8	14	74	1	5	29
BT	2	1	4	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	BTM	MNSA	PSR	NSR	DIK	ABTD	Bannu	CHD	Chitral	Hangu	Karak	Kohat	LM	MKD	MRD	Shangla	SWB	Tank	'U DIR'
T.AP	4	3	138	59	60	24	60	9	56	4	45	12	29	31	84	4	4	101	31
WT	0	2	127	55	59	24	60	9	56	4	45	12	29	31	84	4	4	101	31
BT	4	1	11	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0

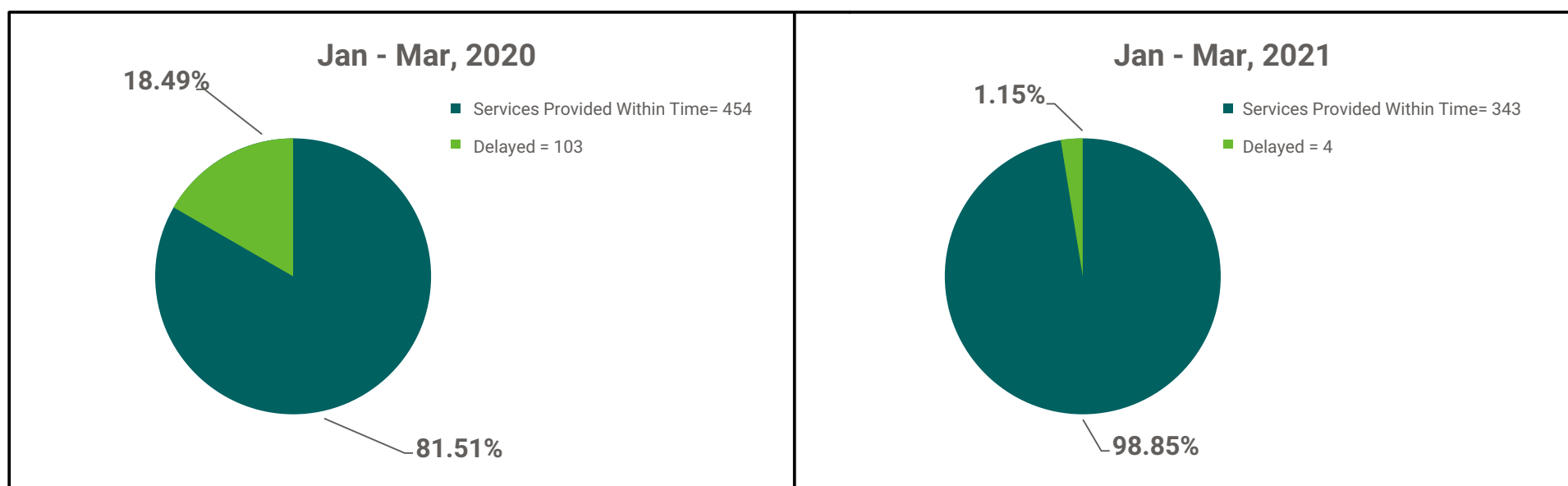
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	T.AP
Beyond Time	BT

Analysis: Although in terms of numbers, the delays are not significant but Battagram has 100% delays and Mansehra 33% delays, which needs improvement. Reportedly the service is not available in 8 districts.

B1. ELEMENTARY & SECONDARY EDUCATION

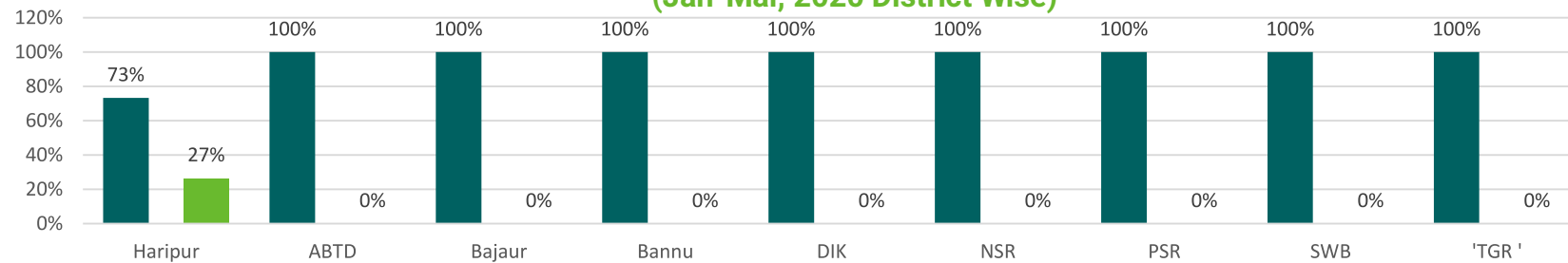
B1.Provisional / Character Certificate (PROVINCE)

Notified Time	5 Days
Designated officer	Head of Institution
Appellate Authority	DEO/ Director Education



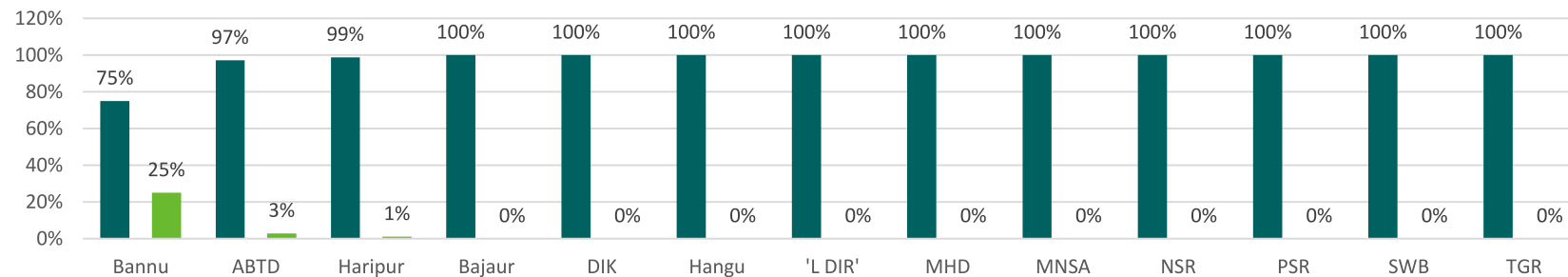
Analysis: The Service provision indicates substantial decrease in delays.

Provisional / Character Certificate (Jan-Mar, 2020 District Wise)



DIS	Haripur	ABTD	Bajaur	Bannu	DIK	NSR	PSR	SWB	'TGR'
T.AP	387	11	36	2	11	43	25	19	23
WT	284	11	36	2	11	43	25	19	23
BT	103	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



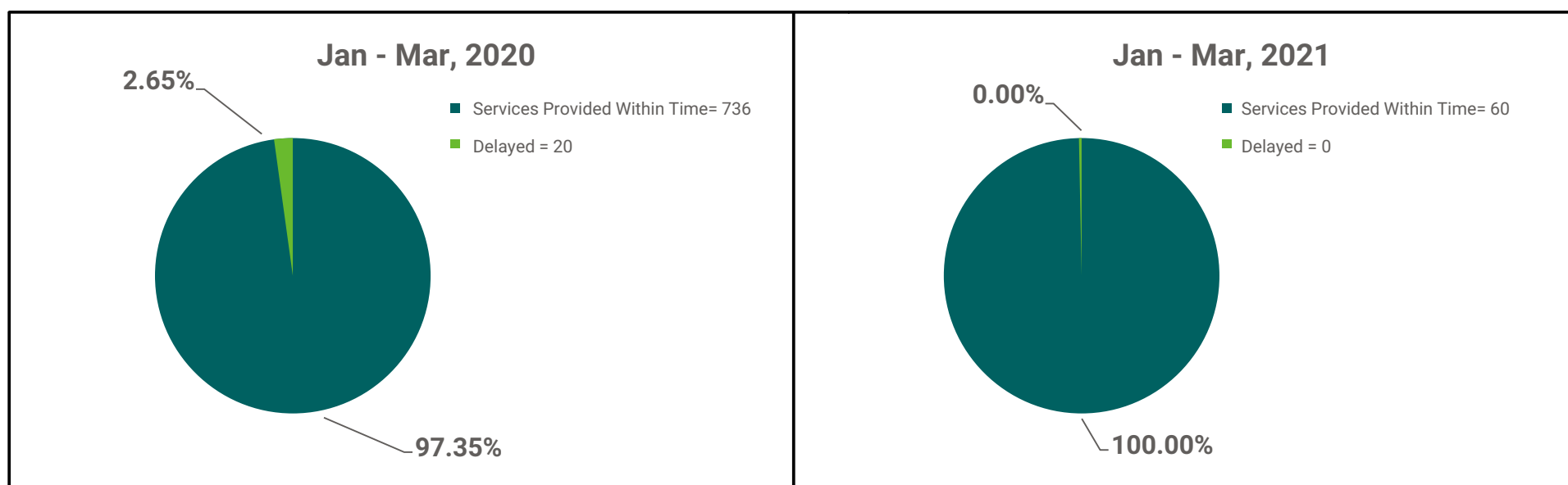
DIS	Bannu	ABTD	Haripur	Bajaur	DIK	Hangu	'L DIR'	MHD	MNSA	NSR	PSR	SWB	TGR
T.AP	4	35	175	10	27	2	28	4	1	314	9	11	14
WT	3	34	173	10	27	2	28	4	1	314	9	11	14
BT	1	1	2	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	T.AP
Beyond Time	BT

Analysis: In district Haripur the service provision has improved as compare to first quarter of the 2020. Bannu and Abbottabad needs attention for improvement.

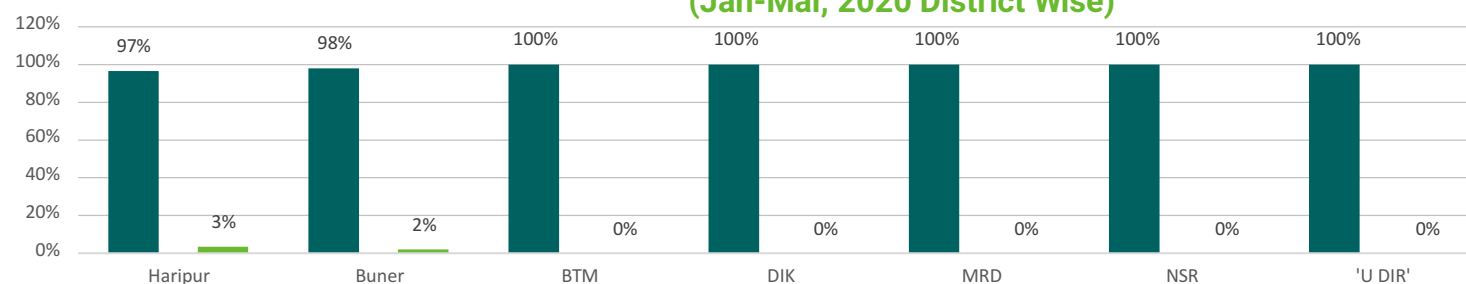
B2. School Leaving Certificate Private Sector (PROVINCE)

Notified Time	07 Days
Designated officer	Headmaster/ Principal
Appellate Authority	District Education Officer



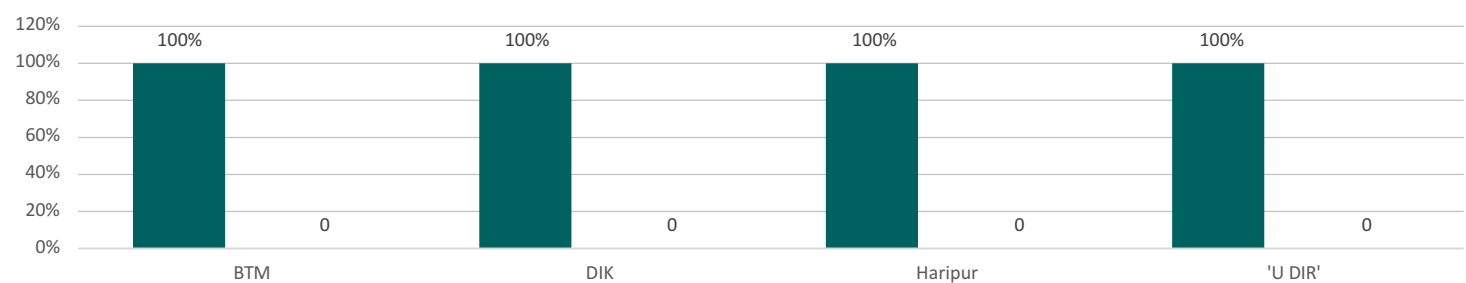
Analysis: The Service provision depicts the effects of Corona pandemic as schools were closed down and examinations postponed several times in first quarter of 2020, while there is no delays in 2021 for the same period.

School Leaving Certificate Private Sector (Jan-Mar, 2020 District Wise)



DIS	Haripur	Buner	BTM	DIK	MRD	NSR	'U DIR'
TAP	561	49	1	21	42	81	1
WT	542	48	1	21	42	81	1
BT	19	1	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



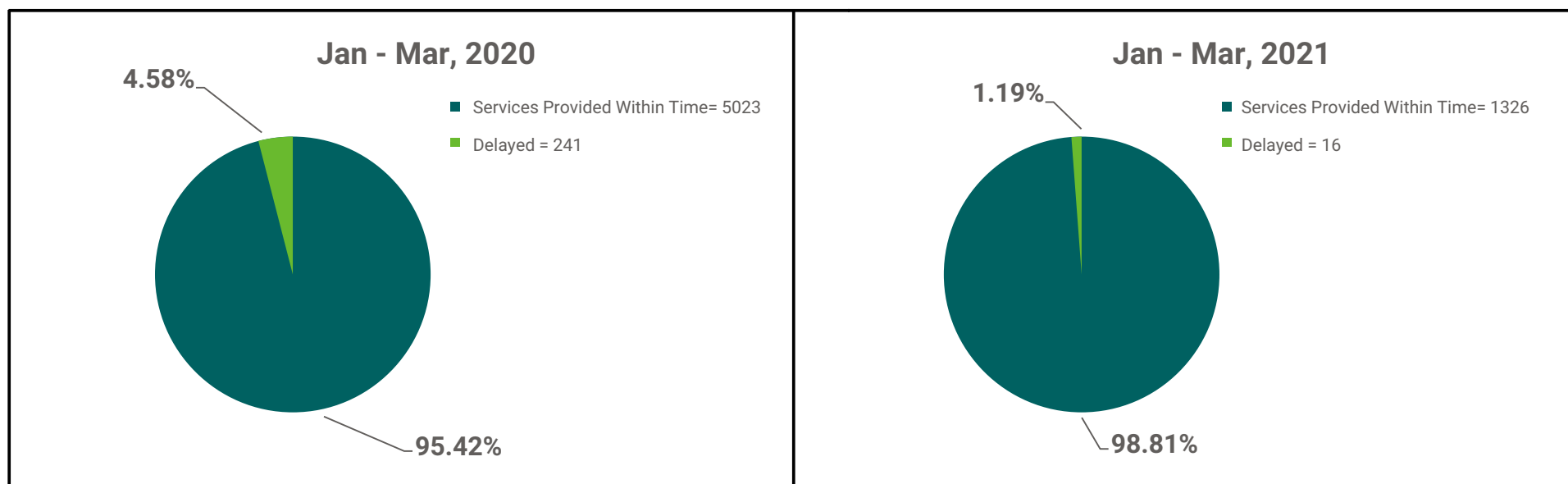
DIS	BTM	DIK	Haripur	'U DIR'
TAP	22	29	1	8
WT	22	29	1	8
BT	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: The data was reported from seven districts in the corresponding previous quarter of last year while in the current quarter only four districts have communicated the data.
The private schools are not providing such data. The department needs to look into this.

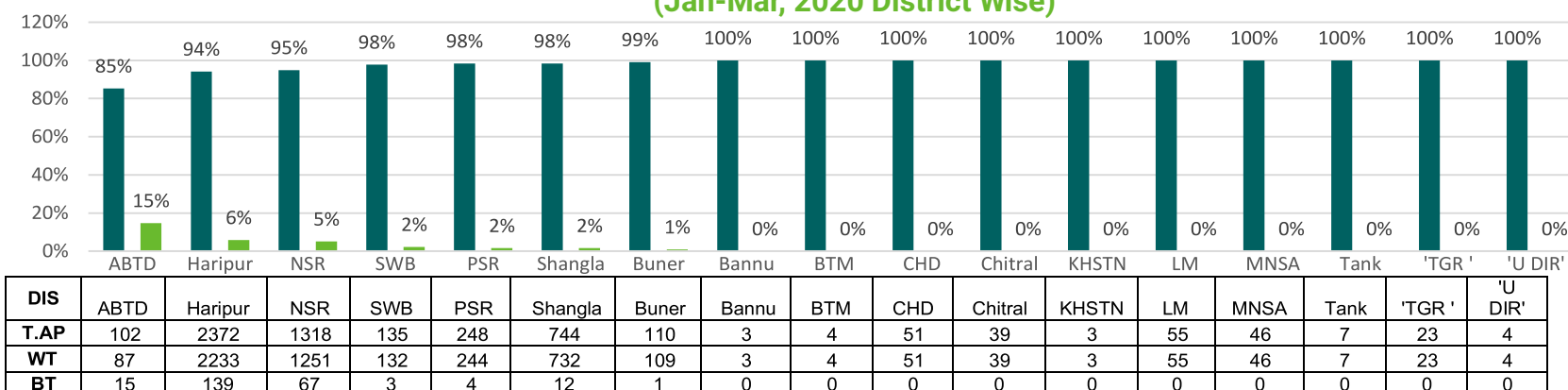
B3. School Leaving Certificate Public Sector (PROVINCE)

Notified Time	07 Days
Designated officer	Headmaster/ Principal
Appellate Authority	District Education Officer



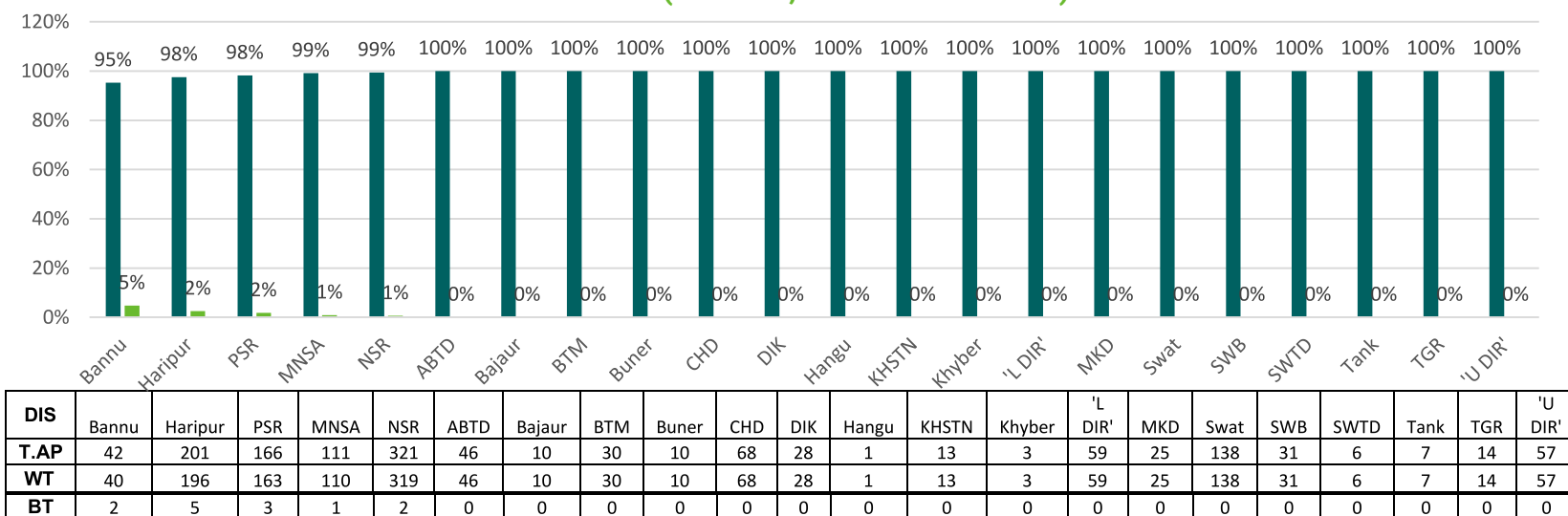
Analysis: The Service delivery indicates improvement.

School Leaving Certificate Public Sector (Jan-Mar, 2020 District Wise)



Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	T.AP
Within Time	WT
Beyond Time	BT

(Jan-Mar, 2021 District Wise)

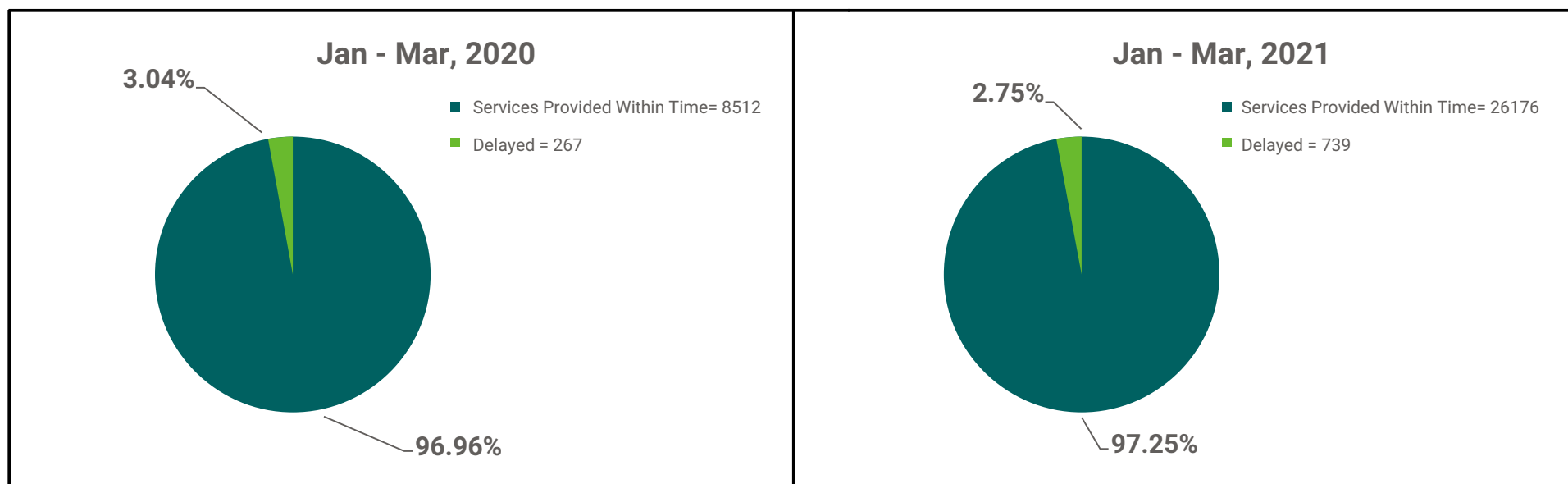


Analysis: The service delivery in districts of Haripur, Nowshera and Abbottabad has improved as compared to (Jan-Mar, 2020).

C. Excise & Taxation Department

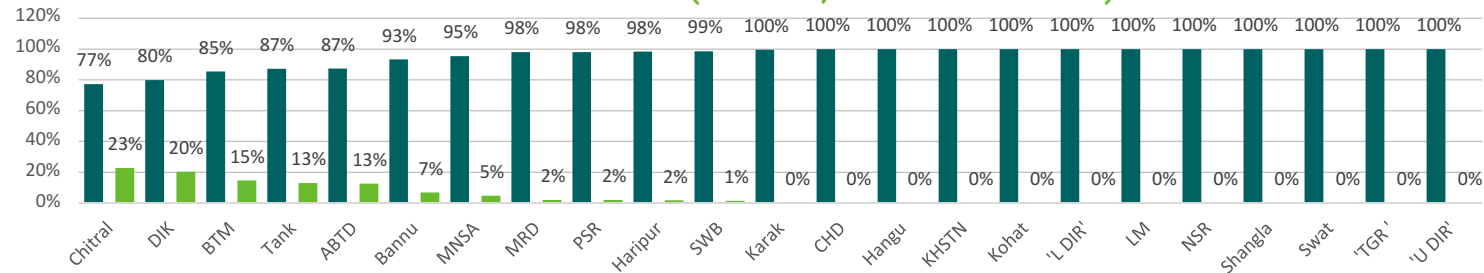
C1. Registration of new Motor Vehicles (PROVINCE)

Notified Time	Same Day
Designated officer	ETO/MRA
Appellate Authority	DG Excise & Taxation



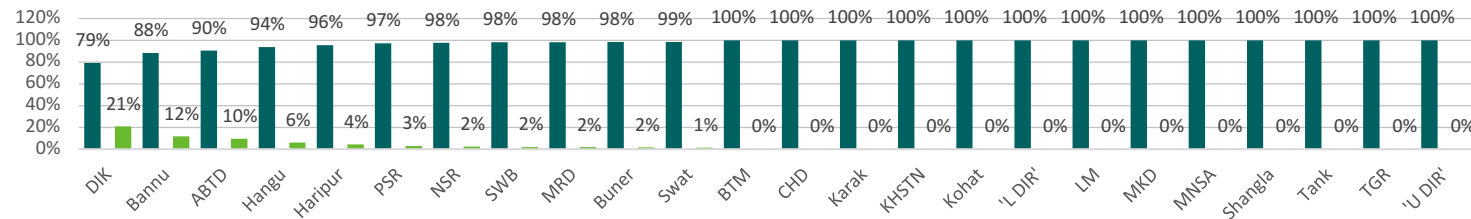
Analysis: The overall provision of service has improved substantially keeping in view the numbers of 'within time' and 'beyond time' in the first quarter of 2021 as compare to the same period of 2020.

Registration of New Motor Vehicle (Jan-Mar, 2020 District Wise)



DIS	Chitral	DIK	BTM	Tank	ABTD	Bannu	MNSA	MRD	PSR	Haripur	SWB	Karak	CHD	Hangu	KHSTN	Kohat	'LDIR'	LM	NSR	Shangla	Swat	'TGR'	'UDIR'
TAP	22	242	41	62	634	103	386	1397	2821	118	483	248	28	16	10	752	32	56	1318	1	3	4	2
WT	17	193	35	54	554	96	368	1369	2765	116	476	247	28	16	10	752	32	56	1318	1	3	4	2
BT	5	49	6	8	80	7	18	28	56	2	7	1	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



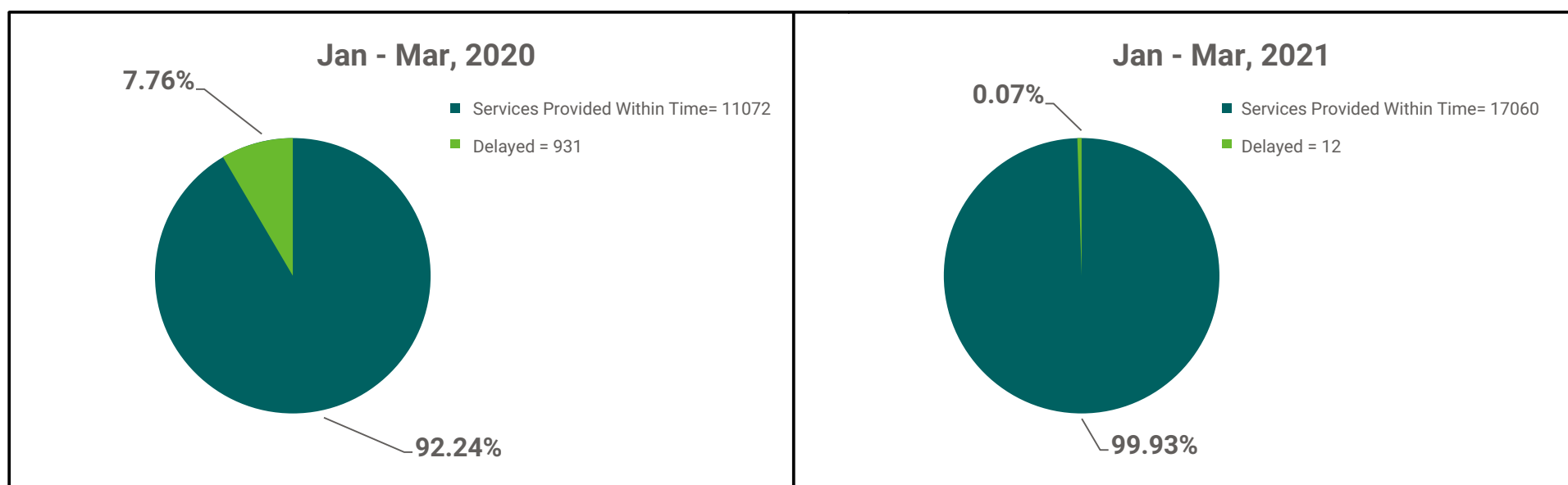
DIS	DIK	Bannu	ABTD	Hangu	Haripur	PSR	NSR	SWB	MRD	Buner	Swat	BTM	CHD	Karak	KHSTN	Kohat	'LDIR'	LM	MKD	MNSA	Shangla	Tank	TGR	'UDIR'
TAP	283	94	421	178	448	18724	698	1450	1359	60	210	34	35	527	9	1669	91	33	100	360	27	75	2	21
WT	224	83	381	167	428	18197	682	1423	1335	59	207	34	35	527	9	1669	91	33	100	360	27	75	2	21
BT	59	11	40	11	20	527	16	27	24	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: The overall provision of service has improved. However, Dera Ismaeel Khan and Bannu need improvement.

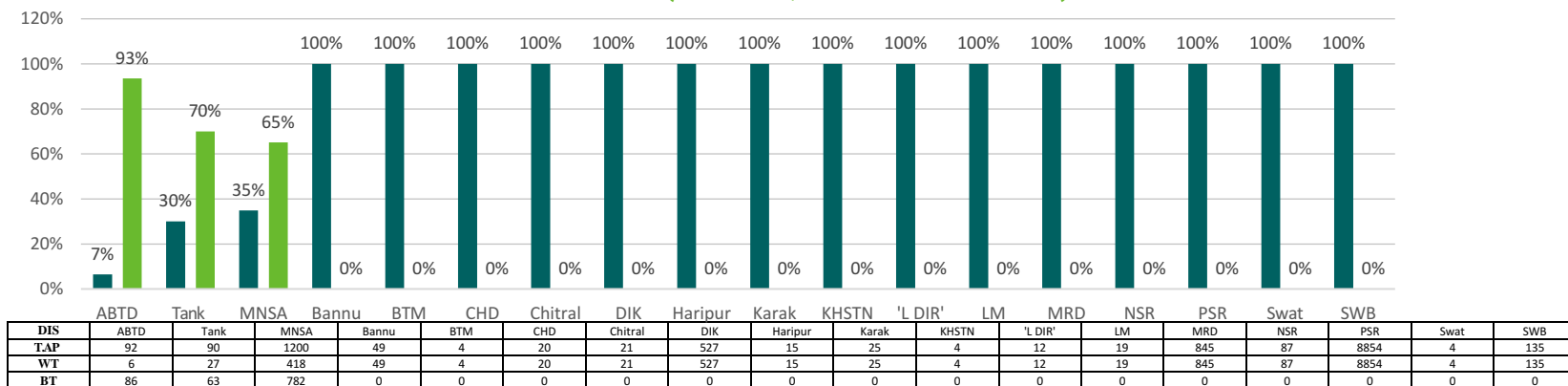
C2. Renewal of Vehicle's Registration (PROVINCE)

Notified Time	Same Day
Designated officer	ETO/MRA
Appellate Authority	DG Excise & Taxation



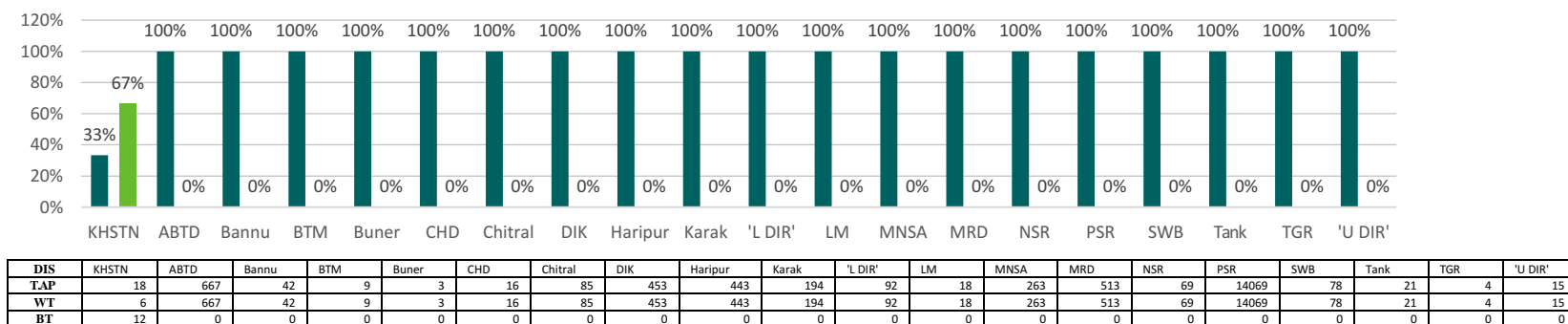
Analysis: Service delivery has improved from 92% in 2020 with delay of 7.6% to 99.93% in 2021 with negligible delay of 0.07%.

Renewal of Vehicle's Registration (Jan-Mar, 2020 District Wise)



Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

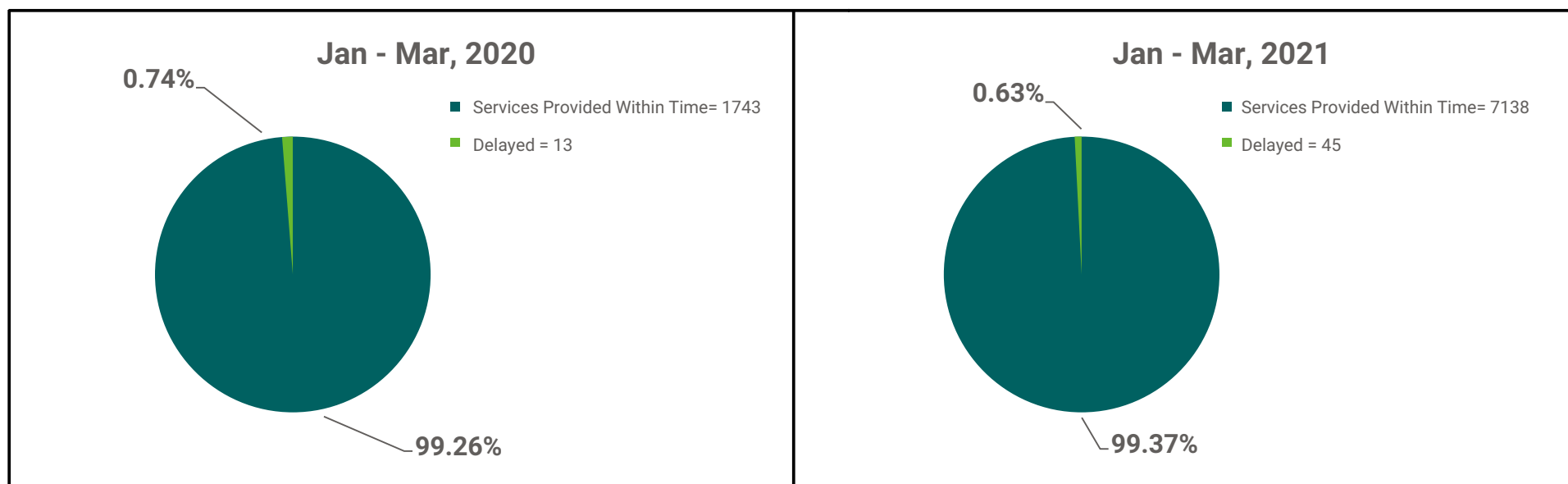
(Jan-Mar, 2021 District Wise)



Analysis: Districts Abbottabad, Tank and Mansehra have overcome the delay in the first quarter of the year 2021 as compared to the first quarter of 2020, while Kohistan shows 67% delay which needs to be looked into.

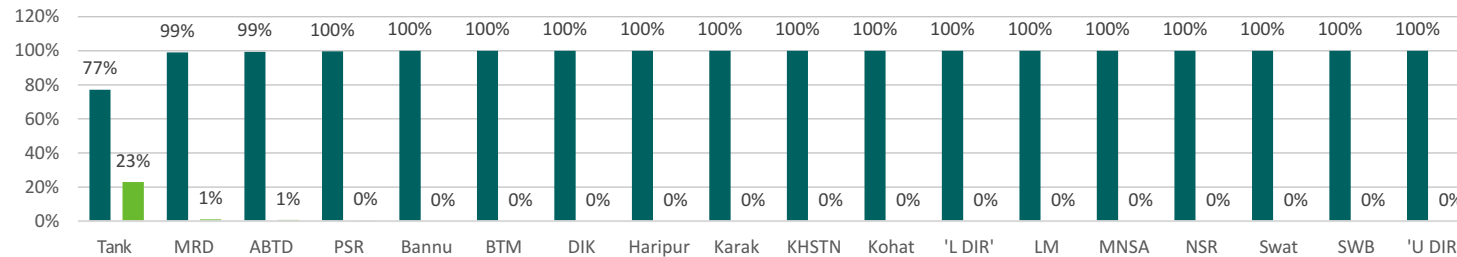
C3. Transfer of Vehicles(PROVINCE)

Notified Time	03 Days
Designated officer	ETO/MRA
Appellate Authority	DG Excise & Taxation



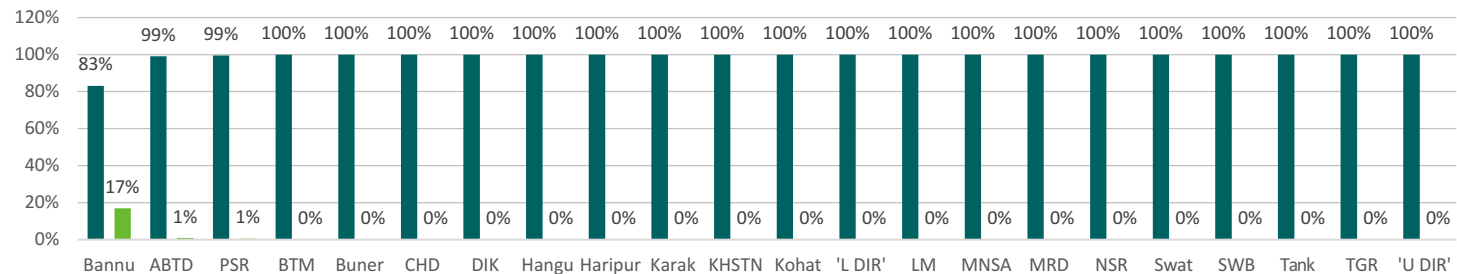
Analysis: Service delivery has improved.

Transfer of Vehicles (Jan-Mar, 2020 District Wise)



DIS	Tank	MRD	ABTD	PSR	Bannu	BTM	DIK	Haripur	Karak	KHSTN	Kohat	'L DIR'	LM	MNSA	NSR	Swat	SWB	'U DIR'
TAP	35	104	322	740	44	47	63	52	5	12	63	2	19	170	42	4	31	1
WT	27	103	320	738	44	47	63	52	5	12	63	2	19	170	42	4	31	1
BT	8	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	Bannu	ABTD	PSR	BTM	Buner	CHD	DIK	Hangu	Haripur	Karak	KHSTN	Kohat	'LDIR'	LM	MNSA	MRD	NSR	Swat	SWB	Tank	TGR	'UDIR'
TAP	83	567	4745	15	2	5	268	13	337	17	7	106	2	5	101	562	70	205	47	9	2	15
WT	69	562	4719	15	2	5	268	13	337	17	7	106	2	5	101	562	70	205	47	9	2	15
BT	14	5	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

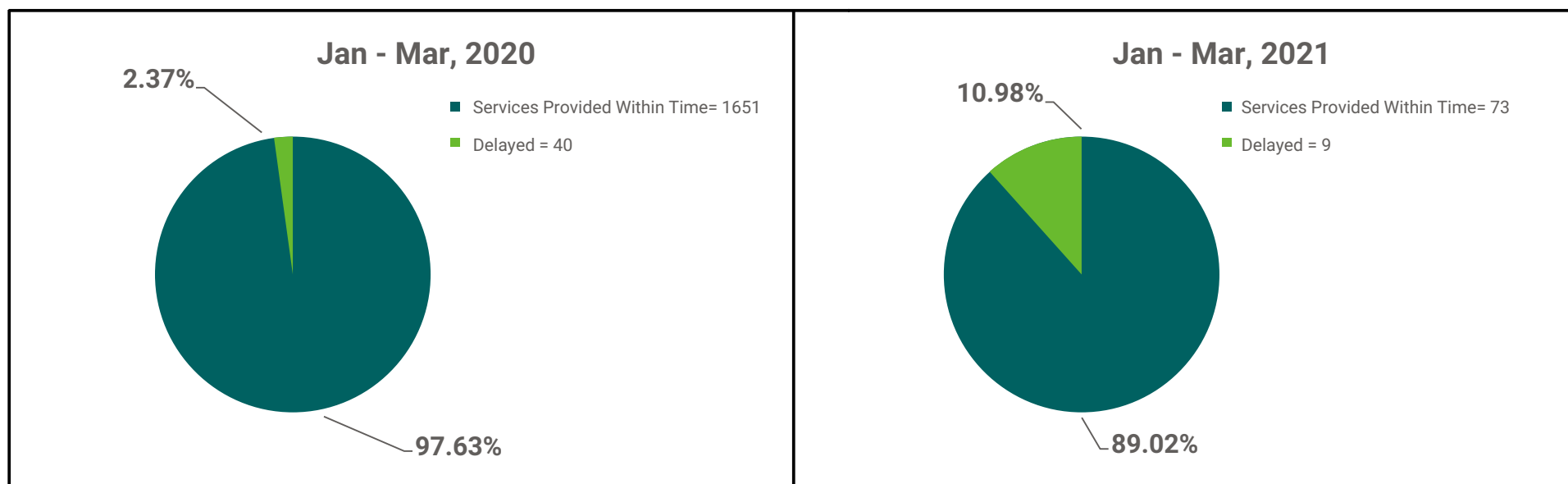
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	T.AP
Beyond Time	BT

Analysis: District Tank has improved the service delivery while in district Bannu there is 17% delay that needs improvement.

D. FOREST DEPARTMENT

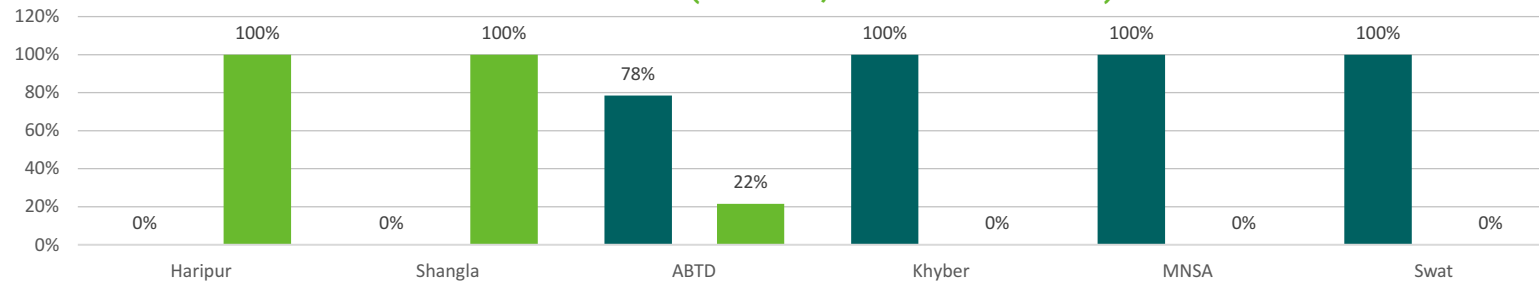
D1. Grant of Trees (PROVINCE)

Notified Time	60 Days
Designated officer	Divisional Forest Officer
Appellate Authority	Conservator of Forest



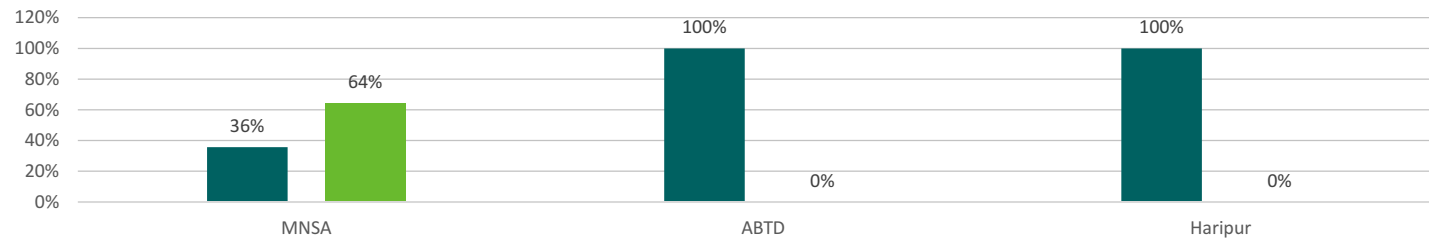
Analysis: There is downward trend in service delivery "within time" by around 8% in 2021 as compare to 2020; needs more efforts for improvement.

Grant of Trees (Jan-Mar, 2020 District Wise)



DIS	Haripur	Shangla	ABTD	Khyber	MNSA	Swat
TAP	1	28	51	170	1425	16
WT	0	0	40	170	1425	16
BT	1	28	11	0	0	0

(Jan-Mar, 2021 District Wise)



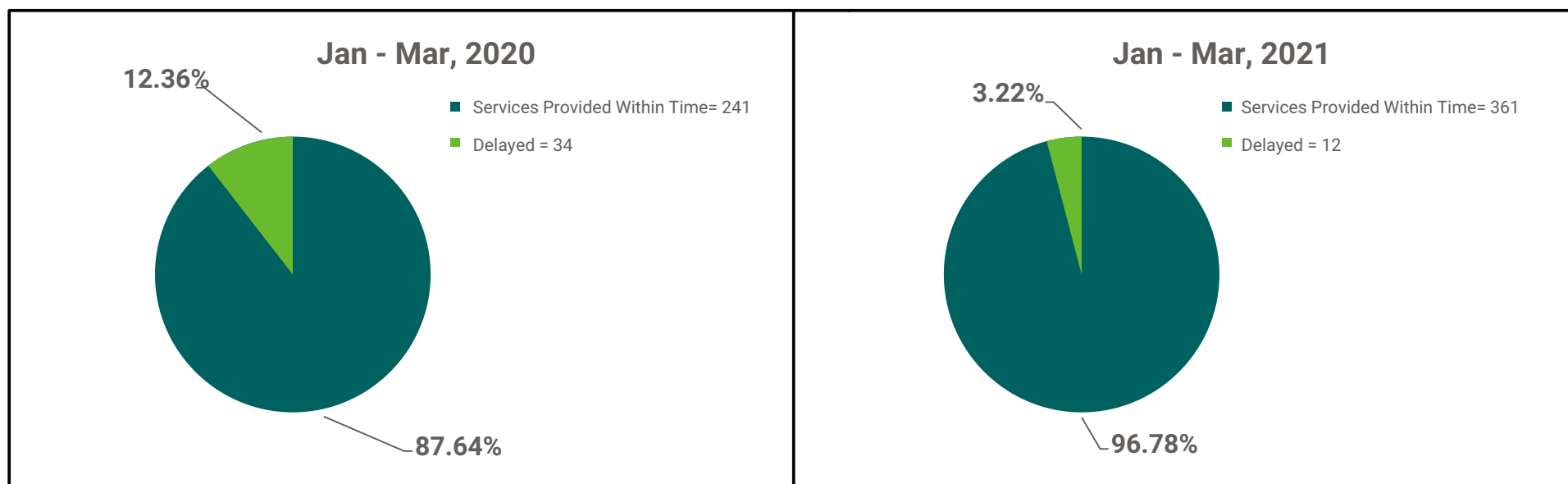
DIS	MNSA	ABTD	Haripur
TAP	14	58	10
WT	5	58	10
BT	9	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: There is improvement in provision of the service in Haripur, Abbottabad and Shangla while there is substantial delay in Mansehra.

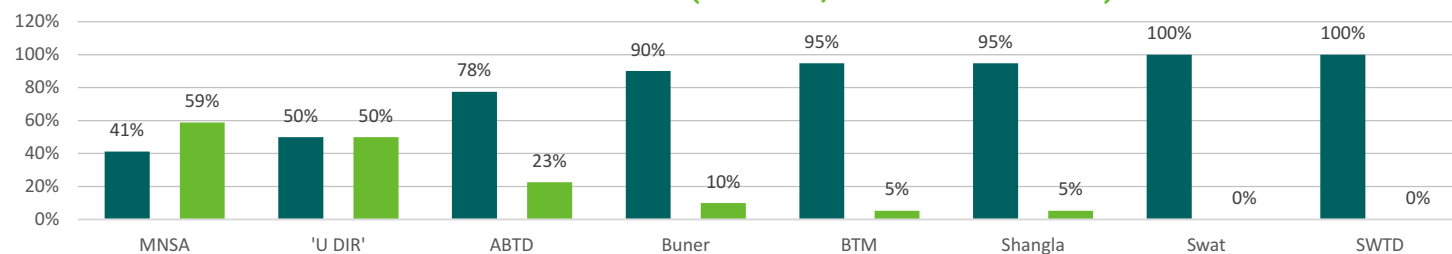
D2. Issuance of Wood Permit (PROVINCE)

Notified Time	60 Days
Designated officer	Divisional Forest Officer
Appellate Authority	Conservator of Forest



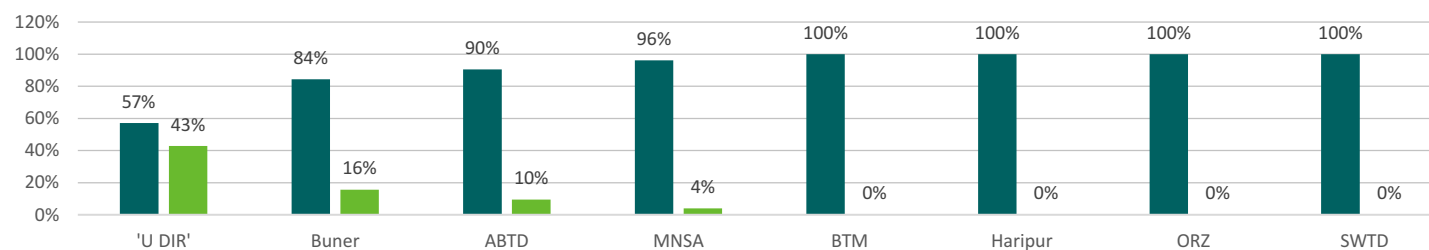
Analysis: The overall Service delivery has improved.

Issuance of Wood Permit (Jan-Mar, 2020 District Wise)



DIS	MNSA	'U DIR'	ABTD	Buner	BTM	Shangla	Swat	SWTD
TAP	17	4	40	50	19	134	9	2
WT	7	2	31	45	18	127	9	2
BT	10	2	9	5	1	7	0	0

(Jan-Mar, 2021 District Wise)



DIS	'U DIR'	Buner	ABTD	MNSA	BTM	Haripur	ORZ	SWTD
TAP	7	32	21	51	1	220	11	30
WT	4	27	19	49	1	220	11	30
BT	3	5	2	2	0	0	0	0

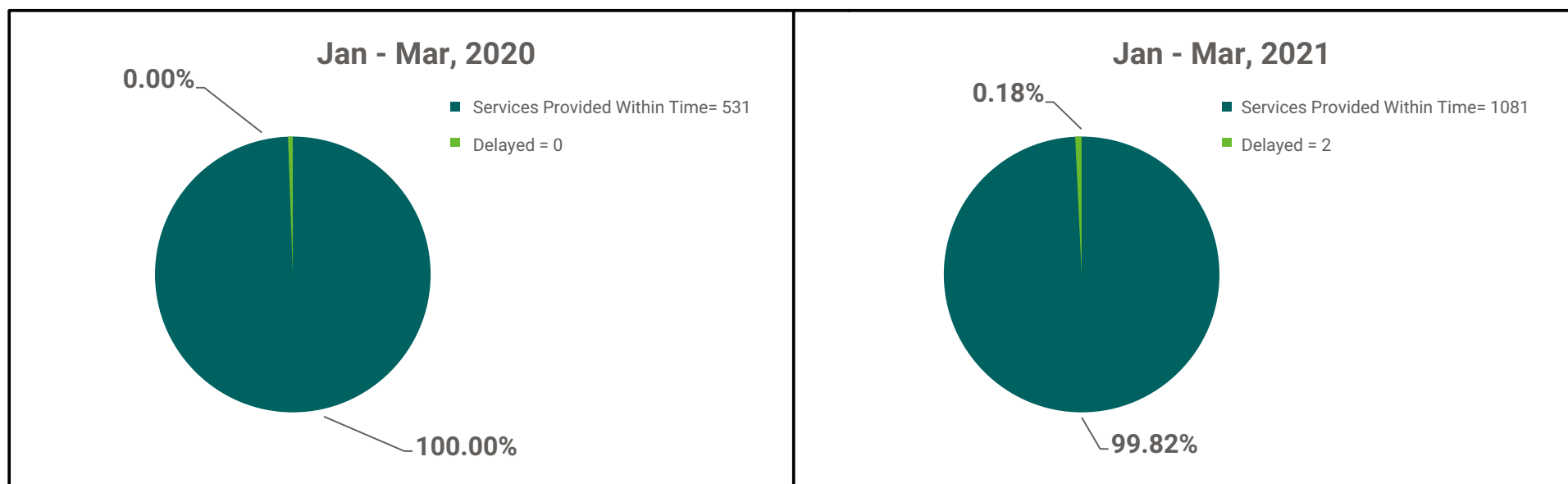
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery has improved except Dir Upper, Abbottabad and Buner.

E. HEALTH

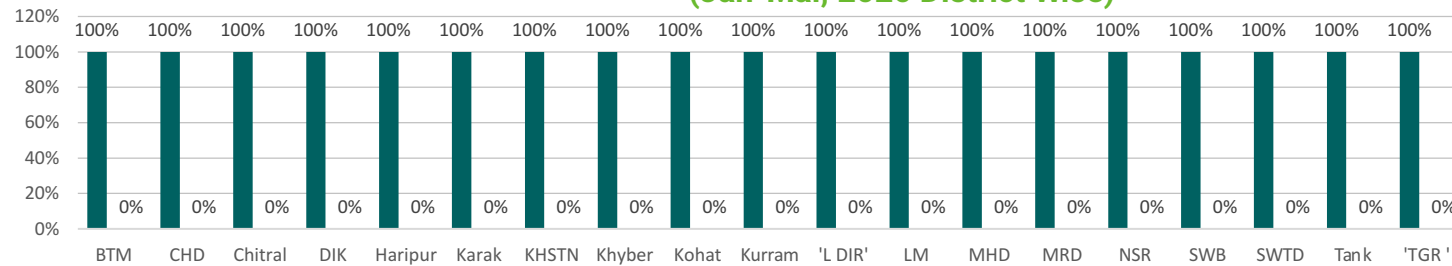
E1.Copies of Post Mortem or Medico-Legal Report (PROVINCE)

Notified Time	30 Days
Designated officer	Medical Officer of Civil Hospital
Appellate Authority	District Health Officer



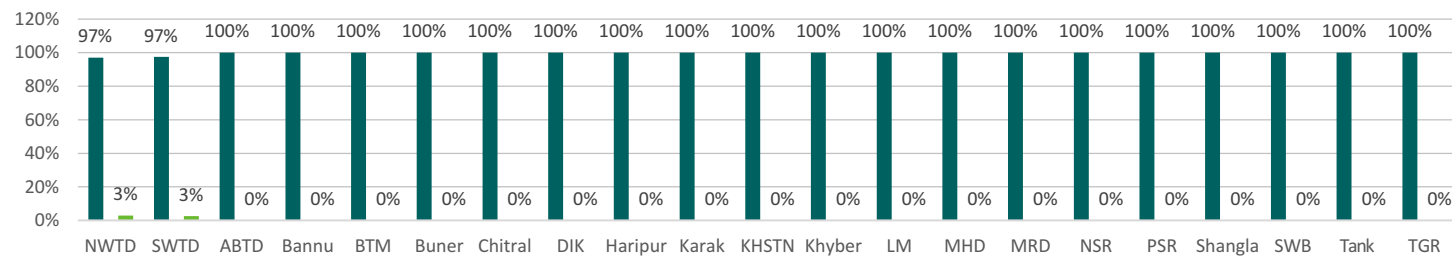
Analysis: The Service delivery is almost 100%.

Copies of Post Mortem or Medico-Legal Report (Jan-Mar, 2020 District Wise)



DIS	BTM	CHD	Chitral	DIK	Haripur	Karak	KHSTN	Khyber	Kohat	Kurram	'L DIR'	LM	MHD	MRD	NSR	SWB	SWTD	Tank	'TGR'
TAP	79	16	13	44	1	22	4	12	4	11	2	49	5	30	100	67	1	69	2
WT	79	16	13	44	1	22	4	12	4	11	2	49	5	30	100	67	1	69	2
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



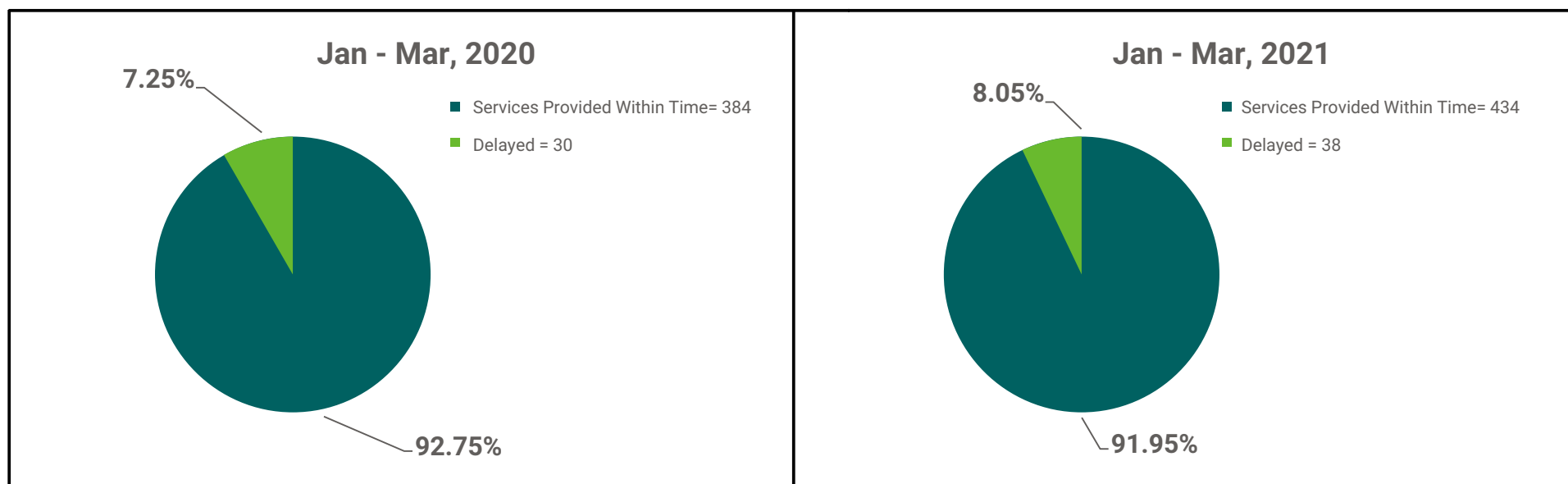
DIS	NWTD	SWTD	ABTD	Bannu	BTM	Buner	Chitral	DIK	Haripur	Karak	KHSTN	Khyber	LM	MHD	MRD	NSR	PSR	Shangla	SWB	Tank	TGR
TAP	34	39	3	10	158	21	9	24	5	75	12	11	89	8	89	175	82	11	54	152	1
WT	33	38	3	10	158	21	9	24	5	75	12	11	89	8	89	175	82	11	54	152	1
BT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: There is negligible delay in South and North Waziristan Tribal Districts.

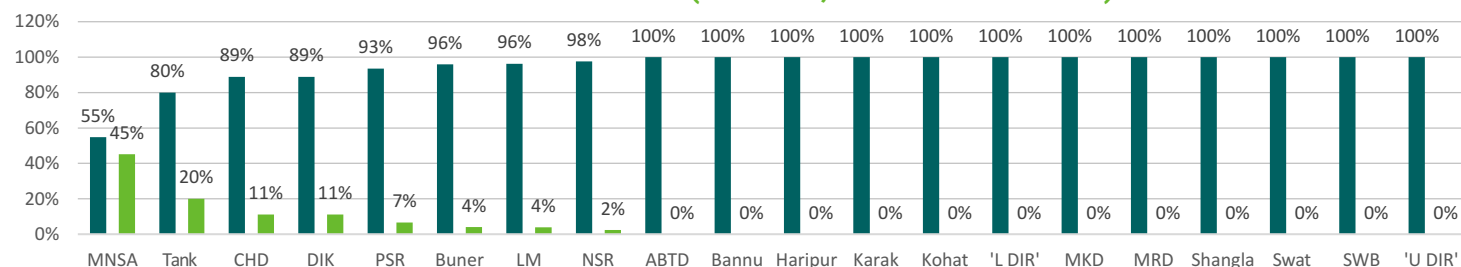
E2. Issuance of Drug License (PROVINCE)

Notified Time	10 Days
Designated officer	Drug Inspector
Appellate Authority	District Health Officer



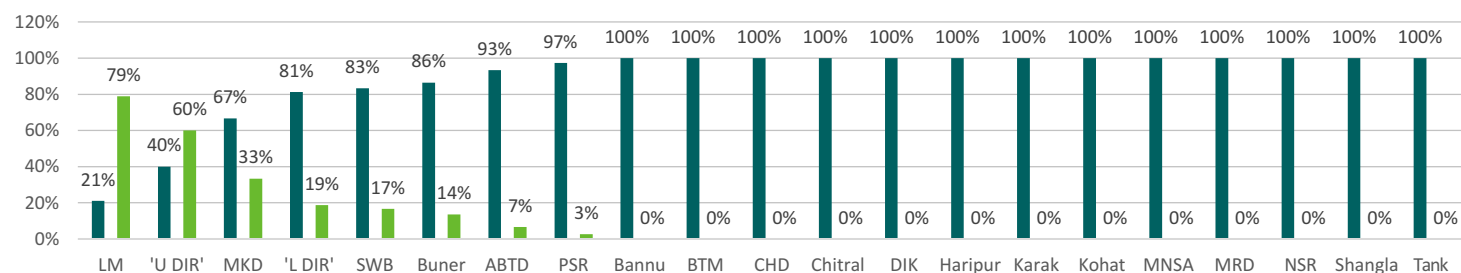
Analysis: The overall Service delivery is satisfactory.

Issuance of Drug License (Jan-Mar, 2020 District Wise)



DIS	MNSA	Tank	CHD	DIK	PSR	Buner	LM	NSR	ABTD	Bannu	Haripur	Karak	Kohat	'L DIR'	MKD	MRD	Shangla	Swat	SWB	'U DIR'
TAP	31	15	9	9	122	25	26	42	13	6	13	7	5	42	4	11	23	4	6	1
WT	17	12	8	8	114	24	25	41	13	6	13	7	5	42	4	11	23	4	6	1
BT	14	3	1	1	8	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	LM	'UDIR'	MKD	'LDIR'	SWB	Buner	ABTD	PSR	Bannu	BTM	CHD	Chitral	DIK	Haripur	Karak	Kohat	MNSA	MRD	NSR	Shangla	Tank	LM
TAP	19	5	3	16	6	59	15	75	28	3	9	7	10	10	3	8	8	43	11	31	15	19
WT	4	2	2	13	5	51	14	73	28	3	9	7	10	10	3	8	8	43	11	31	15	4
BT	15	3	1	3	1	8	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	15

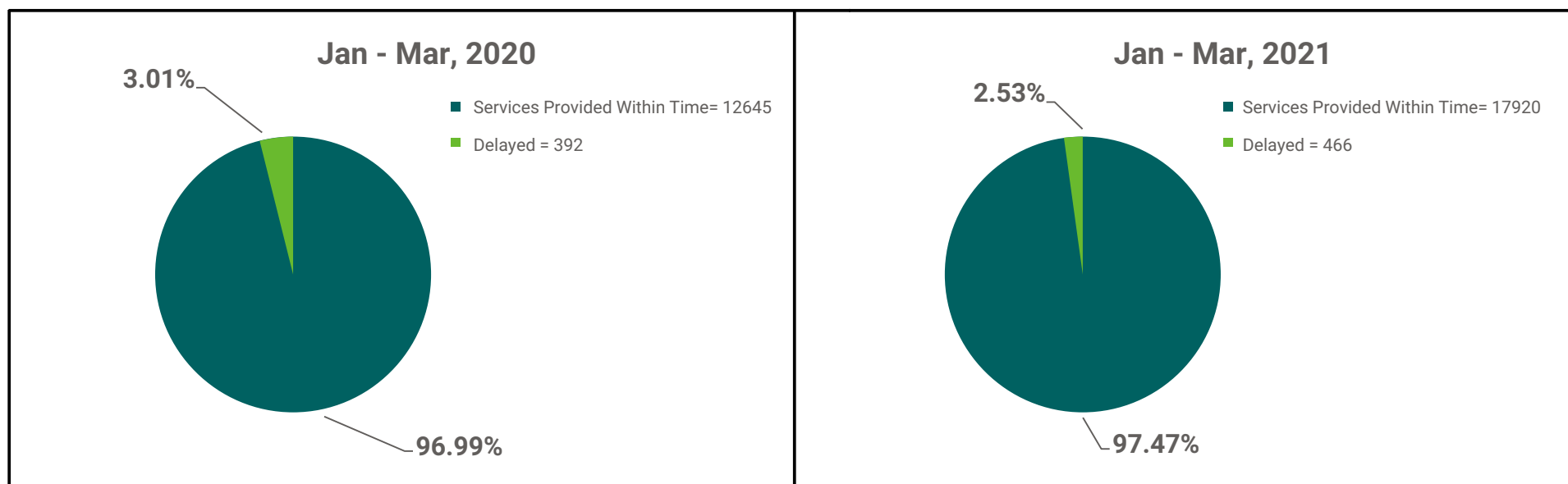
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery in Mansehra, Tank, Charsada and Dera Ismaeel Khan has improved while in Lakki Marwat, Dir Upper and Dir Lower the delay in the provision of service has increased needs to be looked into.

F. HOME DEPARTMENT

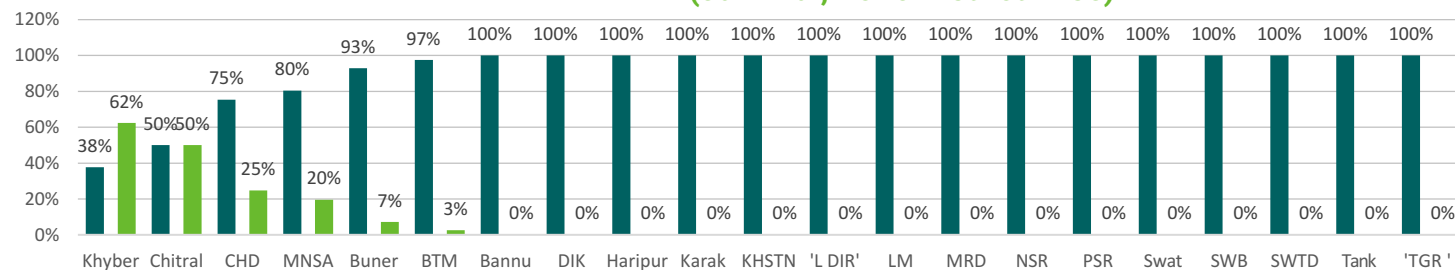
F1. Processing of Arms License (Province)

Notified Time	7 Days
Designated officer	Deputy Commissioner
Appellate Authority	Concerned Commissioner



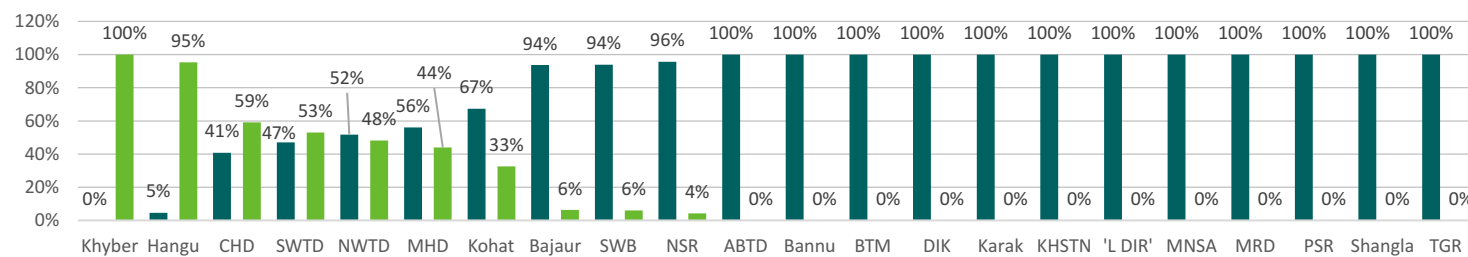
Analysis: The overall Service delivery is satisfactory.

Processing of Arms License (Jan-Mar, 2020 District Wise)



DIS	Khyber	Chitral	CHD	MNSA	Buner	BTM	Bannu	DIK	Haripur	Karak	KHSTN	'L DIR'	LM	MRD	NSR	PSR	Swat	SWB	SWTD	Tank	'TGR'
TAP	279	14	235	660	280	158	1130	583	158	1004	139	550	858	1021	728	3980	881	187	1	12	179
WT	105	7	177	531	260	154	1130	583	158	1004	139	550	858	1021	728	3980	881	187	1	12	179
BT	174	7	58	129	20	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



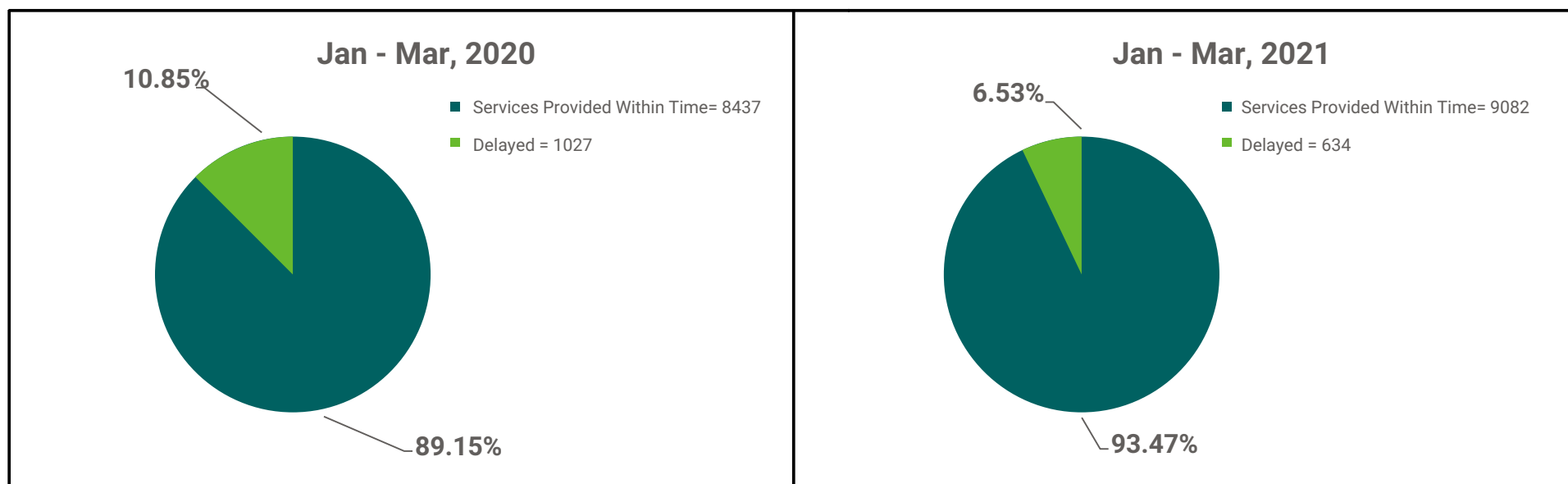
DIS	Khyber	Hangu	CHD	SWTD	NWTD	MHD	Kohat	Bajaur	SWB	NSR	ABTD	Bannu	BTM	DIK	Karak	KHSTN	'L DIR'	MNSA	MRD	PSR	Shangla	TGR
TAP	66	152	71	100	56	25	187	204	115	950	404	2114	71	1369	1019	137	971	706	1184	6658	279	233
WT	0	7	29	47	29	14	126	191	108	909	404	2114	71	1369	1019	137	971	706	1184	6658	279	233
BT	66	145	42	53	27	11	61	13	7	41	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: Performance in Battagram, Mansehra and Buner has improved but in Khyber TD, Hangu, Charsadda, South Waziristan TD and North Waziristan TD needs special attention.

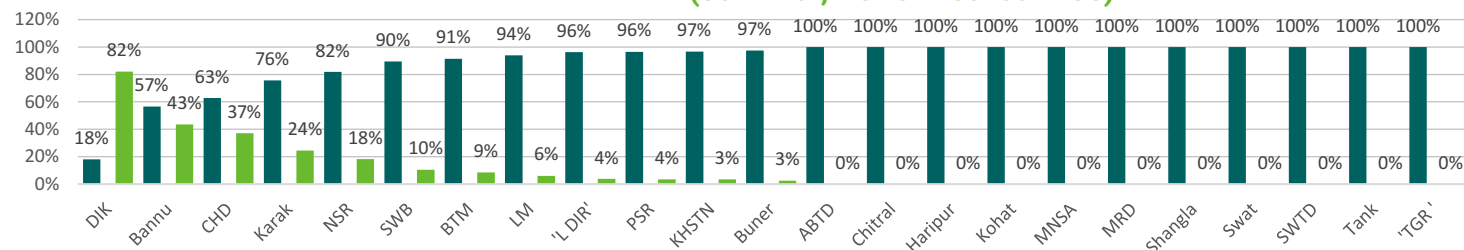
F2. Verification of Arms Applicant (PROVINCE)

Notified Time	15 Days
Designated officer	Deputy Commissioner
Appellate Authority	Concerned Commissioner



Analysis: The overall service delivery is satisfactory with more efforts the delay can be minimized.

Verification of Arms Applicant (Jan-Mar, 2020 District Wise)



DIS	DIK	Bannu	CHD	Karak	NSR	SWB	BTM	LM	'L DIR'	PSR	KHSTN	Buner	ABTD	Chitral	Haripur	Kohat	MNSA	MRD	Shangla	Swat	SWTD	Tank	'TGR'
TAP	178	814	326	462	456	420	187	366	529	2773	88	273	432	56	109	29	412	527	573	325	1	14	114
WT	32	460	205	349	373	376	171	344	509	2675	85	266	432	56	109	29	412	527	573	325	1	14	114
BT	146	354	121	113	83	44	16	22	20	98	3	7	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



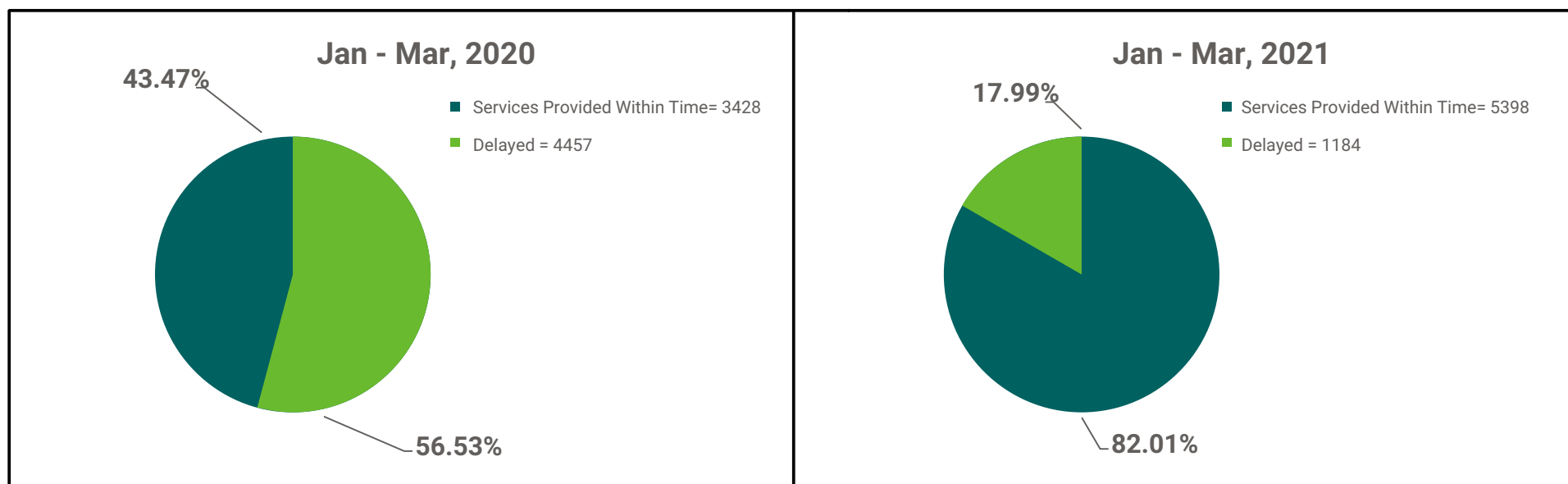
DIS	DIK	Karak	LM	Hangu	'L DIR'	SWB	Bannu	PSR	NSR	SWTD	BTM	ABTD	CHD	Haripur	KHSTN	Kohat	MHD	MKD	MRD	Shangla	Swat	Tank	TGR
TAP	517	298	960	9	660	453	1002	2453	445	53	159	459	71	72	109	548	22	258	770	219	28	49	102
WT	278	202	850	8	615	425	963	2390	434	52	158	459	71	72	109	548	22	258	770	219	28	49	102
BT	239	96	110	1	45	28	39	63	11	1	1	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery in Dera Ismaeel Khan, Bannu and Charsada has improved but still needs special focus for further improvement.

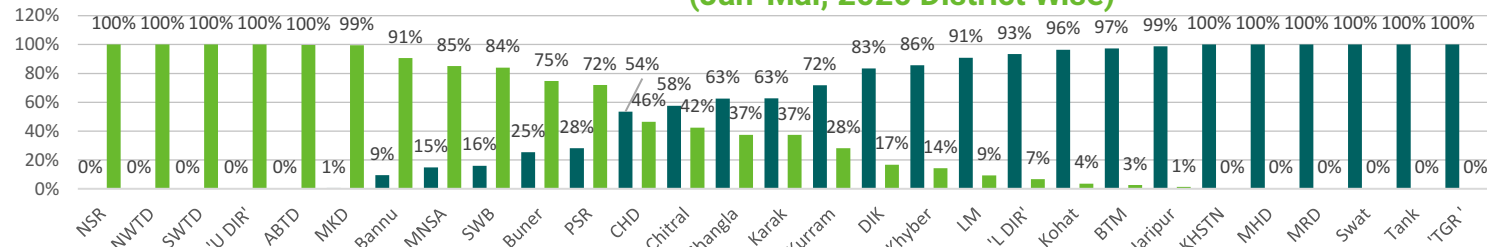
F3. Issuance of Arms License (PROVINCE)

Notified Time	15 Days
Designated officer	Deputy Commissioner
Appellate Authority	Commissioner



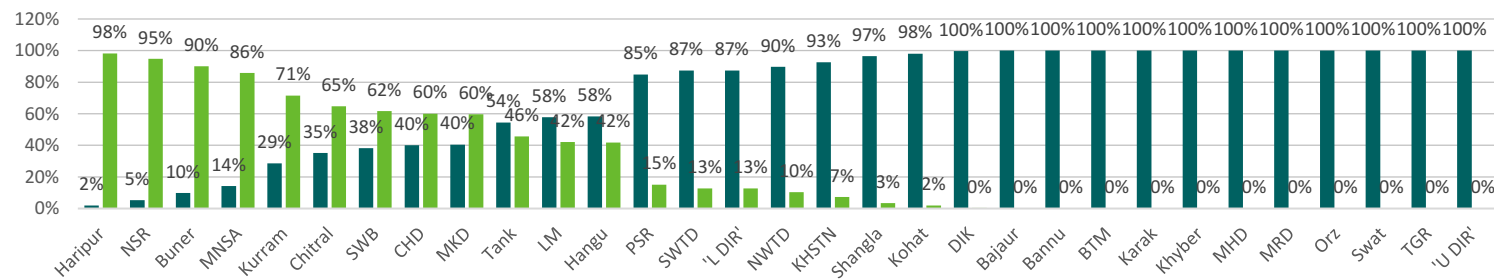
Analysis: The Service delivery has improved despite increase in number of applications. However, the number of delay can further be reduced by putting in more efforts.

ISSUANCE OF ARMS LICENSE (Jan-Mar, 2020 District Wise)



DIS	NSR	NWTD	SWTD	'U DIR'	ABTD	MKD	Bannu	MNSA	SWB	Buner	PSR	CHD	Chitral	Shangla	Karak	Kurram	DIK	Khyber	LM	'L DIR'	Kohat	BTM	Haripur	KHSTN	MHD	MRD	Swat	Tank	'TGR'
TAP	486	44	5	51	282	388	960	665	438	640	310	383	33	790	340	110	30	14	163	318	28	152	391	152	26	147	348	12	179
WT	0	0	0	0	1	2	90	99	70	162	87	205	19	494	213	79	25	12	148	297	27	148	386	152	26	147	348	12	179
BT	486	44	5	51	281	386	870	566	368	478	223	178	14	296	127	31	5	2	15	21	1	4	5	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



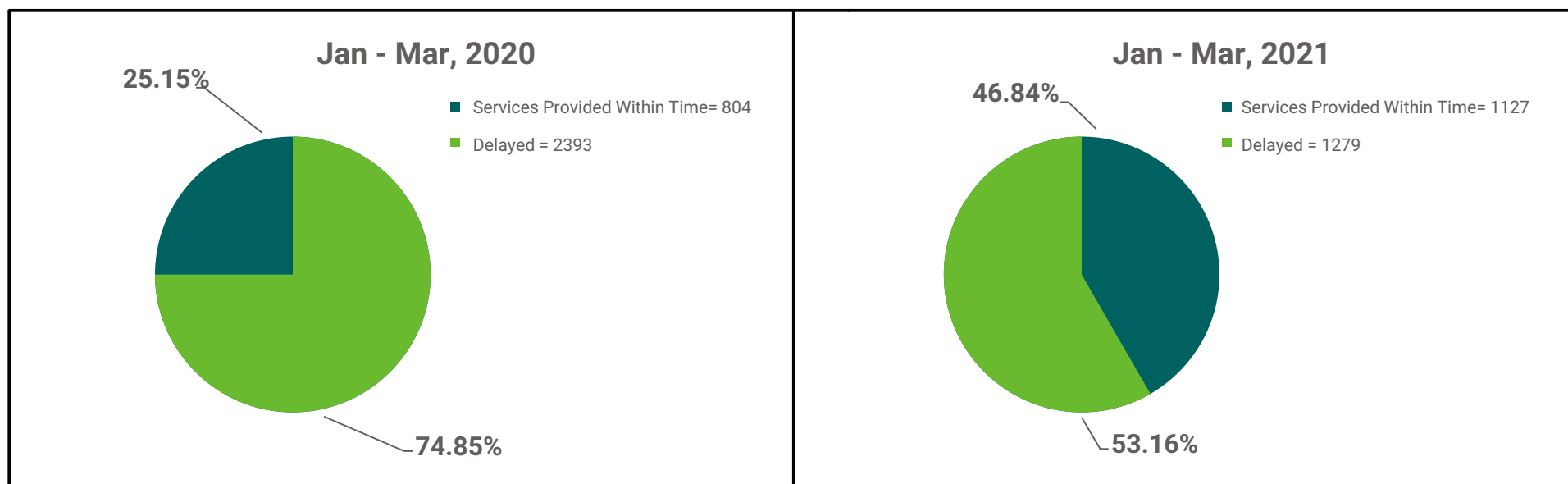
DIS	Haripu	NSR	Buner	MNSA	Kurram	Chitral	SWB	CHD	MKD	Tank	LM	Hangu	PSR	SWTD	'L DIR'	NWTD	KHSTN	Shangla	Kohat	DIK	Bajaur	Bannu	BTM	Karak	Khyber	MHD	MRD	Orz	Swat	TGR	'U DIR'
TAP	106	95	151	211	7	88	81	190	119	79	95	199	91	126	229	58	231	29	415	54	179	963	159	137	66	25	121	6	296	251	420
WT	2	5	15	30	2	31	31	76	48	43	55	116	77	110	200	52	214	28	407	53	179	963	159	137	66	25	121	6	296	251	420
BT	104	90	136	181	5	57	50	114	71	36	40	83	13	16	29	6	17	1	8	2	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: Though meager improvement in some of the districts is noticed, the authorities have to take concrete steps to improve the service delivery.

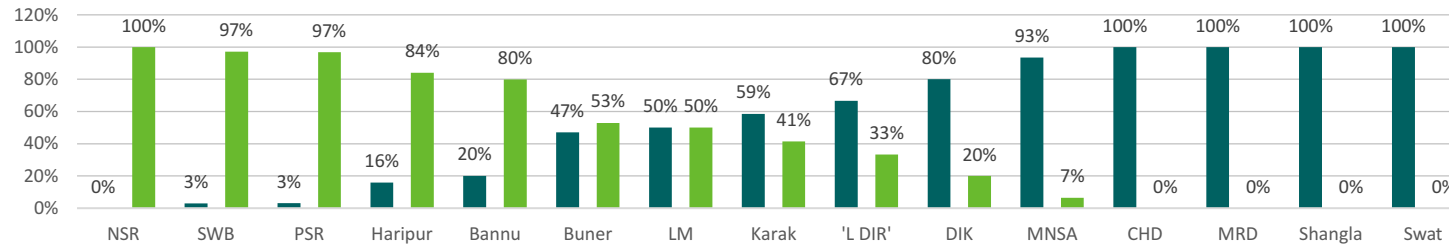
F4. All Pakistan Cartridge Increase (PROVINCE)

Notified Time	10 Days
Designated officer	Deputy Secretary Home
Appellate Authority	Secretary Home



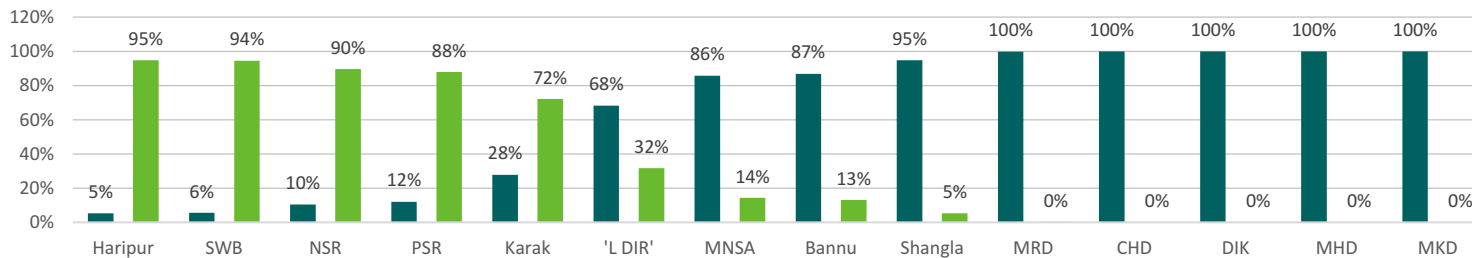
Analysis: Though there is improvement in the service delivery, still needs improvement, as delay is more than 50%.

All Pakistan Cartridge Increase (Jan-Mar, 2020 District Wise)



DIST	NSR	SWB	PSR	Haripur	Bannu	Buner	LM	Karak	'L DIR'	DIK	MNSA	CHD	MRD	Shangla	Swat
TAP	350	448	1049	434	154	17	102	94	3	5	46	122	245	110	18
WT	0	13	33	69	31	8	51	55	2	4	43	122	245	110	18
BT	350	435	1016	365	123	9	51	39	1	1	3	0	0	0	0

(Jan-Mar, 2021 District Wise)



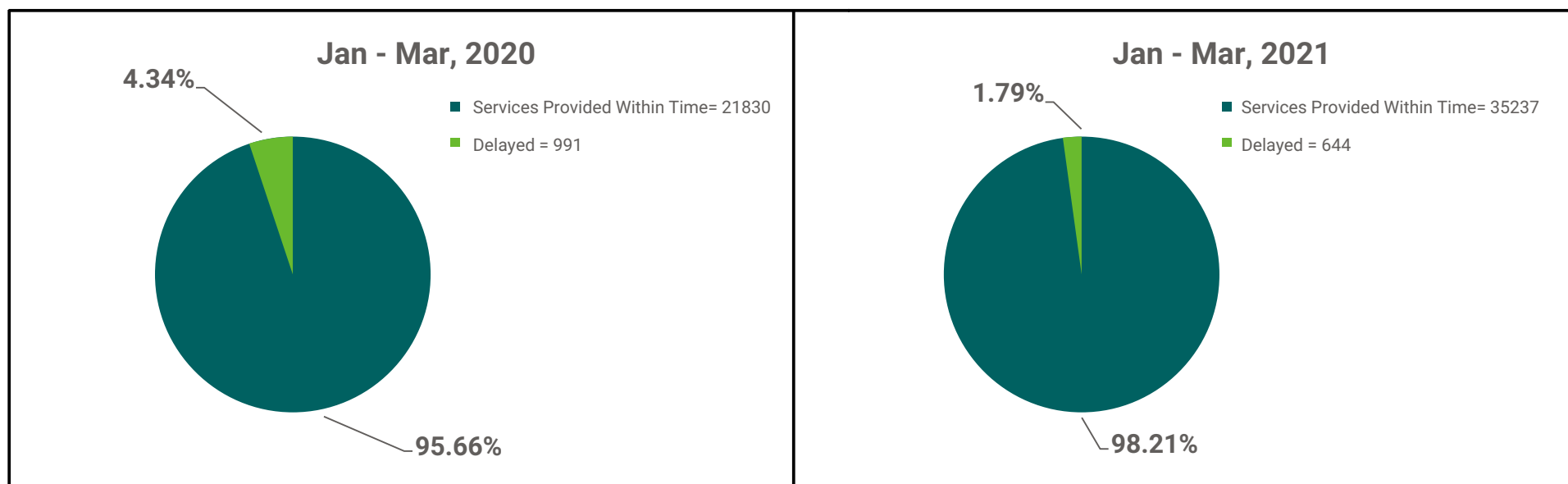
DIS	Haripur	SWB	NSR	PSR	Karak	'DIR L'	MNSA	BNU	Shangla	MRD	CHD	DIK	MHD	MKD
TAP	95	18	58	1013	273	41	56	61	38	480	60	11	14	188
WT	5	1	6	122	76	28	48	53	36	479	60	11	14	188
BT	90	17	52	891	197	13	8	8	2	1	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	DIR L
Dir Upper	DIR U
Abbotabad	ABTD
Manshara	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIST
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: There is negligible improvement in the Districts of Nowshera, Swabi and Bannu but still there is enough room for improvement.

F5. Domicile Certificate (PROVINCE)

Notified Time	10 Days
Designated officer	ADC/AC HQ
Appellate Authority	Deputy Commissioner



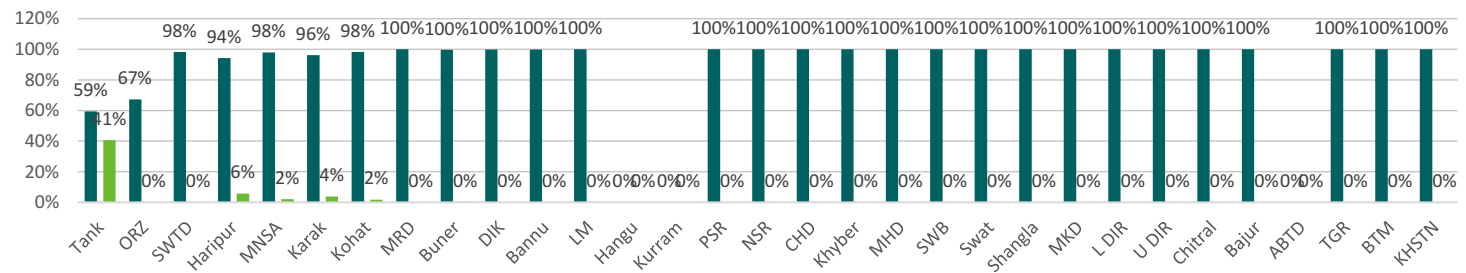
Analysis: The delay in service delivery has decreased while the number of service delivered has substantially increased.

Domicile Certificate (Jan-Mar, 2020 District Wise)



DIS	MHD	Bajaur	Haripur	Kurram	ORZ	Tank	Bannu	ABTD	SWTD	Karak	Kohat	Buner	DIK	LM	Hangu	PSR	NSR	CHD	Khyber	MRD	SWB	Swat	Shangla	MKD	L DIR	U DIR	Chitral	MNSA	TGR	BTM	KHSTN
TAP	372	194	1271	475	207	77	2716	436	81	473	6	181	361	778	26	4381	660	402	1240	1578	541	664	1877	45	302	210	142	2327	264	416	118
WT	99	0	1098	395	129	6	2664	405	61	458	4	179	361	778	26	4381	660	402	1240	1578	541	664	1877	45	302	210	142	2327	264	416	118
BT	273	194	173	80	78	71	52	31	20	15	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	Tank	ORZ	SWTD	Haripur	MNSA	Karak	Kohat	MRD	Buner	DIK	Bannu	LM	Hangu	Kurram	PSR	NSR	CHD	Khyber	MHD	SWB	Swat	Shangla	MKD	L DIR	U DIR	Chitral	Bajaur	ABTD	TGR	BTM	KHSTN
TAP	537	612	3579	1035	946	372	237	10790	917	953	1701	223	0	0	2422	1669	1314	119	95	521	618	704	440	156	679	295	1039	0	151	708	282
WT	319	412	3517	976	927	358	233	10786	914	952	1700	223	0	0	2422	1669	1314	119	95	521	618	704	440	156	679	295	1039	0	151	708	282
BT	218	200	62	59	19	14	4	4	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

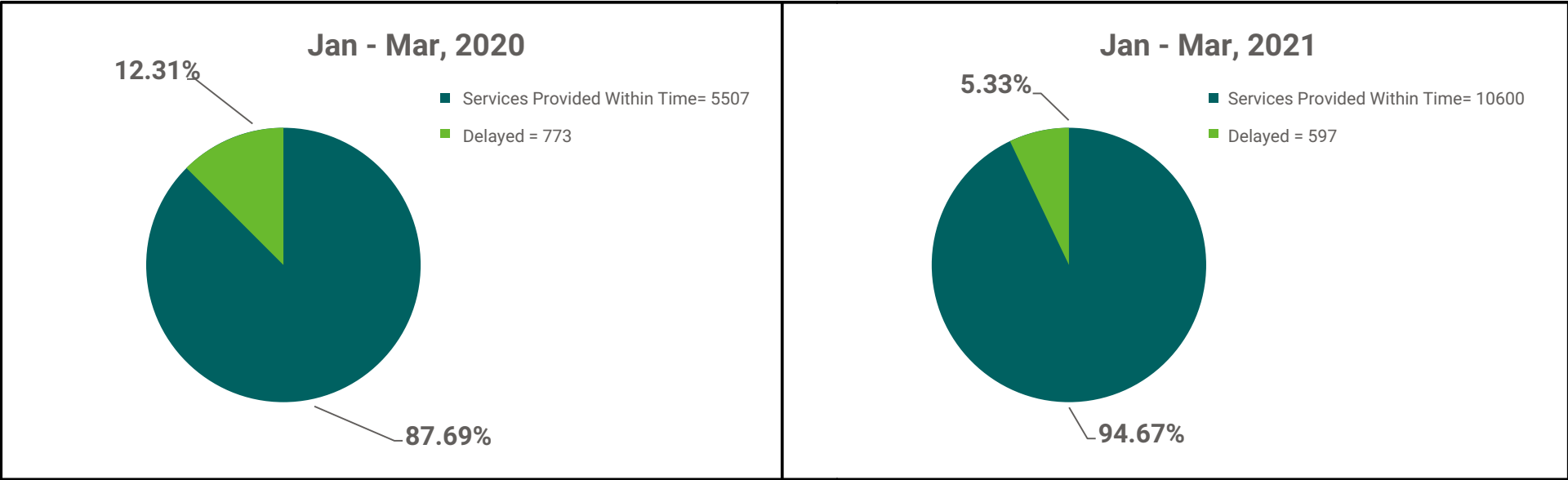
Legend	
DIK	D.I.Khan
SWTB	South Waziristan
LM	Lakki Marwat
NWTD	North Waziristan
ORZ	Orakzai
PSR	Peshawar
NSR	Nowshera
CHD	Charsadda
MHD	Mohmand
MRD	Mardan
SWB	Swabi
Buner	Buner
MKD	Malakand
L DIR	Dir Lower
U DIR	Dir Upper
ABTD	Abbotabad
MNSA	Mansehra
TGR	Torghar
BTM	Battagram
KHSTN	Kohistan

Analysis: The overall delivery of the service has improved except Tank.

G. LOCAL GOVERNMENT

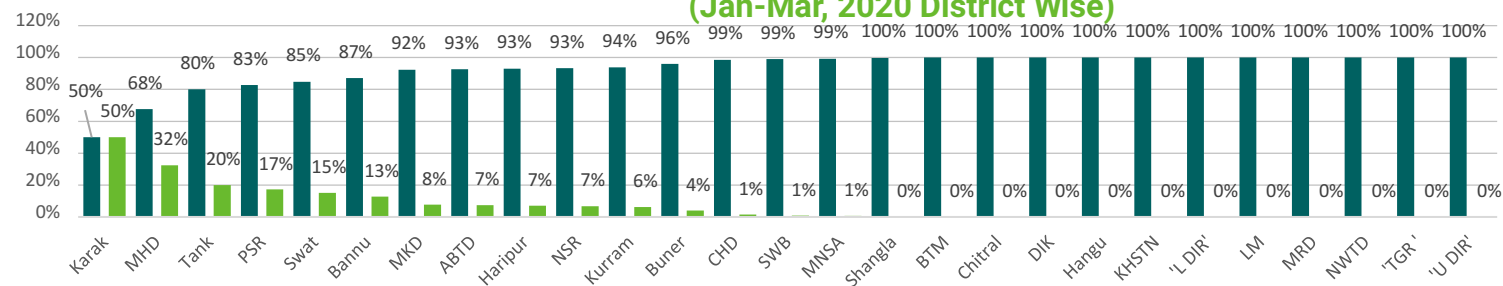
G1.Birth Certificate (PROVINCE)

Notified Time	2 Days
Designated officer	Secretary Village Council
Appellate Authority	AD Local Government



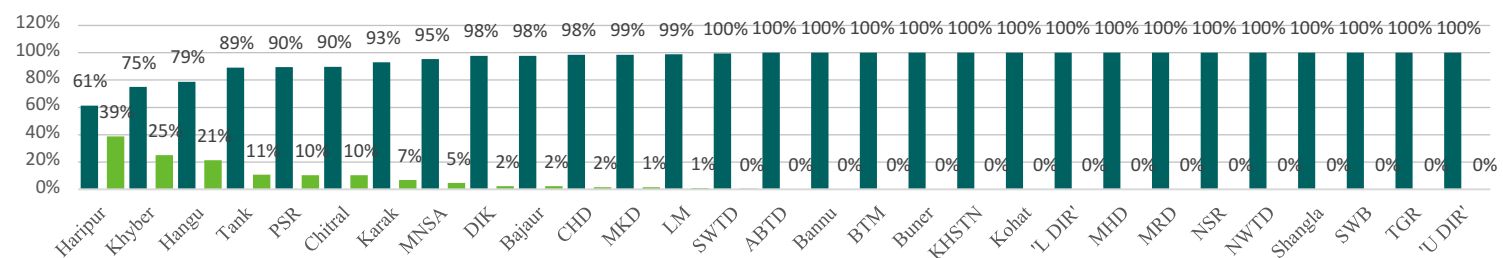
Analysis: The overall Service delivery has improved.

Birth Certificate (Jan-Mar, 2020 District Wise)



DIS	Karak	MHD	Tank	PSR	Swat	Bannu	MKD	ABTD	Haripur	NSR	Kurram	Buner	CHD	SWB	MNSA	Shangla	BTM	Chitral	DIK	Hangu	KHSTN	'L DIR'	LM	MRD	NWTD	TGR	'U DIR'
TAP	18	1750	10	528	33	156	13	108	423	237	32	247	487	440	133	352	136	36	656	1	205	32	43	115	7	80	2
WT	9	1184	8	437	28	136	12	100	393	221	30	237	480	436	132	351	136	36	656	1	205	32	43	115	7	80	2
BT	9	566	2	91	5	20	1	8	30	16	2	10	7	4	1	1	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



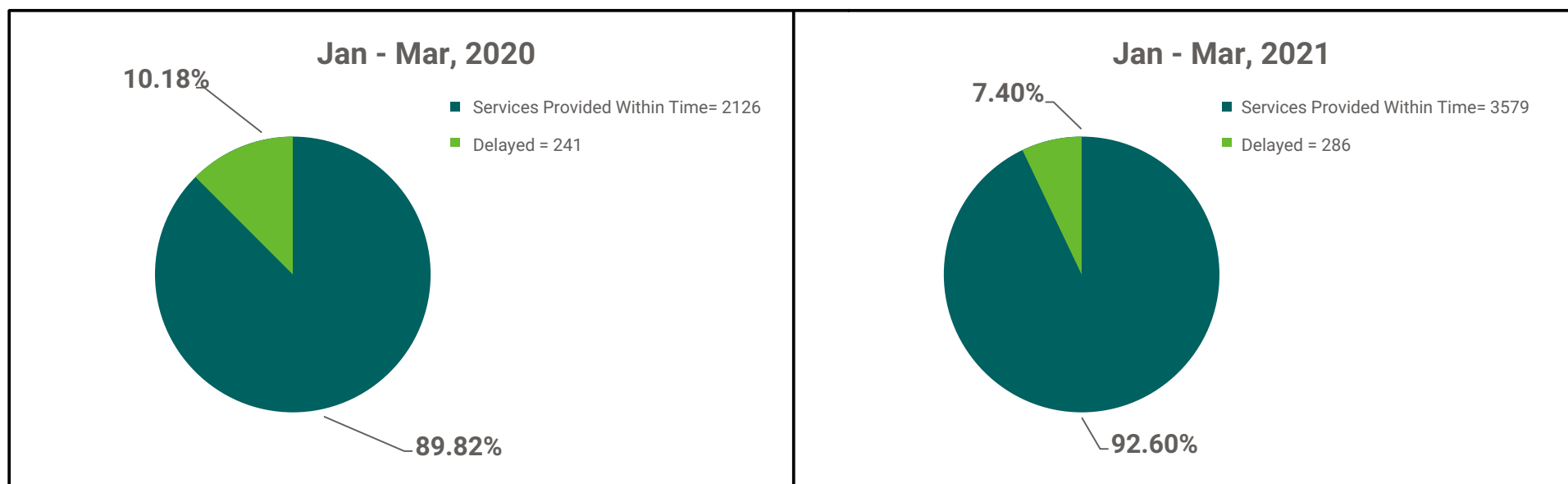
DIS	Haripur	Khyber	Hangu	Tank	PSR	Chitral	Karak	MNSA	DIK	Bajaur	CHD	MKD	LM	SWTD	ABTD	Bannu	BTM	Buner	KHSTN	Kohat	'L DIR'	MHD	MRD	NSR	NWTD	Shangla	SWB	TGR	'U DIR'
TAP	406	383	33	37	1508	39	377	2124	1257	44	792	137	99	220	9	105	173	26	74	214	81	544	49	183	1514	21	341	104	38
WT	249	287	26	33	1351	35	351	2024	1228	43	780	135	98	219	9	105	173	26	74	214	81	544	49	183	1514	21	341	104	38
BT	157	96	7	4	157	4	26	100	29	1	12	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: The service delivery in Karak, Mohmand TD and Swat shows improvement while Haripur, Khyber TDs and Hangu needs improvement.

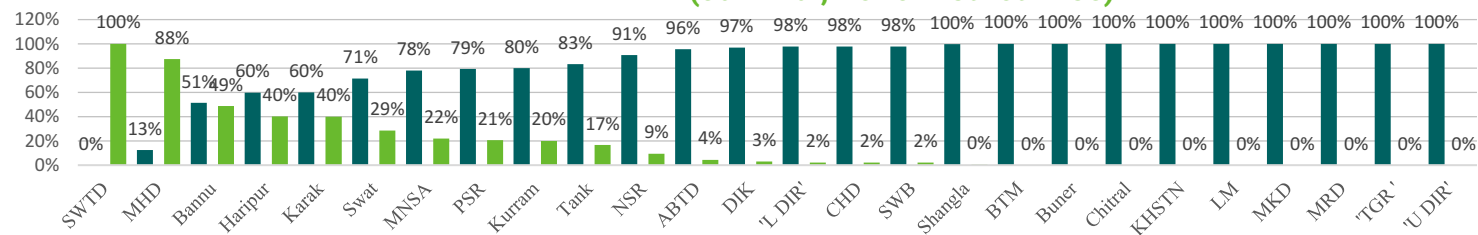
G2. Death Certificate (PROVINCE)

Notified Time	02 Days
Designated officer	Village Council Secretary
Appellate Authority	AD Local Government



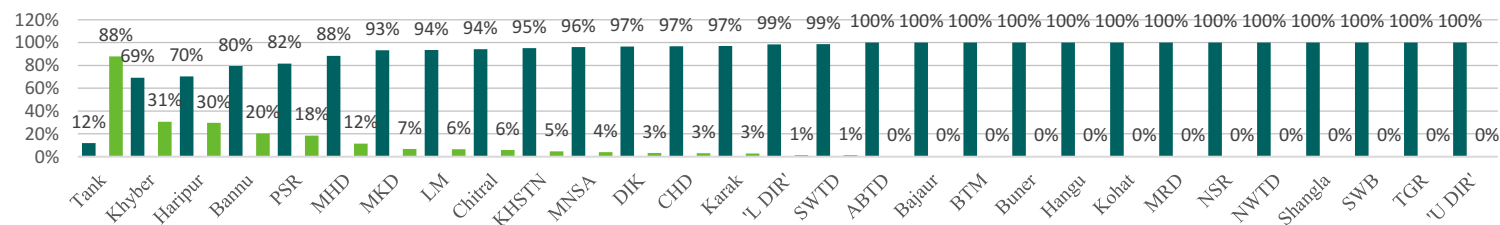
Analysis: Delay in Service delivery has improved but still needs further improvement.

Death Certificate (Jan-Mar, 2020 District Wise)



DIS	SWTD	MHD	Bannu	Haripur	Karak	Swat	MNSA	PSR	Kurram	Tank	NSR	ABTD	DIK	'L DIR'	CHD	SWB	Shangla	BTM	Buner	Chitral	KHSTN	LM	MKD	MRD	'TGR'	'U DIR'
TAP	1	8	230	77	15	7	114	87	10	12	75	45	326	45	498	138	354	58	28	40	79	44	3	40	30	3
WT	0	1	118	46	9	5	89	69	8	10	68	43	316	44	487	135	353	58	28	40	79	44	3	40	30	3
BT	1	7	112	31	6	2	25	18	2	2	7	2	10	1	11	3	1	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



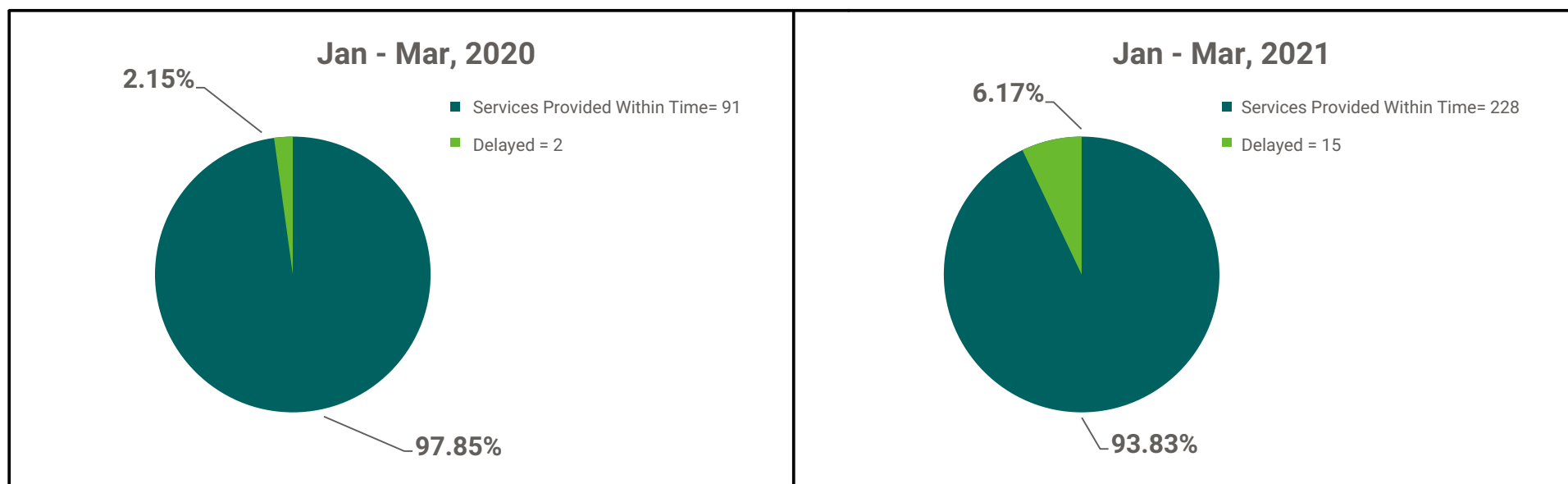
DIS	Tan k	Khybe r	Haripu r	Bann u	PS R	MH D	MK D	L M	Chitra l	KHST N	MNS A	DI K	CH D	Kara k	'L DIR'	SWT D	ABT D	Bajau r	BT M	Bune r	Hang u	Koha t	MR D	NS R	NWT D	Shangl a	SW B	TG R	'U DIR'
TAP	25	241	108	88	266	26	44	62	51	42	699	445	794	208	68	151	8	4	77	6	6	30	25	36	55	41	42	24	20
WT	3	167	76	70	217	23	41	58	48	40	672	430	769	202	67	149	8	4	77	6	6	30	25	36	55	41	42	24	20
BT	22	74	32	18	49	3	3	4	3	2	27	15	25	6	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHST N
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: South Waziristan TD, Mohmand TD and Karak shows improvement in service delivery. Tank, Khyber TD and Haripur needs improvement.

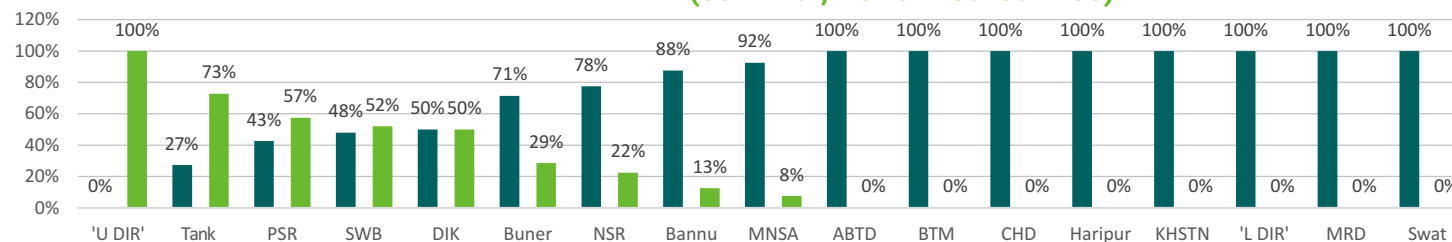
G3. Disposal of Garbage and Solid Waste (PROVINCE)

Notified Time	24-36 Hours
Designated officer	Zonal Manager WSS/Sanitary Inspector TMA
Appellate Authority	CEO WSSC, TMO TMA



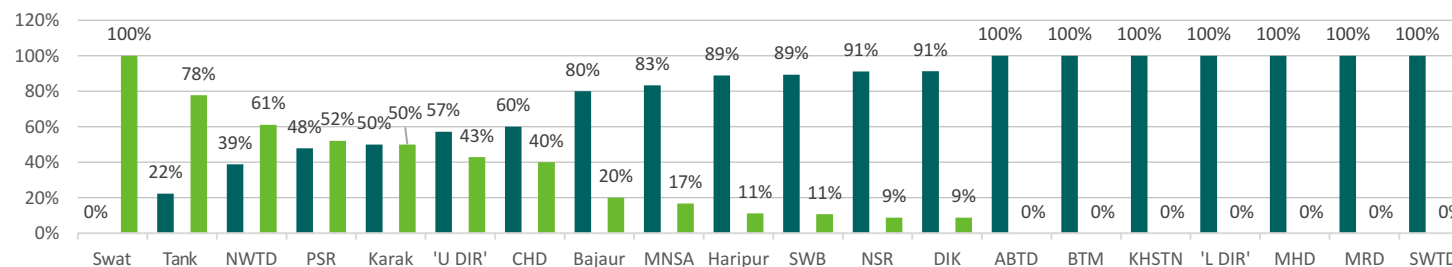
Analysis: The Service delivery within time needs further improvement.

Disposal of Garbage and Solid Waste (Jan-Mar, 2020 District Wise)



DIS	'UDIR'	Tank	PSR	SWB	DIK	Buner	NSR	Bannu	MNSA	ABTD	BTM	CHD	Haripur	KHSTN	'LDIR'	MRD	Swat
TAP	14	11	1419	25	2	7	156	16	53	76	24	80	67	10	40	763	76
WT	0	3	605	12	1	5	121	14	49	76	24	80	67	10	40	763	76
BT	14	8	814	13	1	2	35	2	4	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



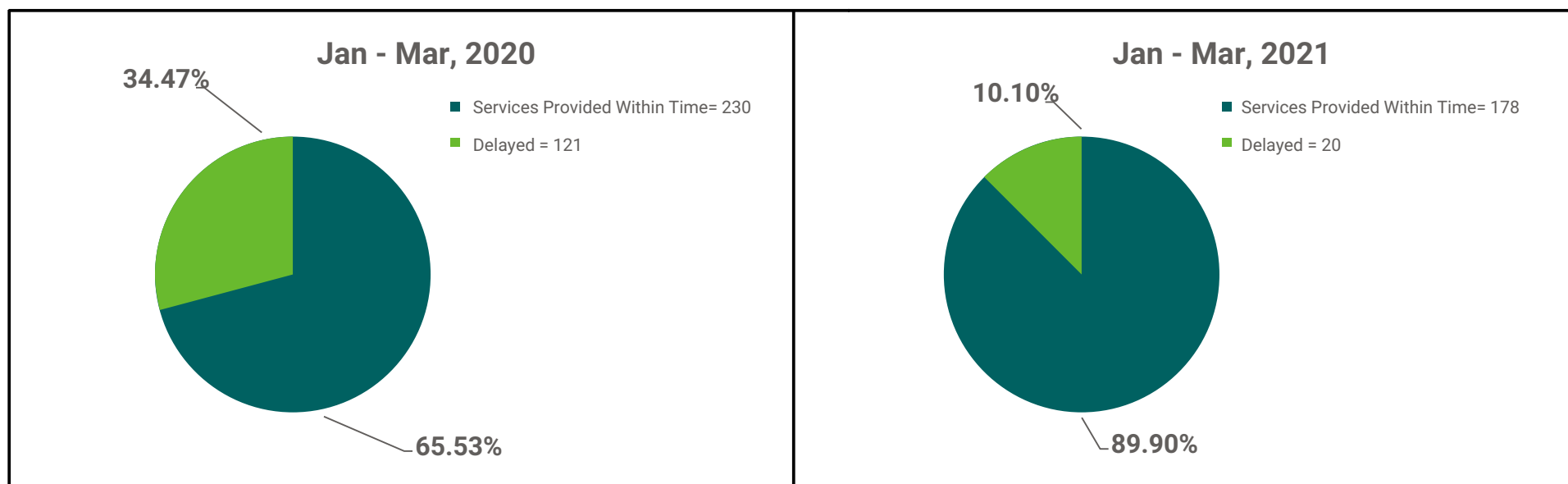
DIS	Swat	Tank	NWTD	PSR	Karak	'U DIR'	CHD	Bajaur	MNSA	Haripur	SWB	NSR	DIK	ABTD	BTM	KHSTN	'L DIR'	MHD	MRD	SWTD
TAP	85	9	18	1407	4	56	15	35	54	9	28	34	137	31	37	15	23	15	1340	56
WT	0	2	7	674	2	32	9	28	45	8	25	31	125	31	37	15	23	15	1340	56
BT	85	7	11	733	2	24	6	7	9	1	3	3	12	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The overall situation in respect of “Disposal of Garbage and Solid waste” is not satisfactory.

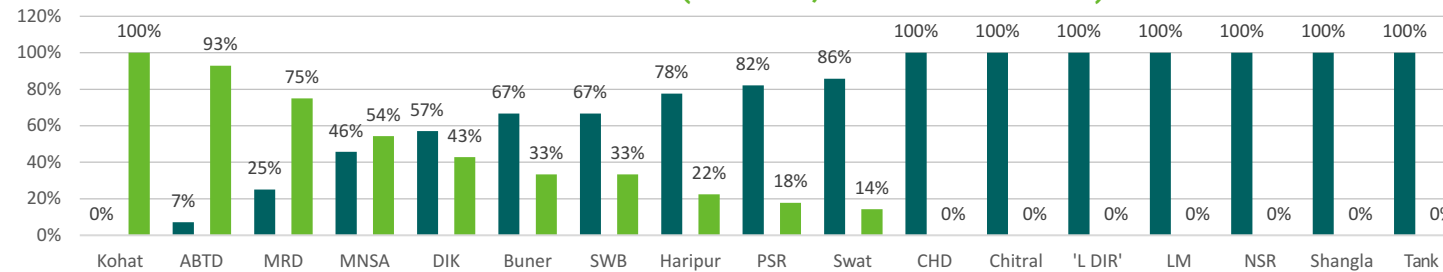
G4. Building Plan (PROVINCE)

Notified Time	30 Days
Designated officer	Tehsil Officer AMO (Planning
Appellate Authority	Chief Municipal Officer/ TMO



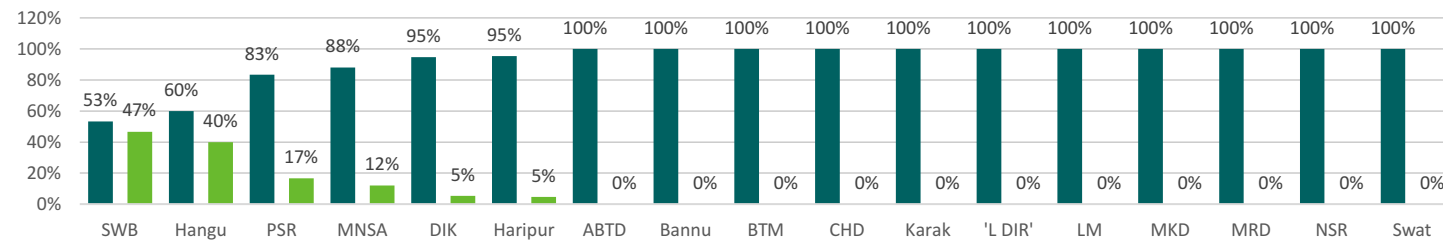
Analysis: Delay in Service has decreased substantially but still there is enough room for improvement.

Building Plan (Jan-Mar, 2020 District Wise)



DIS	Kohat	ABTD	MRD	MNSA	DIK	Buner	SWB	Haripur	PSR	Swat	CHD	Chitral	'L DIR'	LM	NSR	Shangla	Tank
TAP	2	28	12	70	14	3	3	107	73	7	3	6	4	2	3	13	1
WT	0	2	3	32	8	2	2	83	60	6	3	6	4	2	3	13	1
BT	2	26	9	38	6	1	1	24	13	1	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



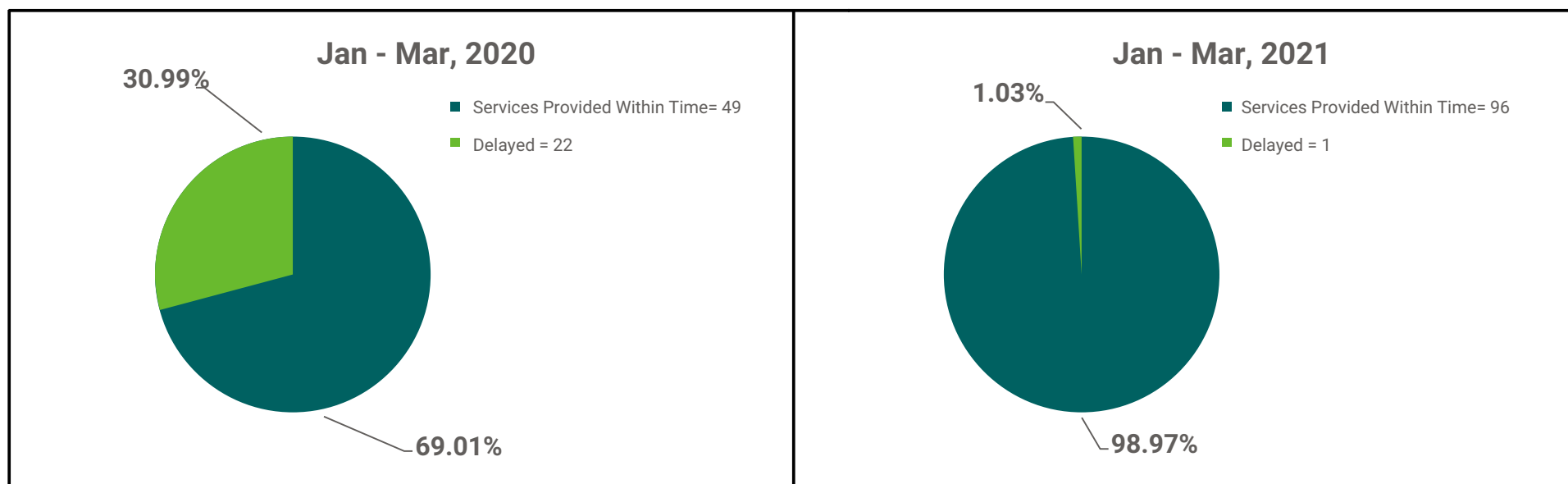
DIS	SWB	Hangu	PSR	MNSA	DIK	Haripur	ABTD	Bannu	BTM	CHD	Karak	'L DIR'	LM	MKD	MRD	NSR	Swat
TAP	15	5	24	25	19	64	3	4	2	5	3	4	3	1	8	3	10
WT	8	3	20	22	18	61	3	4	2	5	3	4	3	1	8	3	10
BT	7	2	4	3	1	3	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: Kohat, Abbottabad, Mardan, Mansehra and Dera Ismaeel Khan have overcome the delay. Swabi, Hangu and Peshawar need improvement.

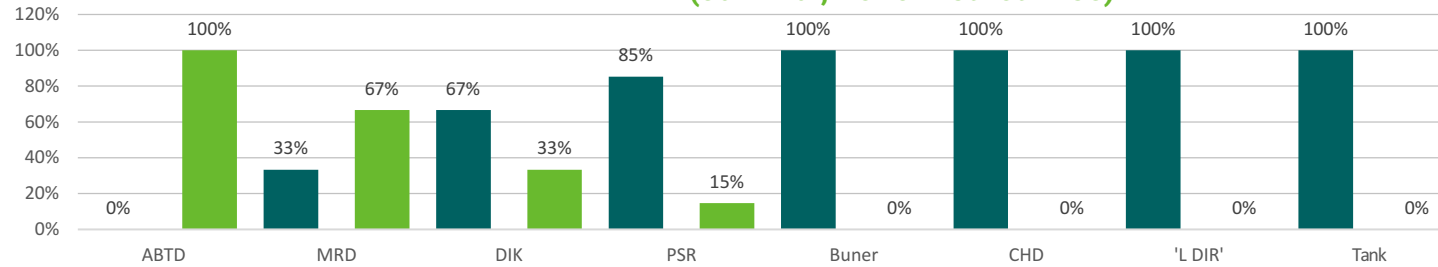
G5. Plan of Commercial Building Outside City Wall (PROVINCE)

Notified Time	60 Days
Designated officer	Tehsil Planning Officer
Appellate Authority	Tehsil Municipal Officer



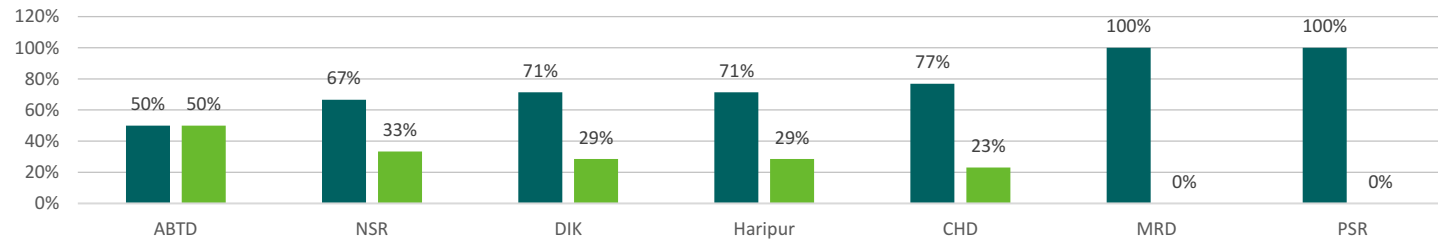
Analysis: The overall Service delivery is satisfactory.

Plan of Commercial Building Outside City Wall (Jan-Mar, 2020 District Wise)



DIS	ABTD	MRD	DIK	PSR	Buner	CHD	'L DIR'	Tank
TAP	4	6	3	34	1	1	2	1
WT	0	2	2	29	1	1	2	1
BT	4	4	1	5	0	0	0	0

(Jan-Mar, 2021 District Wise)



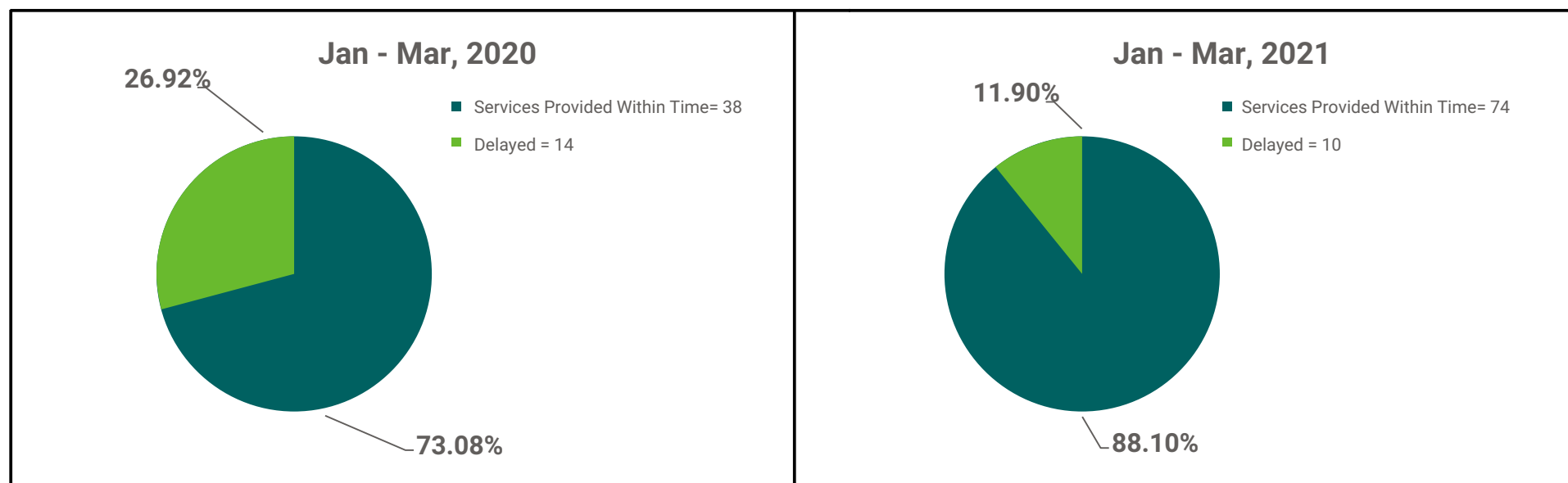
DIS	ABTD	NSR	DIK	Haripur	CHD	MRD	PSR
TAP	4	3	7	7	13	7	39
WT	2	2	5	5	10	7	39
BT	2	1	2	2	3	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: Mardan and Peshawar have improved the service delivery but Abbottabad, Nowshera, Dera Ismaeel Khan and Haripur are lagging behind, need attention of the authorities.

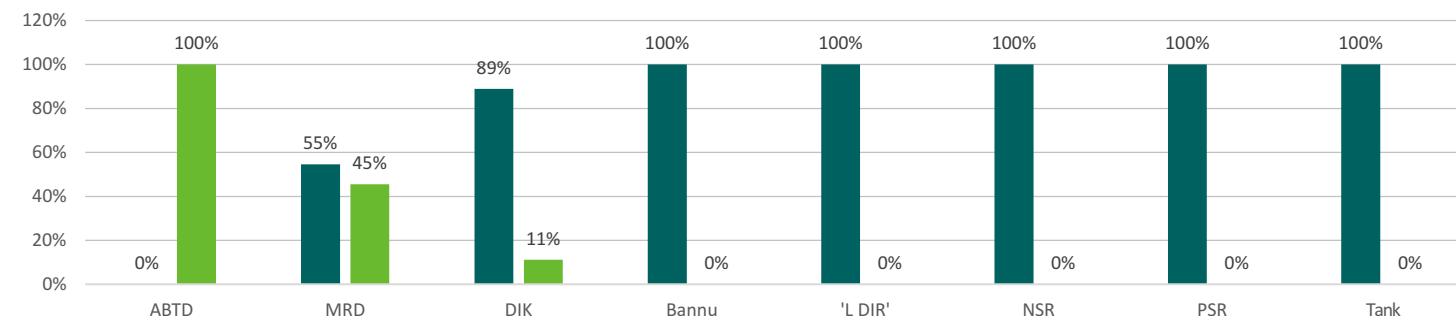
G6. Plan of Commercial Building within City Wall (PROVINCE)

Notified Time	30 Days
Designated officer	Tehsil Planning Officer
Appellate Authority	Tehsil Municipal Officer



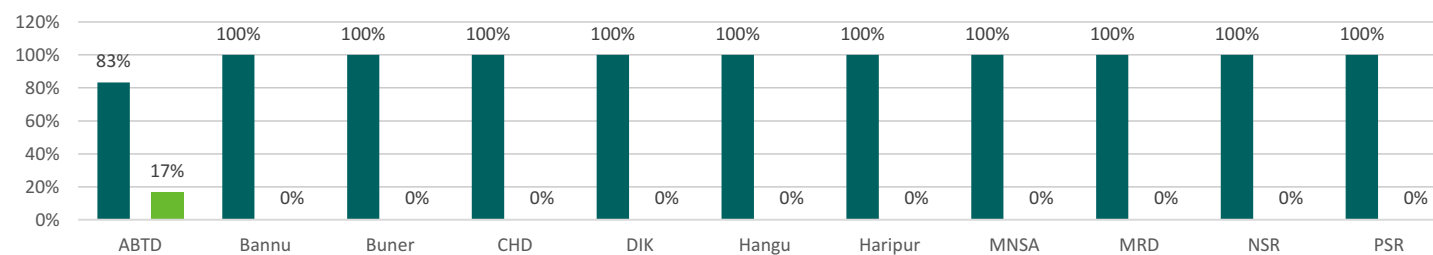
Analysis: As a whole, the Service delivery has improved substantially.

Plan of Commercial Building Plan within City Wall (Jan-Mar, 2020 District Wise)



DIS	ABTD	MRD	DIK	Bannu	'L DIR'	NSR	PSR	Tank
TAP	16	11	9	1	2	6	25	1
WT	0	6	8	1	2	6	25	1
BT	16	5	1	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



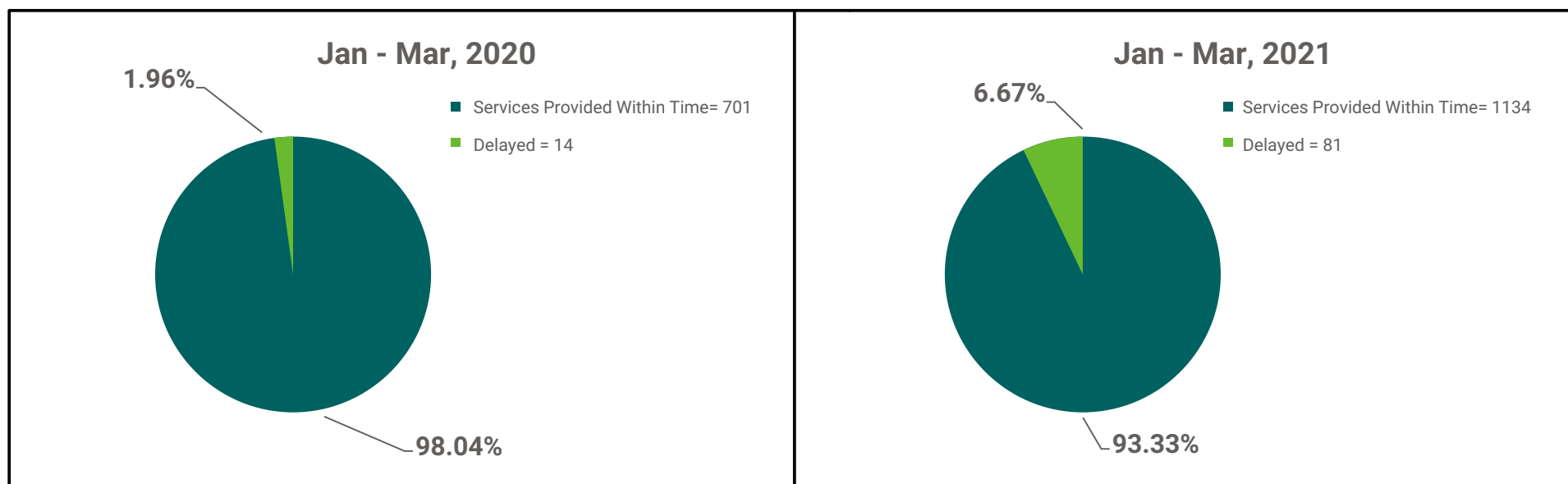
DIS	ABTD	Bannu	Buner	CHD	DIK	Hangu	Haripur	MNSA	MRD	NSR	PSR
TAP	6	4	2	5	5	1	28	12	20	2	12
WT	5	4	2	5	5	1	28	12	20	2	12
BT	1	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: Abbottabad, Mardan and Dera Ismaeel Khan have improved the service delivery. However, by putting in more efforts Abbotabad can minimize the delay.

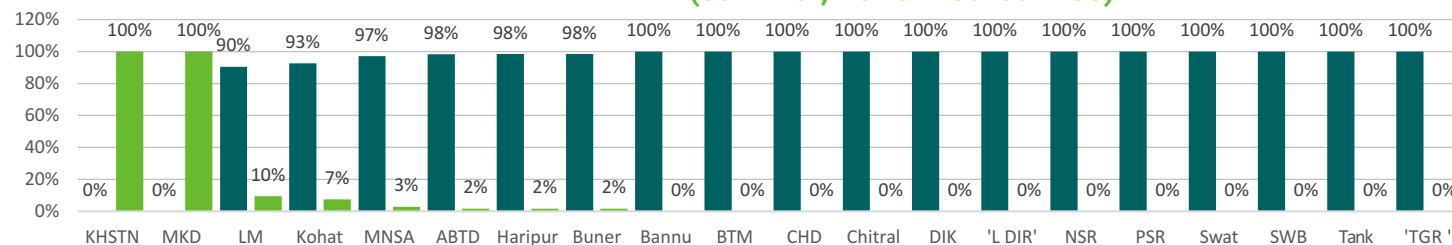
G7. Water Connection (PROVINCE)

Notified Time	2 Weeks
Designated officer	Zonal Manager WSSC, TPO TMA, XEN PHED
Appellate Authority	CEO WSSC, TMO TMA, Supt Engineer PHED



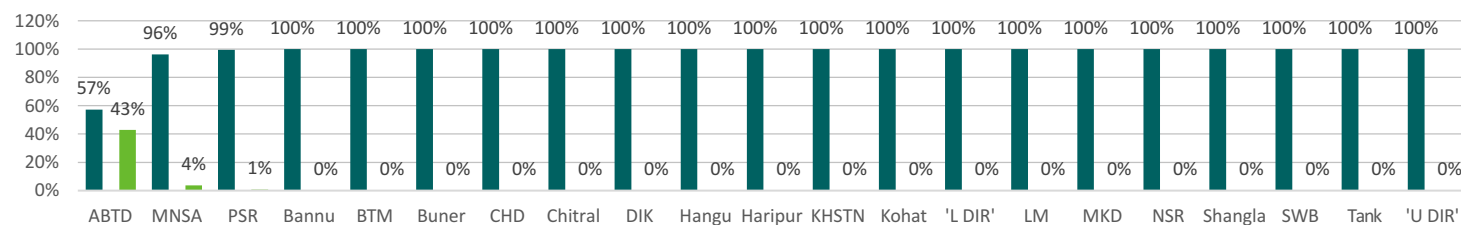
Analysis: The delay in the Service delivery, beyond stipulated time, has increased. Authorities have to minimize the delay.

Water Connection (Jan-Mar, 2020 District Wise)



DIS	KHSTN	MKD	LM	Kohat	MNSA	ABTD	Haripur	Buner	Bannu	BTM	CHD	Chitral	DIK	'L DIR'	NSR	PSR	Swat	SWB	Tank	'TGR'
TAP	3	2	21	27	70	59	62	63	42	9	10	15	177	34	46	28	21	20	1	5
WT	0	0	19	25	68	58	61	62	42	9	10	15	177	34	46	28	21	20	1	5
BT	3	2	2	2	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



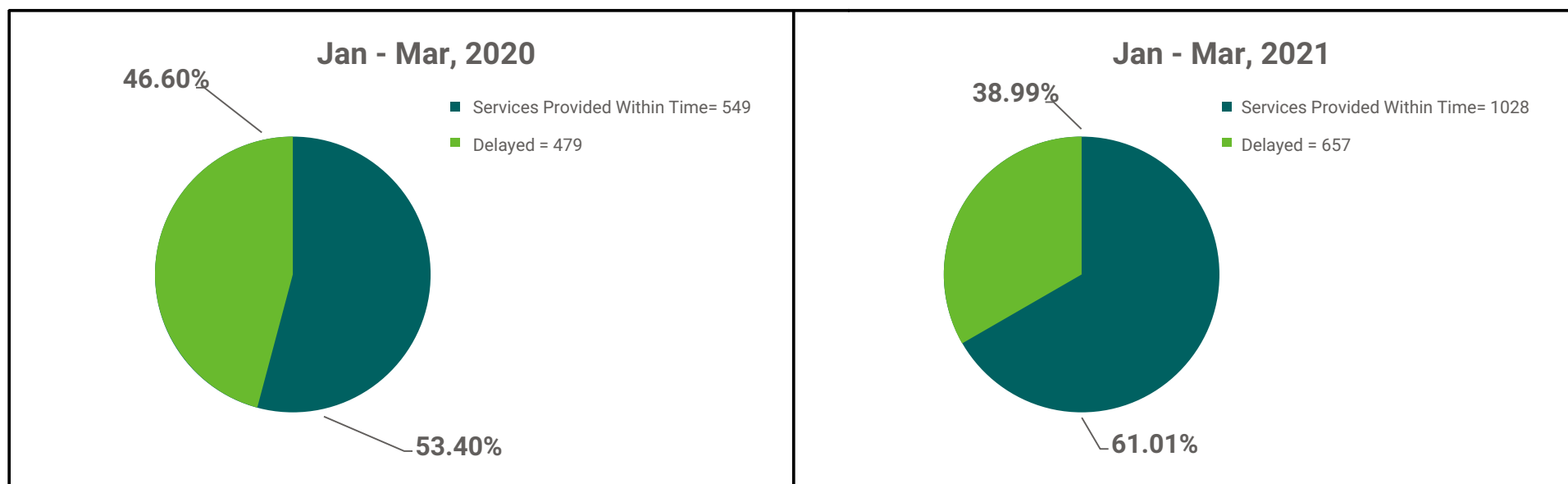
DIS	ABTD	MNSA	PSR	Bannu	BTM	Buner	CHD	Chitral	DIK	Hangu	Haripur	KHSTN	Kohat	'LDIR'	LM	MKD	NSR	Shangla	SWB	Tank	'UDIR'
TAP	70	106	169	149	32	43	15	14	68	2	118	2	138	16	5	28	15	9	78	1	27
WT	40	102	168	149	32	43	15	14	68	2	118	2	138	16	5	28	15	9	78	1	27
BT	30	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: There is significant increase in the service delivery within time except Abbottabad.

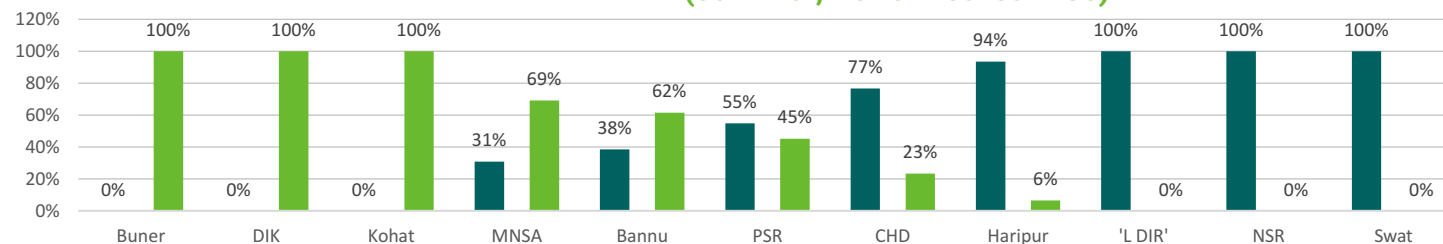
G8. Supply of Clean Drinking Water (PROVINCE)

Notified Time	As per Govt Policy
Designated officer	GM Opr WSSC, TPO TMA, XEN PHED
Appellate Authority	Tehsil Municipal Officer



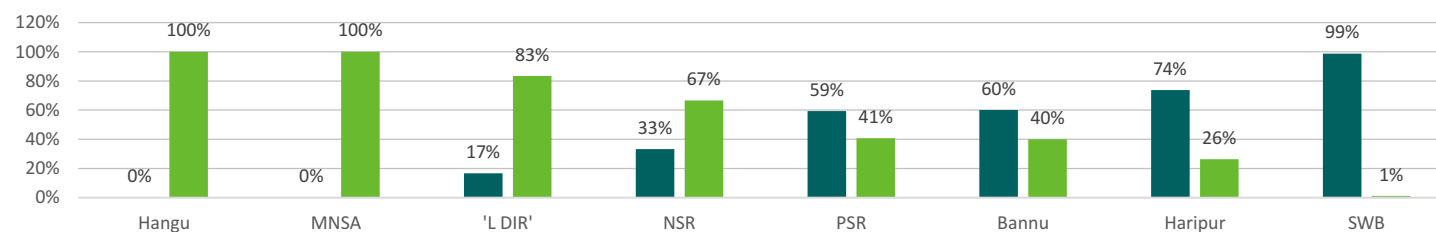
Analysis: This vital Service, though shows improvement, but is not up to the mark. The authorities have to take concrete steps for improvement.

Supply of Clean Drinking Water (Jan-Mar, 2020 District Wise)



DIS	Buner	DIK	Kohat	MNSA	Bannu	PSR	CHD	Haripur	'L DIR'	NSR	Swat
TAP	26	70	4	55	13	713	30	62	34	15	6
WT	0	0	0	17	5	391	23	58	34	15	6
BT	26	70	4	38	8	322	7	4	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	Hangu	MNSA	'L DIR'	NSR	PSR	Bannu	Haripur	SWB
TAP	3	24	6	3	1438	15	118	78
WT	0	0	1	1	853	9	87	77
BT	3	24	5	2	585	6	31	1

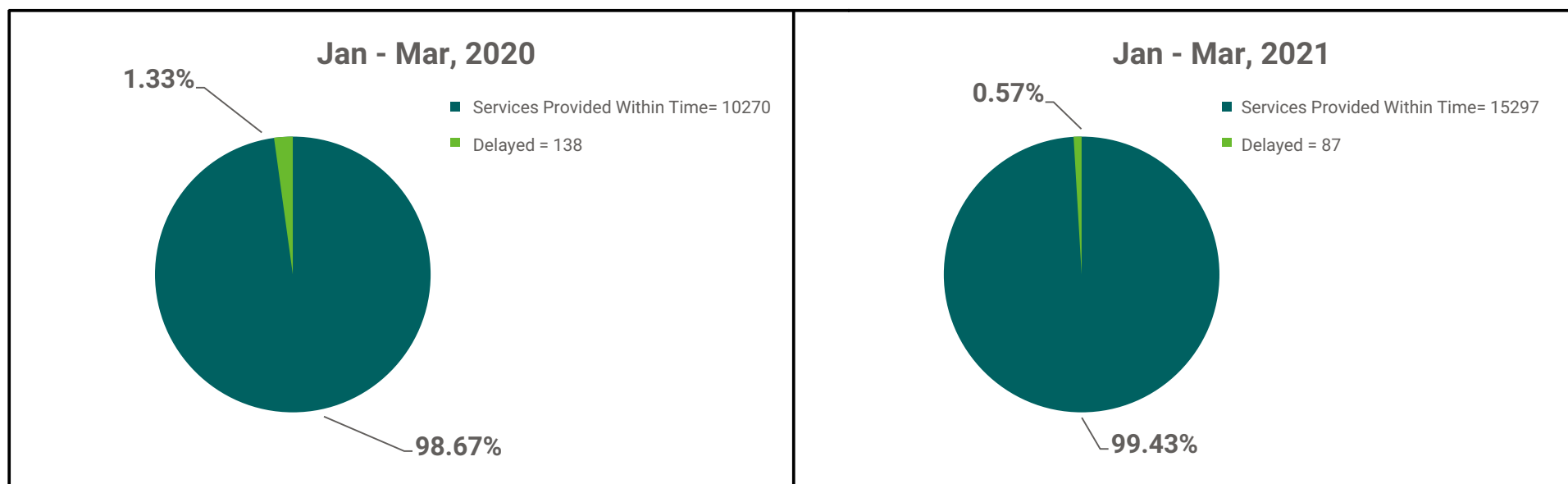
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: Buner, Dera Ismaeel Khan and Kohat have overcome the delay in service delivery. While Hangu, Mansehra, Dir Lower, Nowshera and Peshawar need improvement.

H. POLICE

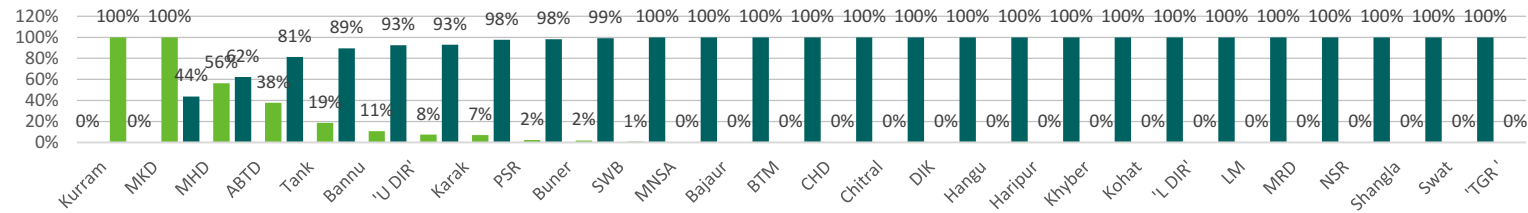
H1.FIR (PROVINCE)

Notified Time	Instantly
Designated officer	SHO
Appellate Authority	District Police Officer



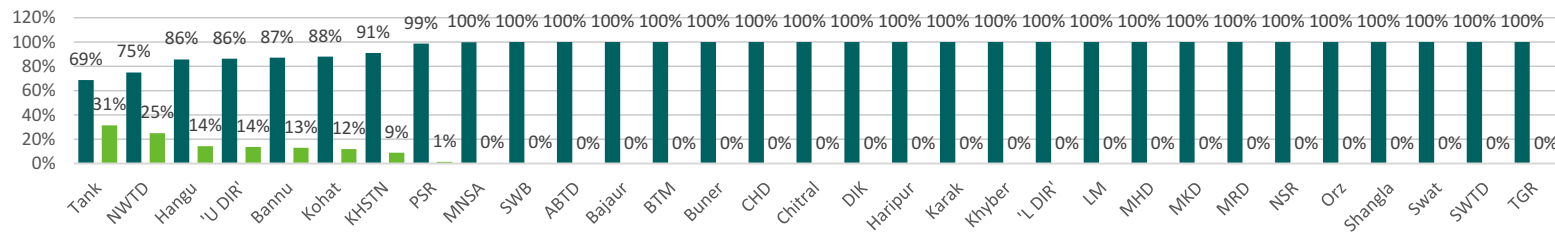
Analysis: The Service delivery has improved.

FIR (Jan-Mar, 2020 District Wise)



DIST	Kurram	MKD	MHD	ABTD	Tank	Bannu	'U DIR'	Karak	PSR	Buner	SWB	MNSA	Bajaur	BTM	CHD	Chitral	DIK	Hangu	Haripur	Khyber	Kohat	'L DIR'	LM	MRD	NSR	Shangla	Swat	'TGR'
TAp	18	4	32	111	16	151	80	57	472	110	1353	1398	4	94	1926	18	1478	9	340	73	22	58	30	297	1672	218	130	9
WT	0	0	14	69	13	135	74	53	461	108	1342	1395	4	94	1926	18	1478	9	340	73	22	58	30	297	1672	218	130	9
BT	18	4	18	42	3	16	6	4	11	2	11	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



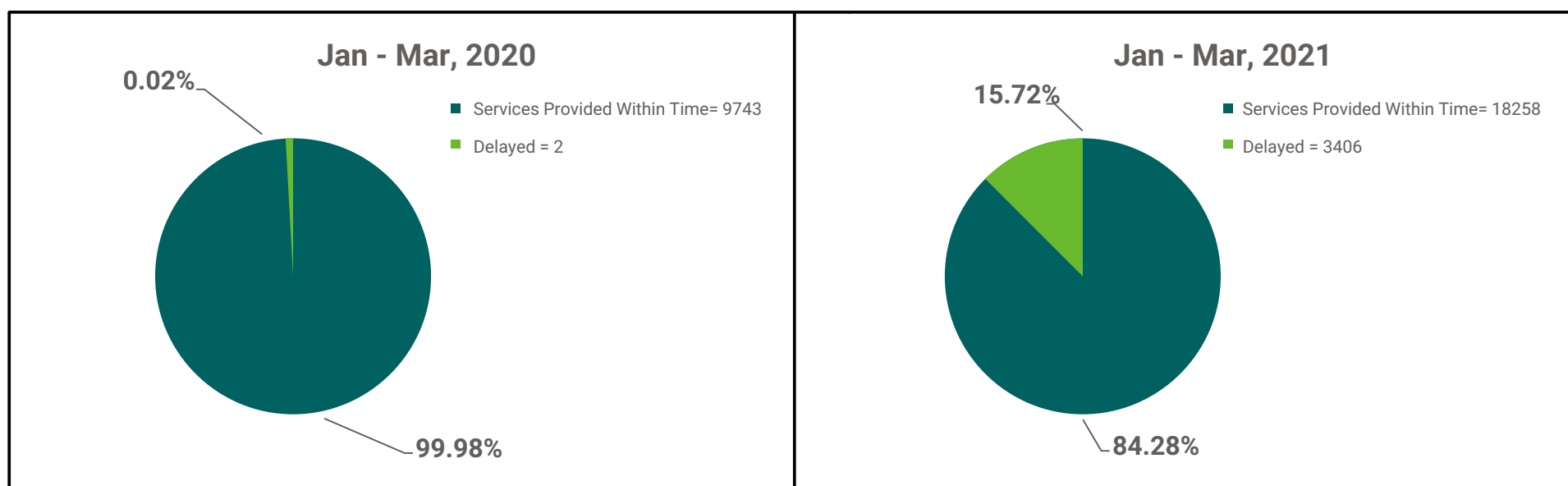
DIST	Tank	NWTD	Hangu	'U DIR'	Bannu	Kohat	KHSTN	PSR	MNSA	SWB	ABTD	Bajaur	BTM	Buner	CHD	Chitral	DIK	Haripur	Karak	Khyber	'L DIR'	LM	MHD	MKD	MRD	NSR	Orz	Shangla	swat	SWTD	TGR
TAp	67	20	7	117	147	25	78	936	1440	1447	45	8	55	74	2075	15	564	1205	34	88	52	23	72	293	1219	1118	47	229	3100	21	3
WT	46	15	6	101	128	22	71	924	1438	1446	45	8	55	74	2075	15	564	1205	34	88	52	23	72	293	1219	1118	47	229	3100	21	3
BT	21	5	1	16	19	3	7	12	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbottabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
Total Applications	TAp
Within Time	WT
Beyond Time	BTM

Analysis: Malakand, Mohmand TD and Abbottabad show improvement except Tank.

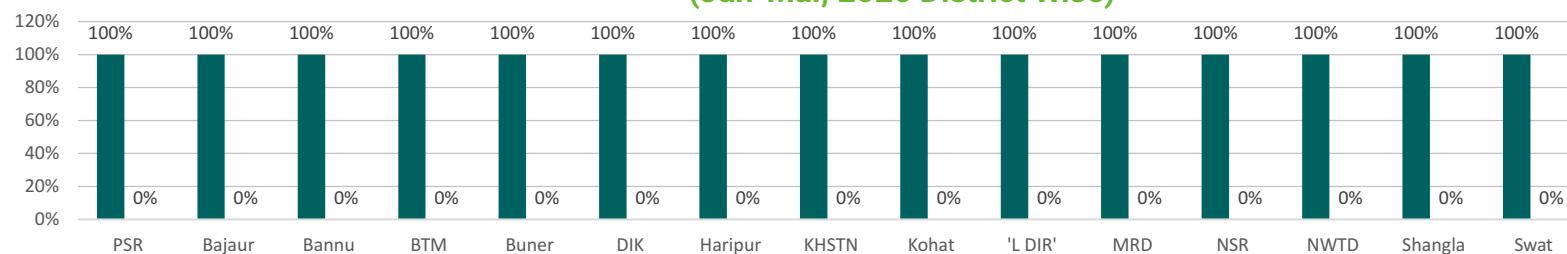
H2. Issuance of Learner Permit Motorcar/Jeep (PROVINCE)

Notified Time	Same day
Designated officer	SSP Peshawar, DC Malakand, DPO for other
Appellate Authority	Secretary Transport



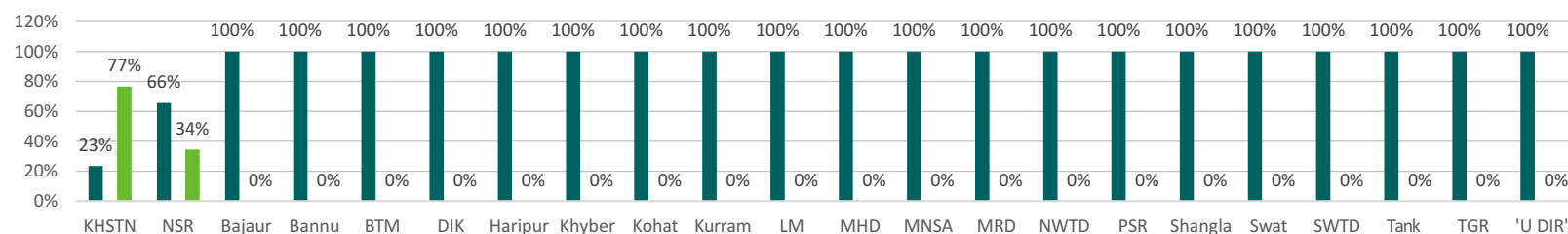
Analysis: The delivery of Service shows upward trend in numbers. The delay of 15.72% may be reduced.

Learner Permit Motor Car Jeep (Jan-Mar, 2020 District Wise)



DIS	PSR	Bajaur	Bannu	BTM	Buner	DIK	Haripur	KHSTN	Kohat	'L DIR'	MRD	NSR	NWTD	Shangla	Swat
T.AP	5907	20	7	207	530	29	522	71	2	710	1716	5	10	8	1
WT	5905	20	7	207	530	29	522	71	2	710	1716	5	10	8	1
BT	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



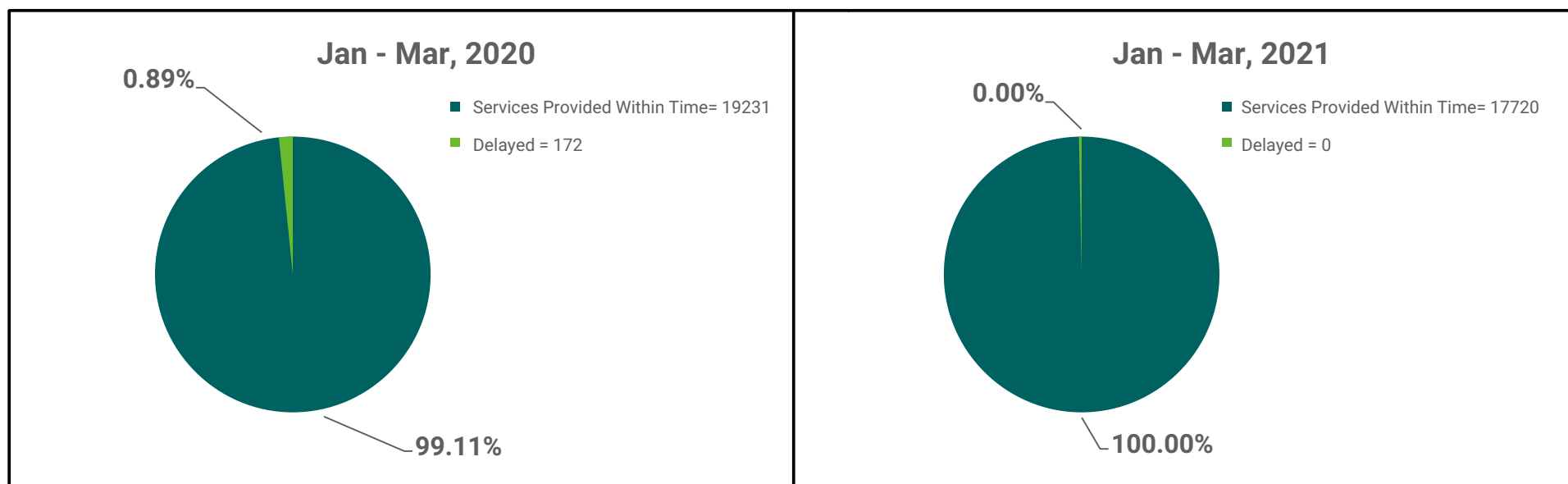
Dis	KHSTN	NSR	Bajaur	Bannu	BTM	DIK	Haripur	Khyber	Kohat	Kurram	LM	MHD	MNSA	MRD	NWTD	PSR	Shangla	Swat	SWTD	Tank	TGR	'U DIR'
T.AP	294	3003	198	1048	733	263	935	244	1948	452	227	201	99	31	956	4149	219	2889	218	391	314	150
WT	69	1967	198	1048	733	263	935	244	1948	452	227	201	99	31	956	4149	219	2889	218	391	314	150
BT	225	1036	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	T.AP
Within Time	WT
Beyond Time	BT

Analysis: The overall performance is satisfactory except that of Kohistan and Nowshera.

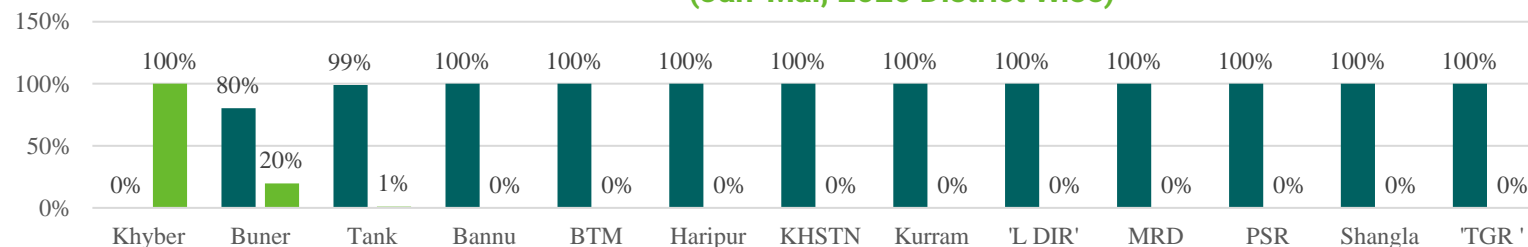
H3. Issuance of Fresh Driving License Motorcar/Jeep (PROVINCE)

Notified Time	3 Days for Peshawar, 10 days for other
Designated officer	SSP Peshawar, DC Malakand, DPO for other
Appellate Authority	Secretary Transport



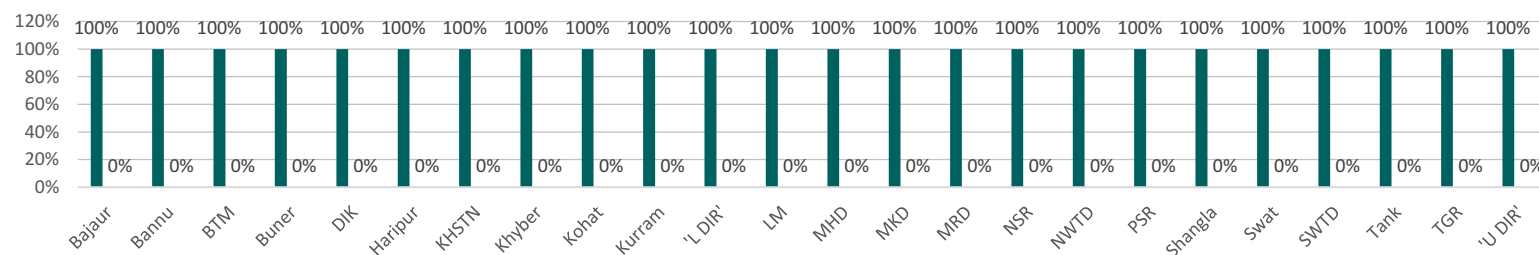
Analysis: The Service delivery is satisfactory.

Issuance of Driving License Motor Car Jeep (Jan-Mar, 2020 District Wise)



DIS	Khyber	Buner	Tank	Bannu	BTM	Haripur	KHSTN	Kurram	'L DIR'	MRD	PSR	Shangla	'TGR'
T.AP	66	529	194	535	409	9872	30	1951	639	705	4030	440	3
WT	0	425	192	535	409	9872	30	1951	639	705	4030	440	3
BT	66	104	2	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



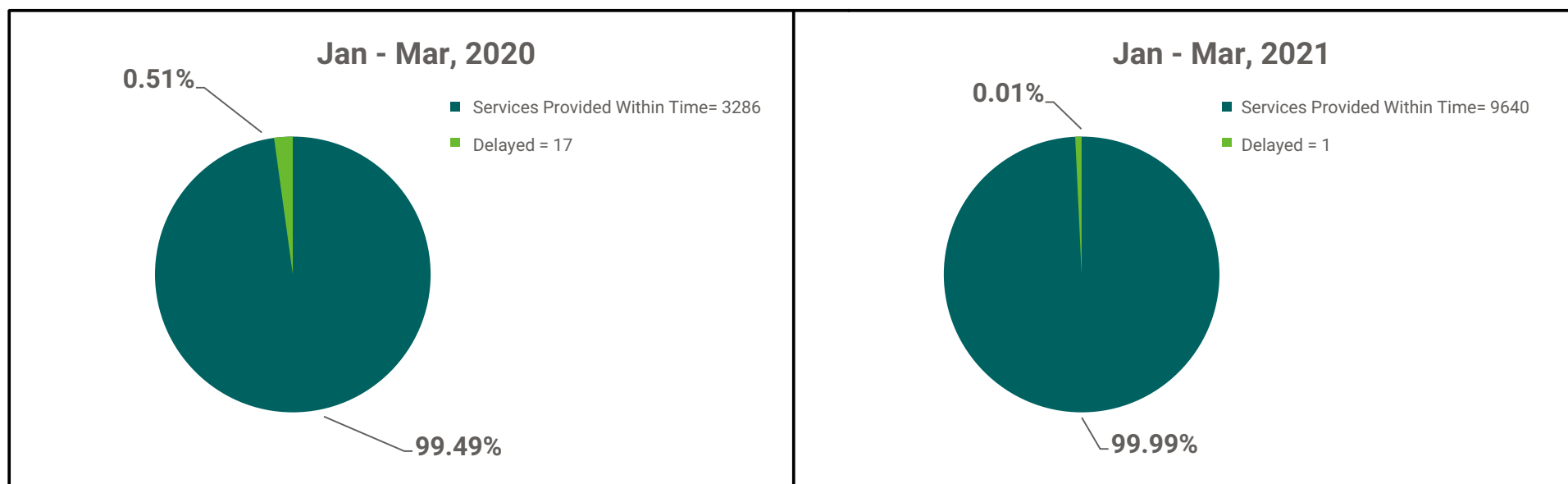
DIS	Bajaur	Bannu	BTM	Buner	DIK	Haripur	KHSTN	Khyber	Kohat	Kurram	'LDIR'	LM	MHD	MKD	MRD	NSR	NWTD	PSR	Shangla	Swat	SWTD	Tank	TGR	'UDIR'
T.AP	198	18	633	285	90	674	287	267	1845	393	6	14	223	403	39	1026	1578	4596	225	1703	231	552	314	249
WT	198	18	633	285	90	674	287	267	1845	393	6	14	223	403	39	1026	1578	4596	225	1703	231	552	314	249
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	T.AP
Beyond Time	BT

Analysis: Khyber TD and Buner show improvement. The performance of the rest of the districts is quite satisfactory.

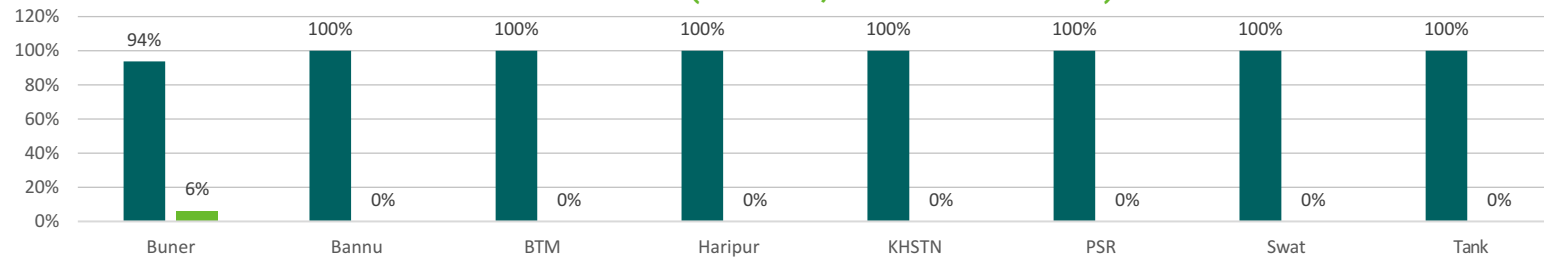
H4. Renewal of License Motorcar/Jeep (PROVINCE)

Notified Time	3 days Peshawar, 10 days other districts
Designated officer	SSP Peshawar, DC Malakand, DPO for other
Appellate Authority	Secretary Transport



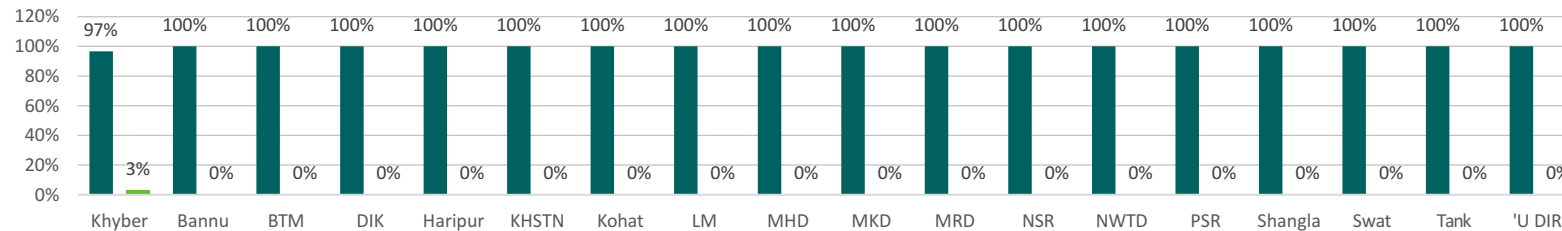
Analysis: The Service delivery is satisfactory.

Renewal of Driving License Motor Car Jeep (Jan-Mar, 2020 District Wise)



DIS	Buner	Bannu	BTM	Haripur	KHSTN	PSR	Swat	Tank
TAP	275	305	51	351	48	2090	1	182
WT	258	305	51	351	48	2090	1	182
BT	17	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



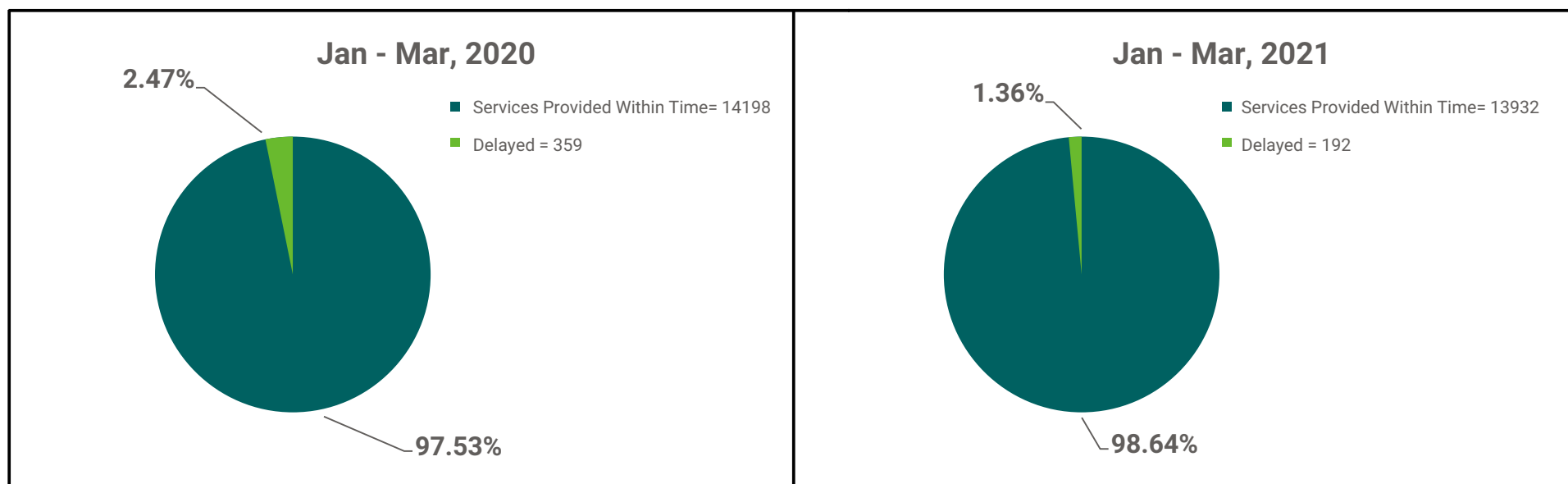
DIS	Khyber	Bannu	BTM	DIK	Haripur	KHSTN	Kohat	LM	MHD	MKD	MRD	NSR	NWTD	PSR	Shangla	Swat	Tank	'U DIR'
TAP	30	110	158	63	556	33	1167	12	28	112	2	1685	3	3649	47	1436	78	59
WT	29	110	158	63	556	33	1167	12	28	112	2	1685	3	3649	47	1436	78	59
BT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The overall performance is satisfactory.

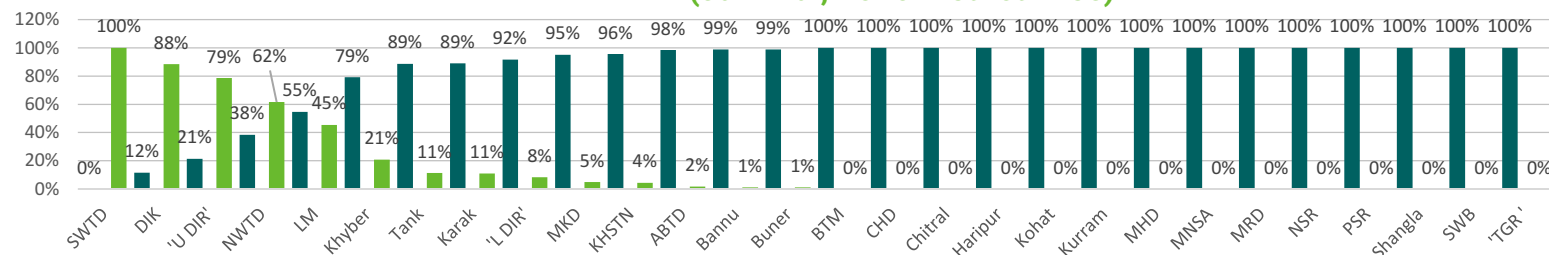
H5. Police Verification (PROVINCE)

Notified Time	7 Days
Designated officer	SHO
Appellate Authority	DSP Headquarter



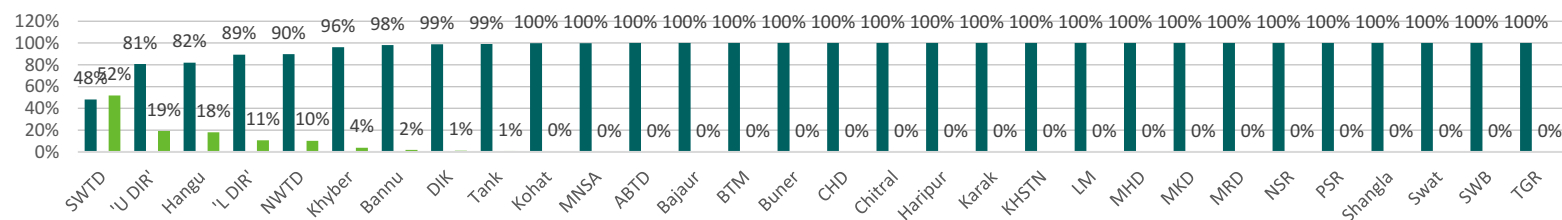
Analysis: The Service delivery has improved despite increase in number of verifications.

Police Verification (Jan-Mar, 2020 District Wise)



DIS	SWTD	DIK	'U DIR'	NWTD	LM	Khyber	Tank	Karak	'L DIR'	MKD	KHSTN	ABTD	Bannu	Buner	BTM	CHD	Chitral	Haripur	Kohat	Kurram	MHD	MNSA	MRD	NSR	PSR	Shangla	SWB	'TGR'
TAP	1	172	28	26	141	77	44	55	602	20	427	123	253	176	572	215	115	109	171	113	54	5616	1669	974	1431	1040	312	21
WT	0	20	6	10	77	61	39	49	552	19	408	121	250	174	572	215	115	109	171	113	54	5616	1669	974	1431	1040	312	21
BT	1	152	22	16	64	16	5	6	50	1	19	2	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	SWTD	'U DIR'	Hangu	'L DIR'	NWTD	Khyber	Bannu	DIK	Tank	Kohat	MNSA	ABTD	Bajaur	BTM	Buner	CHD	Chitral	Haripur	Karak	KHSTN	LM	MHD	MKD	MRD	NSR	PSR	Shangla	Swat	SWB	'TGR'
TAP	27	120	183	828	166	102	257	89	122	642	3602	86	57	261	2	440	577	72	23	351	65	64	391	2374	713	1388	148	227	378	23
WT	13	97	150	739	149	98	252	88	121	641	3598	86	57	261	2	440	577	72	23	351	65	64	391	2374	713	1388	148	227	378	23
BT	14	23	33	89	17	4	5	1	1	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

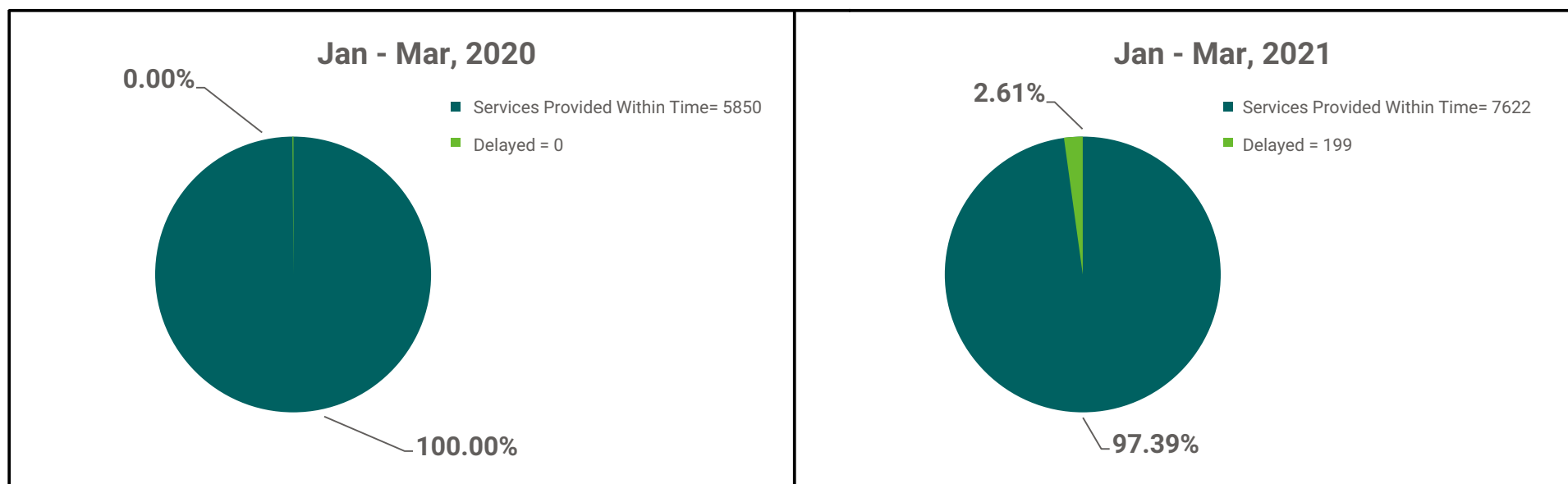
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: Dera Ismaeel Khan, North Waziristan TD, Lakki Marwat and Tank reveal improvement while South Waziristan TD and Dir Upper need improvement.

I. TRANSPORT & MASS TRANSIT DEPARTMENT

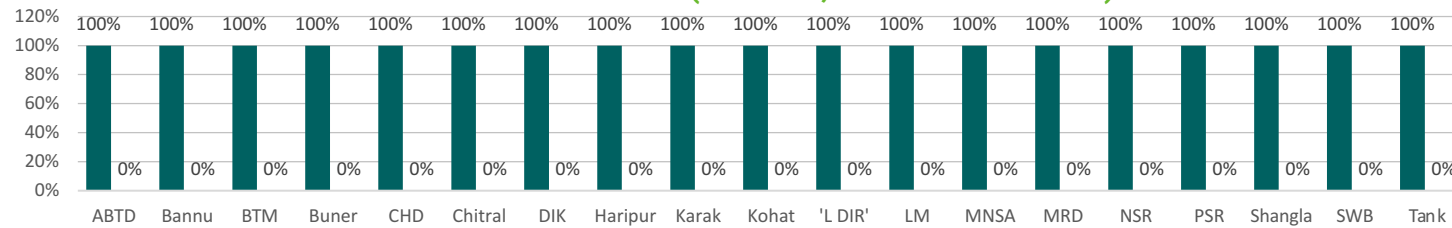
I1.Issuance of Learner HTV (PROVINCE)

Notified Time	Same Day
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



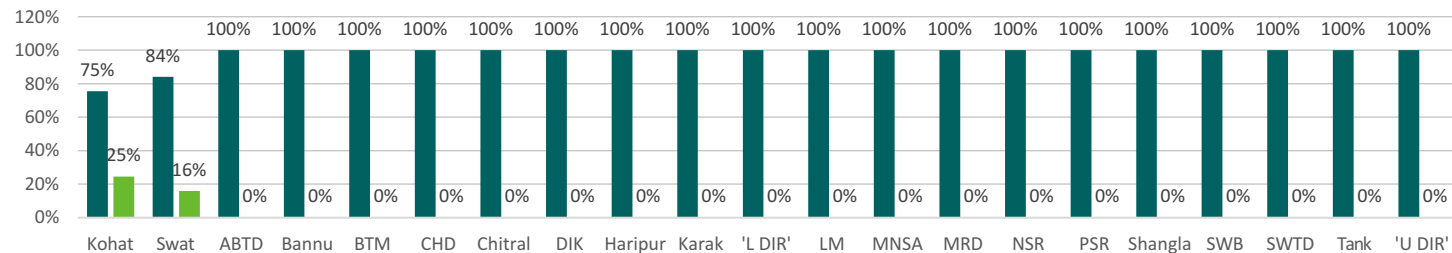
Analysis: Though the service delivery is satisfactory but still there is room for improvement to minimize the delay.

Issuance of Learner Permit HTV (Jan-Mar, 2020 District Wise)



DIS	ABTD	Bannu	BTM	Buner	CHD	Chitral	DIK	Haripur	Karak	Kohat	'L DIR'	LM	MNSA	MRD	NSR	PSR	Shangla	SWB	Tank
TAP	227	377	14	226	710	11	91	279	61	190	197	173	199	349	522	1979	10	217	18
WT	227	377	14	226	710	11	91	279	61	190	197	173	199	349	522	1979	10	217	18
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



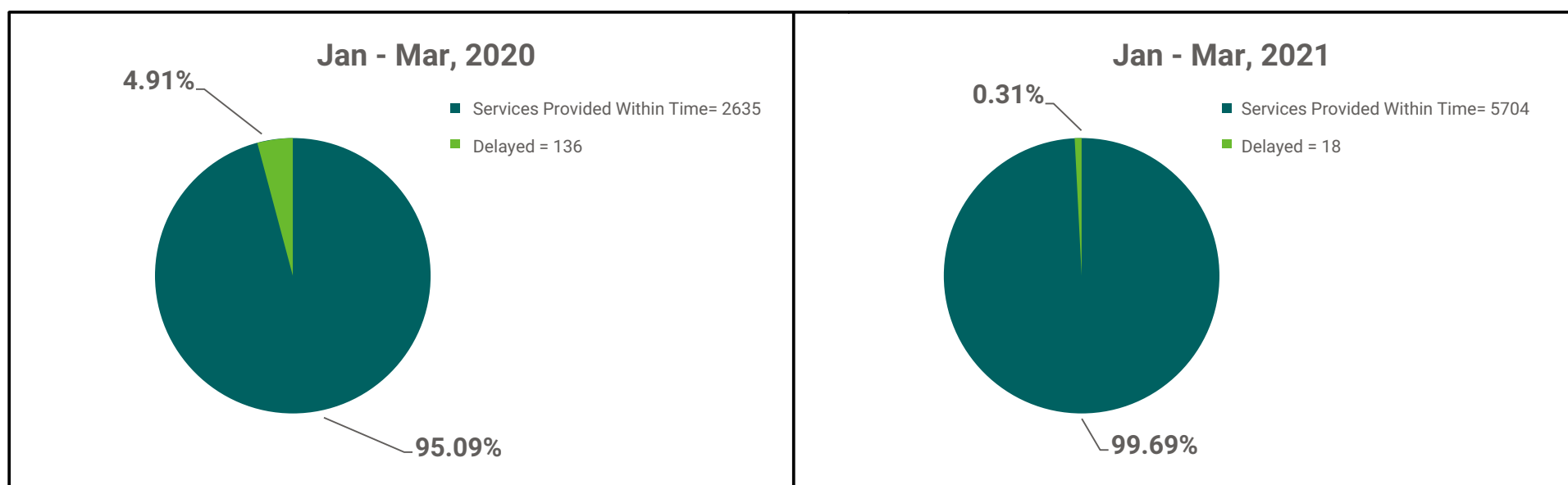
DIS	Kohat	Swat	ABTD	Bannu	BTM	CHD	Chitral	DIK	Haripur	Karak	'LDIR'	LM	MNSA	MRD	NSR	PSR	Shangla	SWB	SWTD	Tank	'UDIR'
TAP	359	698	383	457	64	1625	33	489	381	187	271	293	11	425	126	758	47	391	207	243	102
WT	271	587	383	457	64	1625	33	489	381	187	271	293	11	425	126	758	47	391	207	243	102
BT	88	111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The overall performance is satisfactory except Kohat and Swat.

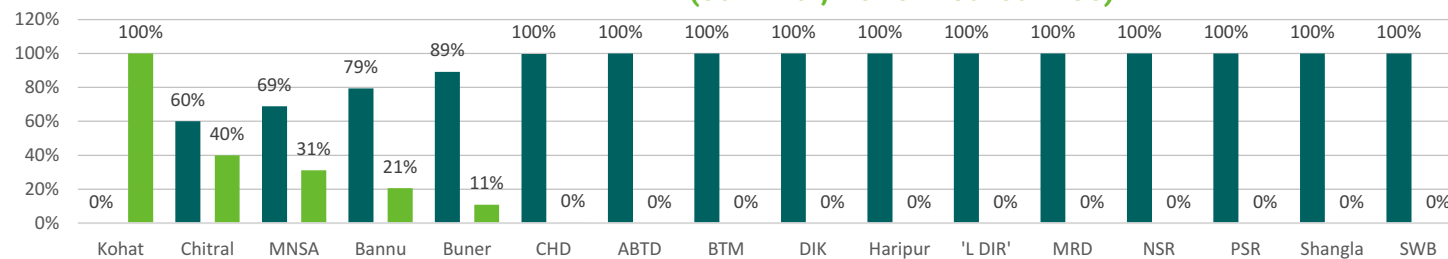
I2. Issuance of Fresh Driving License HTV (PROVINCE)

Notified Time	3 days Peshawar, 10 days other districts
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



Analysis: The delivery of Service has improved.

Issuance of Fresh Driving License HTV (Jan-Mar, 2020 District Wise)



DIS	Kohat	Chitral	MNSA	Bannu	Buner	CHD	ABTD	BTM	DIK	Haripur	'L DIR'	MRD	NSR	PSR	Shangla	SWB
TAP	40	5	103	228	130	454	26	25	27	135	151	185	374	451	266	171
WT	0	3	71	181	116	453	26	25	27	135	151	185	374	451	266	171
BT	40	2	32	47	14	1	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



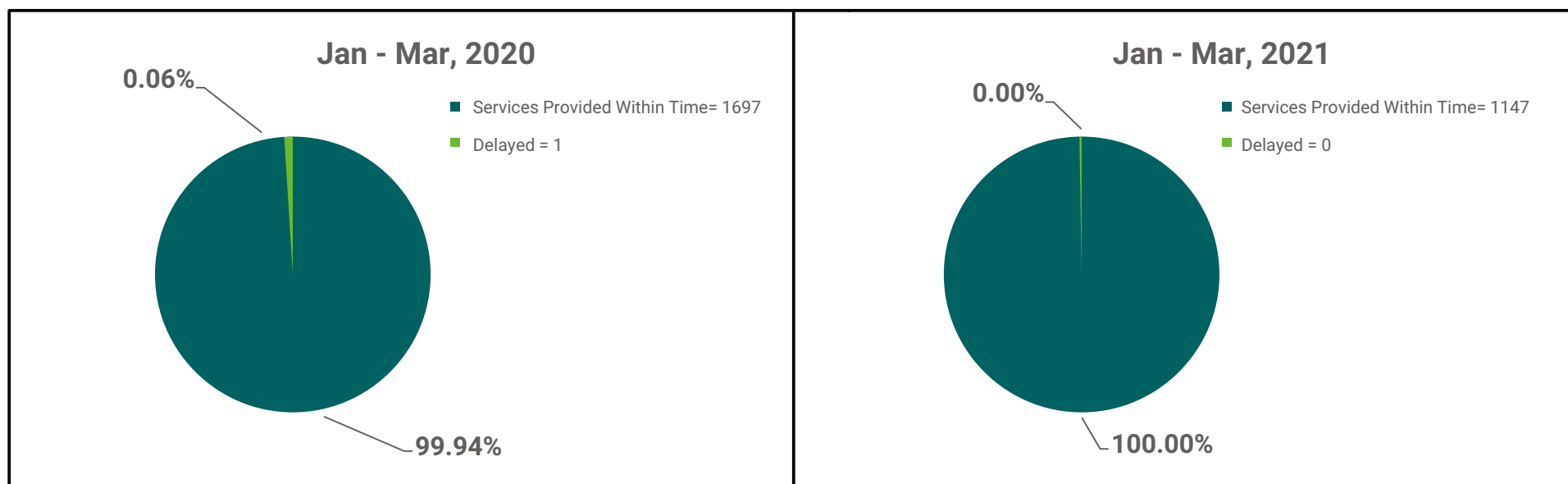
DIS	Chitral	Bannu	ABTD	BTM	CHD	DIK	Haripur	Karak	Kohat	'LDIR'	LM	MKD	MNSA	MRD	NSR	NWTD	PSR	Shangla	Swat	SWB	SWTD	Tank	'UDIR'
TAP	21	170	79	155	1559	346	189	134	256	85	45	54	108	370	208	436	218	81	350	211	268	219	93
WT	5	168	79	155	1559	346	189	134	256	85	45	54	108	370	208	436	218	81	350	211	268	219	93
BT	16	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery has improved all over the province except District Chitral.

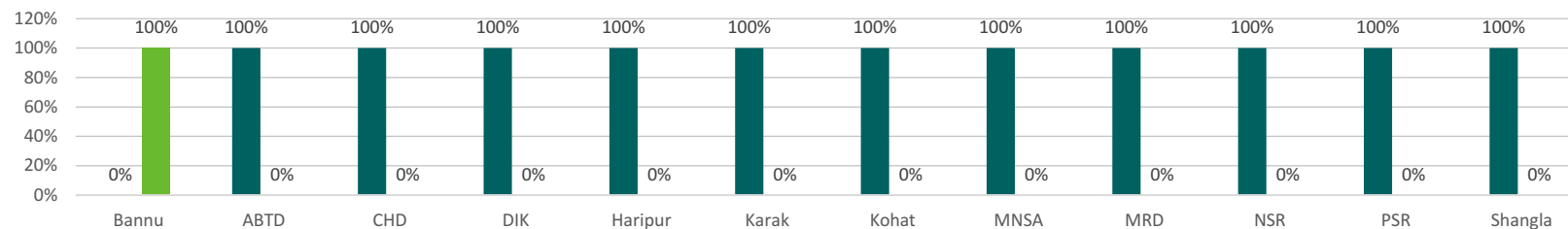
I3. Renewal of Driving License HTV (PROVINCE)

Notified Time	3 days Peshawar, 10 days other districts
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



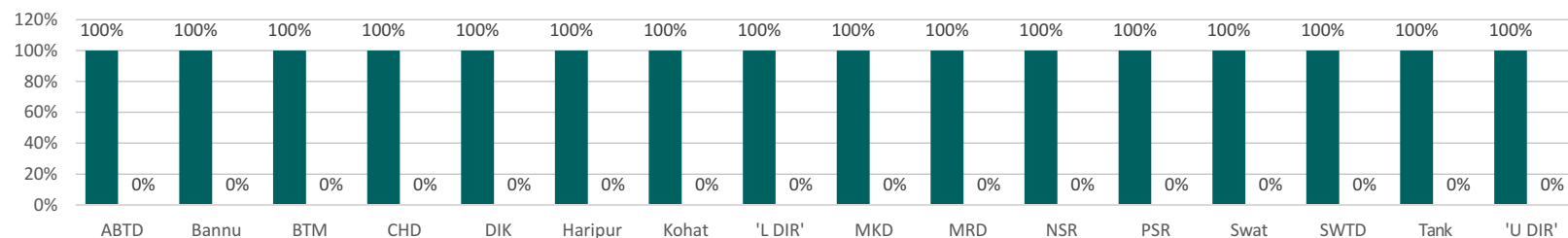
Analysis: The overall Service delivery is 100%.

Renewal of Driving License HTV (Jan-Mar, 2020 District Wise)



DIS	Bannu	ABTD	CHD	DIK	Haripur	Karak	Kohat	MNSA	MRD	NSR	PSR	Shangla
T.AP	1	7	138	10	523	2	3	84	2	351	569	8
WT	0	7	138	10	523	2	3	84	2	351	569	8
BT	1	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



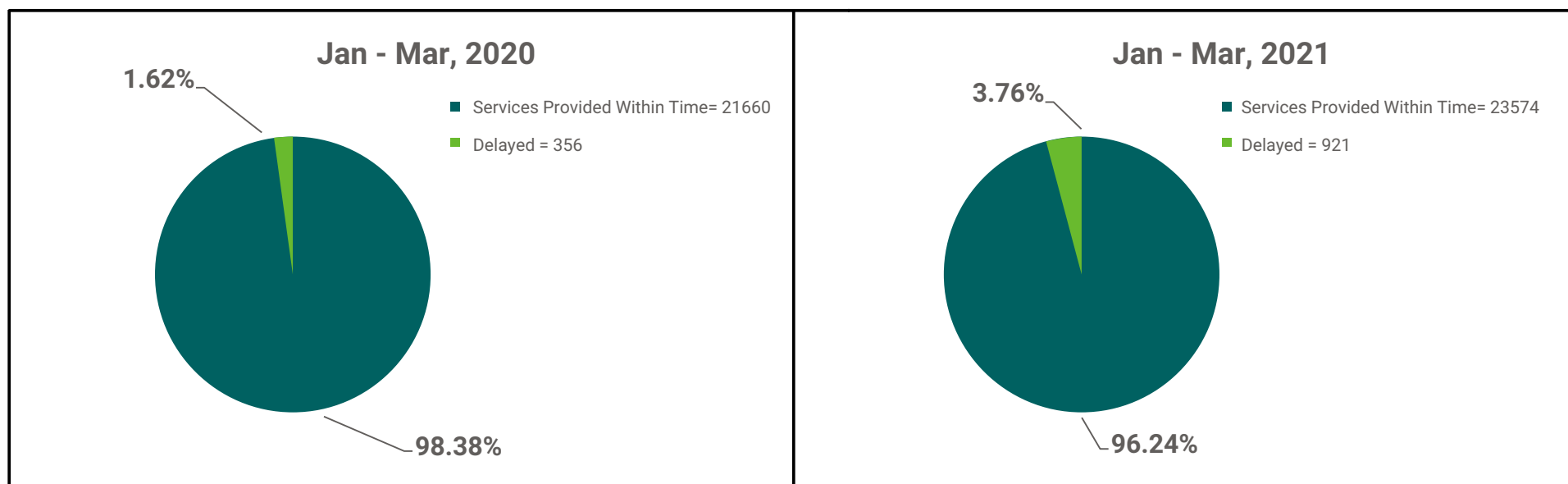
DIS	ABTD	Bannu	BTM	CHD	DIK	Haripur	Kohat	'L DIR'	MKD	MRD	NSR	PSR	Swat	SWTD	Tank	'U DIR'
T.AP	28	7	1	267	197	9	5	40	2	1	96	225	2	5	254	8
WT	28	7	1	267	197	9	5	40	2	1	96	225	2	5	254	8
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	T.AP
Beyond Time	BT

Analysis: The service delivery in Bannu has improved. Performance in the rest of the districts is satisfactory.

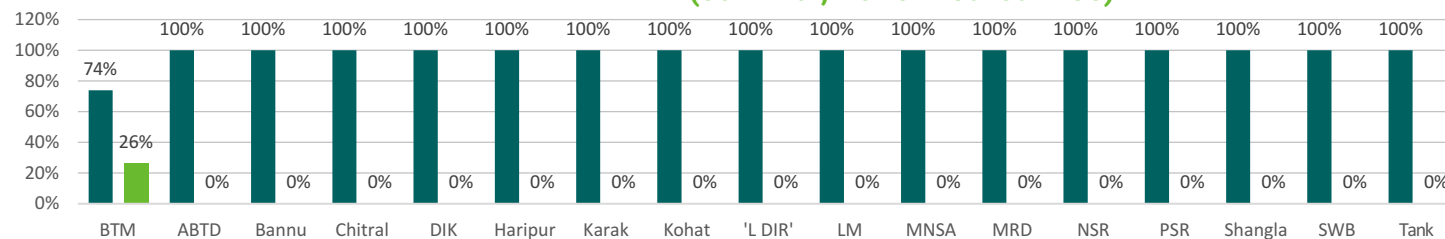
I4. Issuance of Learner LTV (PROVINCE)

Notified Time	Same Day
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



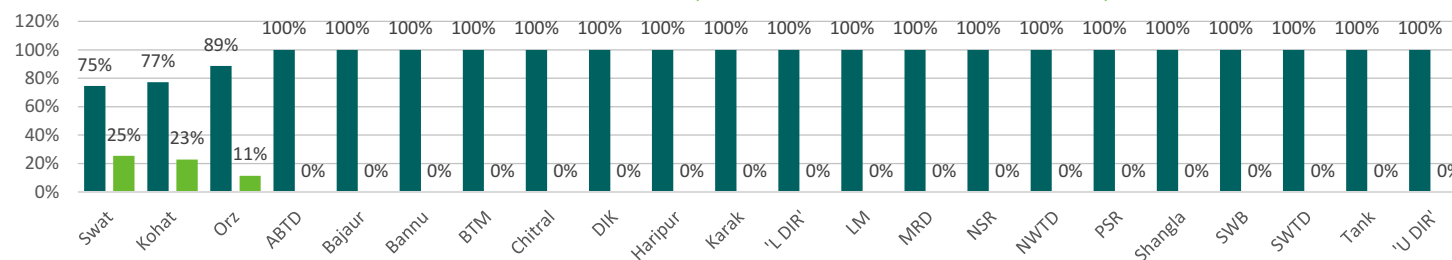
Analysis: The Service delivery is satisfactory but needs to minimize the delays.

Issuance of Learner Permit LTV (Jan-Mar, 2020 District Wise)



DIS	BTM	ABTD	Bannu	Chitral	DIK	Haripur	Karak	Kohat	'L DIR'	LM	MNSA	MRD	NSR	PSR	Shangla	SWB	Tank
TAP	1365	1722	321	36	208	1077	160	570	1522	268	1590	1270	3961	5313	16	2613	4
WT	1009	1722	321	36	208	1077	160	570	1522	268	1590	1270	3961	5313	16	2613	4
BT	356	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



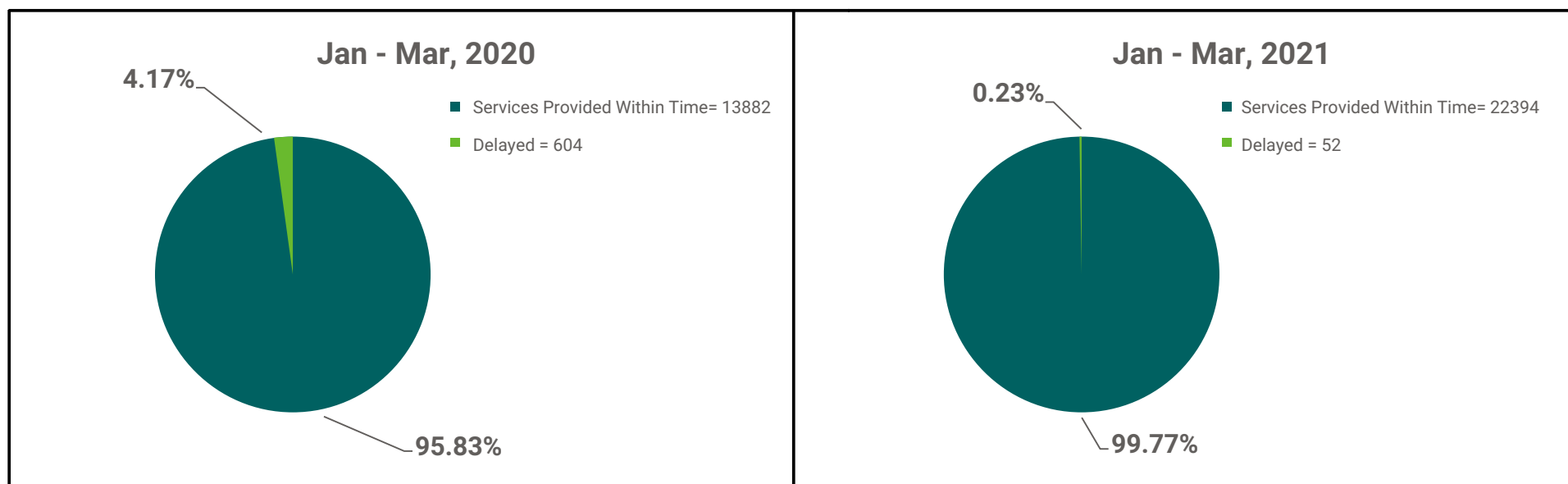
DIS	Swat	Kohat	Orz	ABTD	Bajaur	Bannu	BTM	Chitral	DIK	Haripur	Karak	'LDIR'	LM	MRD	NSR	NWTD	PSR	Shangla	SWB	SWTD	Tank	'UDIR'
TAP	2541	1141	35	2025	116	673	675	89	736	1535	345	2678	286	2711	327	1078	2401	770	2754	240	162	693
WT	1896	881	31	2025	116	673	675	89	736	1535	345	2678	286	2711	327	1078	2401	770	2754	240	162	693
BT	645	260	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery in Battagram has improved. Swat, Kohat and Orakzai TD to put in more efforts for improvement.

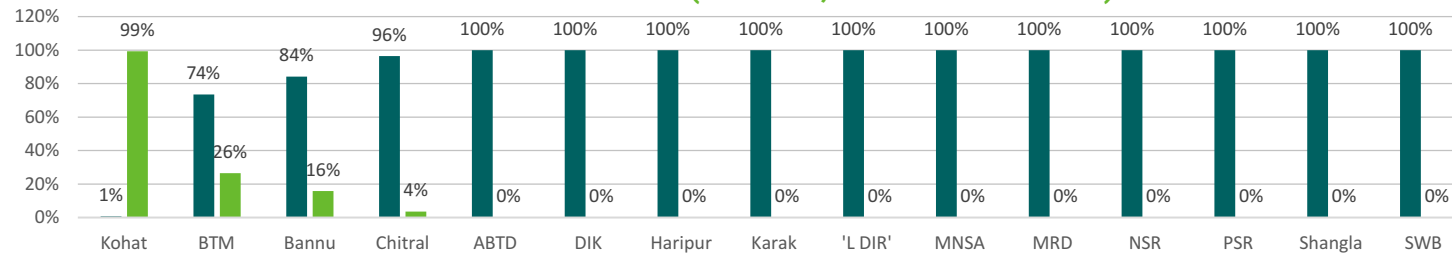
15. Issuance of Fresh Driving License LTV (PROVINCE)

Notified Time	3 days Peshawar, 10 days other districts
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



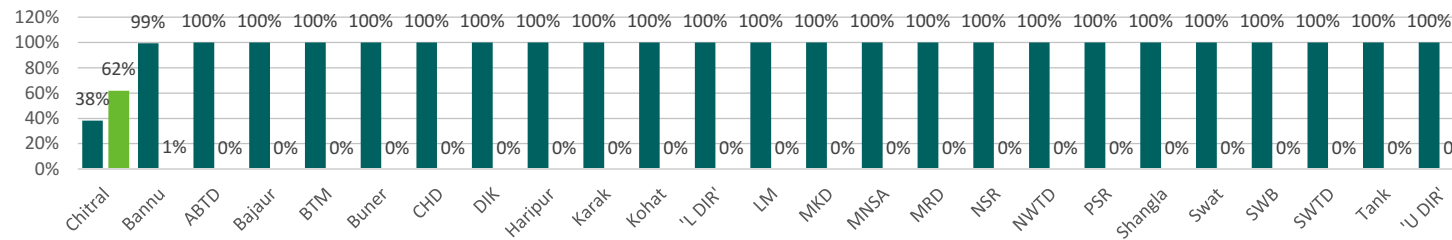
Analysis: The provision of Service has improved.

Issance of Fresh Driving License LTV (Jan-Mar, 2020 District Wise)



DIS	Kohat	BTM	Bannu	Chitral	ABTD	DIK	Haripur	Karak	'L DIR'	MNSA	MRD	NSR	PSR	Shangla	SWB
TAP	136	1340	715	28	295	76	425	97	781	539	1258	1658	5192	20	1926
WT	1	985	602	27	295	76	425	97	781	539	1258	1658	5192	20	1926
BT	135	355	113	1	0	0	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



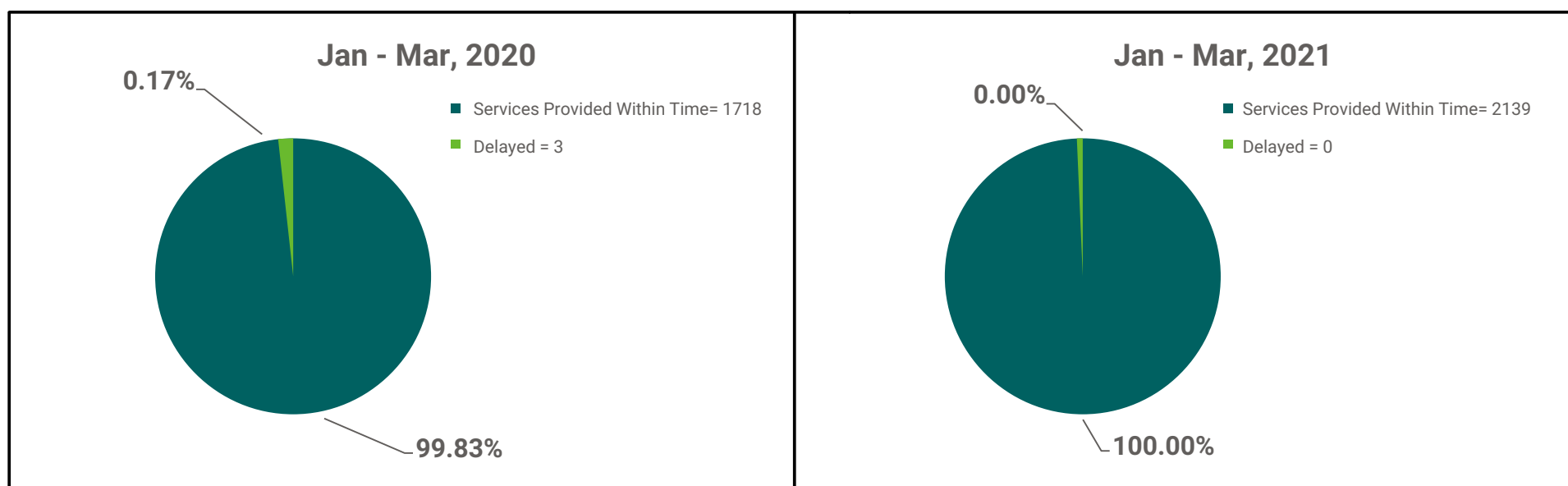
DIS	Chitral	Bannu	ABTD	Bajaur	BTM	Buner	CHD	DIK	Haripur	Karak	Kohat	'L DIR'	LM	MKD	MNSA	MRD	NSR	NWTD	PSR	Shangla	Swat	SWB	SWTD	Tank	'U DIR'
TAP	76	848	1306	116	633	55	879	777	805	286	566	1038	97	783	716	2475	190	967	1551	162	4197	2115	150	76	761
WT	29	843	1306	116	633	55	879	777	805	286	566	1038	97	783	716	2475	190	967	1551	162	4197	2115	150	76	761
BT	47	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

Analysis: The service delivery in districts of Kohat, Battagram and Bannu has improved while in Chitral it needs improvement.

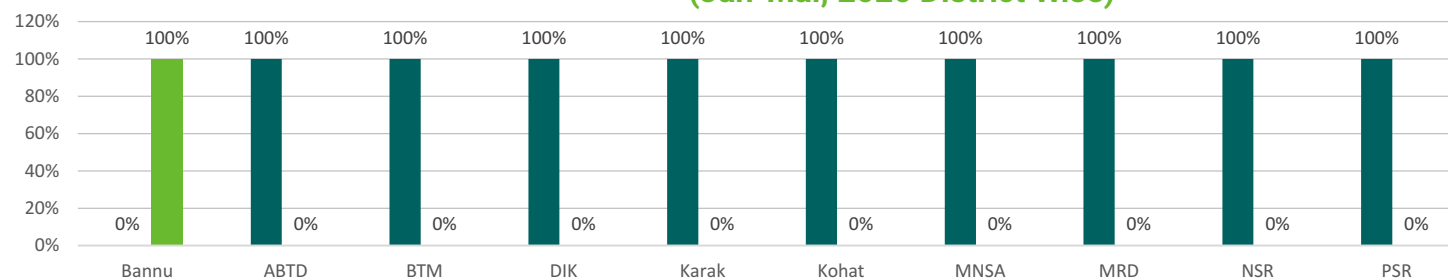
I6.Renewal of Driving License LTV (PROVINCE)

Notified Time	Same Day
Designated officer	Director Transport Peshawar, ADC/AC for other
Appellate Authority	Secretary Transport



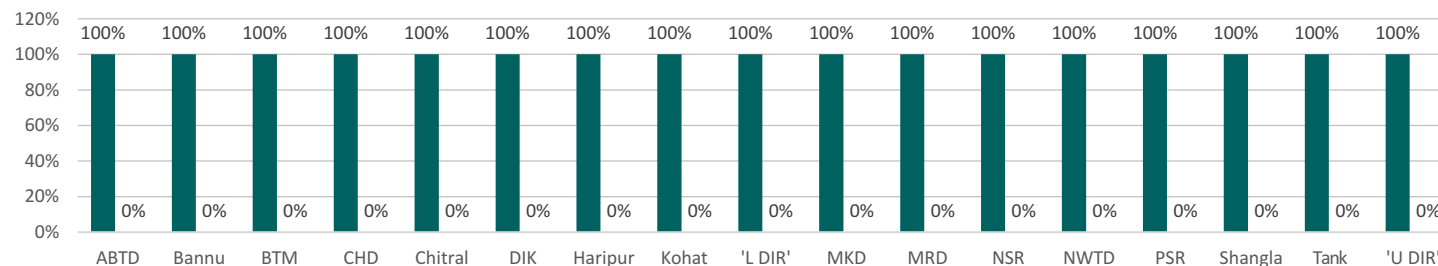
Analysis: The Service delivery is satisfactory.

Renewal of Driving License LTV (Jan-Mar, 2020 District Wise)



DIS	Bannu	ABTD	BTM	DIK	Karak	Kohat	MNSA	MRD	NSR	PSR
TAP	3	6	45	4	1	2	480	1	310	869
WT	0	6	45	4	1	2	480	1	310	869
BT	3	0	0	0	0	0	0	0	0	0

(Jan-Mar, 2021 District Wise)



DIS	ABTD	Bannu	BTM	CHD	Chitral	DIK	Haripur	Kohat	'L DIR'	MKD	MRD	NSR	NWTD	PSR	Shangla	Tank	'U DIR'
TAP	24	7	33	685	23	34	86	9	34	88	5	24	28	918	7	84	43
WT	24	7	33	685	23	34	86	9	34	88	5	24	28	918	7	84	43
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

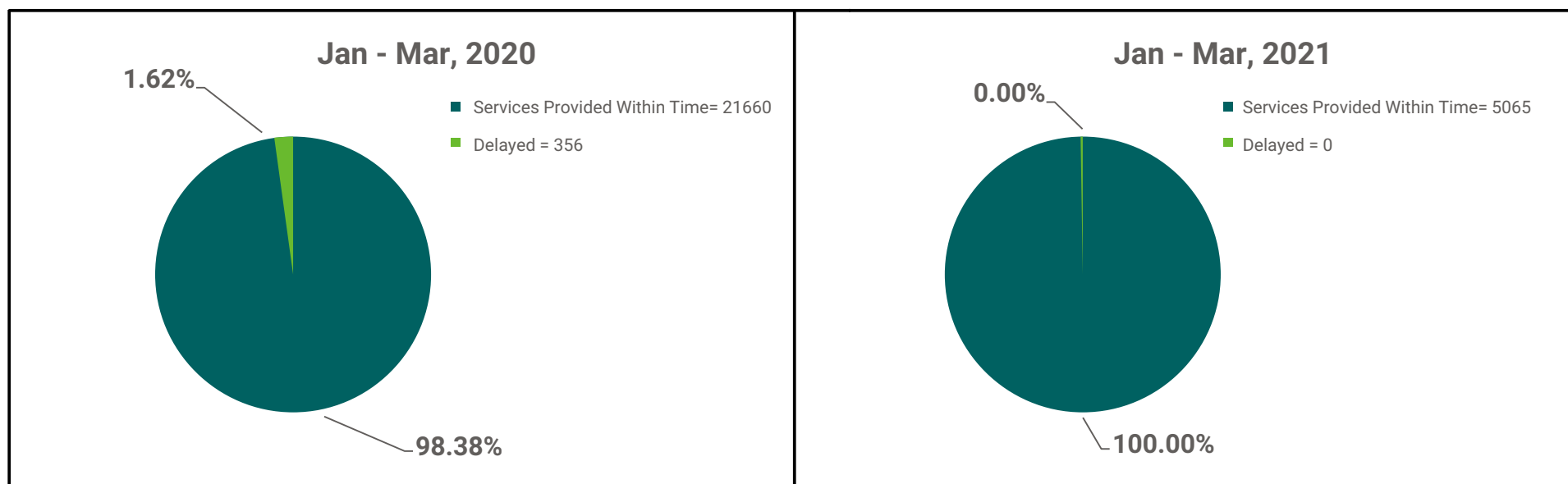
Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications	TAP
Within Time	WT
Beyond Time	BT

Analysis: The performance is satisfactory.

J. ZAKAT, SOCIAL WELFARE AND WOMEN EMPOWERMENT

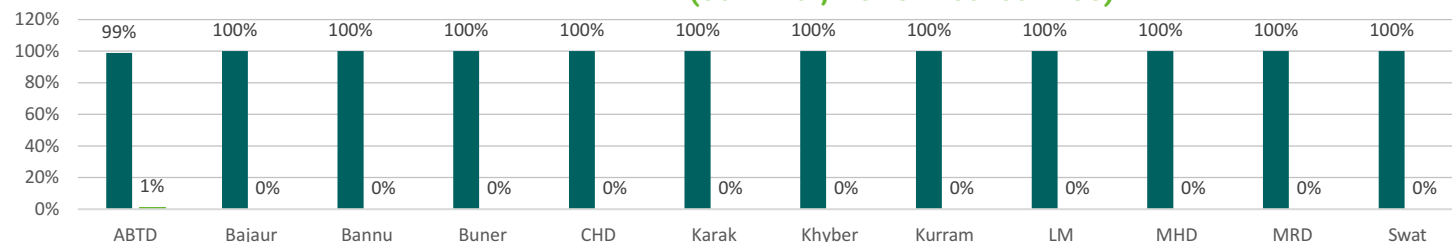
J1.Issuance of *Istehqaq* Certificate (PROVINCE)

Notified Time	10 Days
Designated officer	Chairman local Zakat Committee
Appellate Authority	Chairman District Zakat Committee



Analysis: The Service delivery is 100%.

Issuance of *Istehqaq* Certificate (Jan-Mar, 2020 District Wise)



DIS	ABTD	Bajaur	Bannu	Buner	CHD	Karak	Khyber	Kurram	LM	MHD	MRD	Swat
TAP	1019	90	275	34	379	299	287	114	24	3	27	220
WT	1007	90	275	34	379	299	287	114	24	3	27	220
BT	12	0	0	0	0	0	0	0	0	0	0	0

Abbreviations	
D.I.Khan	DIK
South Waziristan	SWTD
Lakki Marwat	LM
North Waziristan	NWTD
Orakzai	ORZ
Peshawar	PSR
Nowshera	NSR
Charsadda	CHD
Mohmand	MHD
Mardan	MRD
Swabi	SWB
Malakand	MKD
Dir Lower	L DIR
Dir Upper	U DIR
Abbotabad	ABTD
Mansehra	MNSA
Torghar	TGR
Battagram	BTM
Kohistan	KHSTN
District	DIS
Total Applications Within Time	TAP
Beyond Time	BT

(Jan-Mar, 2021 District Wise)



DIS	ABTD	Bajaur	Bannu	CHD	Hangu	Karak	Khyber	LM	MHD	MKD	MNSA	MRD	NSR	NWTD	Shangla	Swat	SWB	SWTD
TAP	120	254	405	1105	64	698	345	22	71	75	23	779	369	390	79	221	6	39
WT	120	254	405	1105	64	698	345	22	71	75	23	779	369	390	79	221	6	39
BT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Analysis: The service delivery is 100% all over the province.

SUPPORT OF DEVELOPMENT PARTNERS

CHAPTER III

COLLABORATION WITH INTERNATIONAL DEVELOPMENT PARTNERS

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

The support of GIZ's is broadly focused on awareness campaigns. Targeting citizens of Khyber Pakhtunkhwa, focus is women. The Commission with the GIZ support extended its outreach to 35 Districts of KP. Different information materials have been developed keeping in view the needs of end users i.e. service providers, citizens and the district administration. Service providers in each district were provided with ten (10) different posters on their relevant Services and displayed within the premises of their offices. Likewise, thirty-five (35) standees were developed and placed in the District Administration/DC offices and in the offices of District Monitoring Officers. One thousand (1000) brochures were also delivered to DMOs in 35 districts consisting of information on RTS Services, contact numbers and RASAI 1800 hotline for dissemination among the common citizens. This activity is quite helpful in disseminating awareness amongst citizens and women. Moreover 22,500 households were reached with messages printed on utility bills in Nowshera, Haripur and Timergara, regarding sanitation related issues, issuance of birth and death certificates and approval of building plans. The GIZ provided MS Teams license software and Video Conferencing facility to improve communication. The Commission is now connected with field offices across the province.

To further strengthen the awareness campaign an MoU has been signed between the KP RTS Commission and the Institute of Management Sciences, Peshawar for joint implementation of a project called **Claim Your Rights! Campaign RTS (Women) Champions Program** in four districts i.e Kohat, Nowshera, Swat and Abbottabad.

Governance and Policy Project-KP

The Governance and Policy Project, Khyber Pakhtunkhwa (GPP- KP) under the Multi Donor Trust Fund (MDTF) is actively engaged with RTPS Commission in the formation of Citizen Integration Forums at both the provincial and district levels. Such forums include service providers, notables, elected representatives and civil society organizations to provide a common platform where issues are highlighted, discussed and a way out is devised. GPP-KP is also facilitating the Commission in convening the forums. The GPP-KP also support the RTPS Commission in awareness campaigns and citizen engagement to improve accountability. The project has been providing promotional materials, displaying large size bill boards on key locations and consistent support on IGRS.

Governance and Policy Project-MA

Since the merger of ex-FATA with KP, GPP-MA is actively engaged with RTPS Commission in improving its intervention and establishing its offices in the seven merged districts. Main areas of co-operation are solar based office electrification, engagement of interns, awareness campaigns, printing and publication of reports and publicity material. GPP-MA also financed publication of **Strategic Action Plan** and **Administering Public Services**.

The GPP-MA is planning to provide assistance in up scaling DMO's offices in four districts and establishment of prefabricated offices in three districts. The GPP-MA has also planned to finance engagement of interns, awareness through local FM Radio, provision of furniture and fixture, IT and allied equipment and Printing & Publication of various reports.

PHOTO GALLERY









Right to Public Services Commission
Government of Khyber Pakhtunkhwa