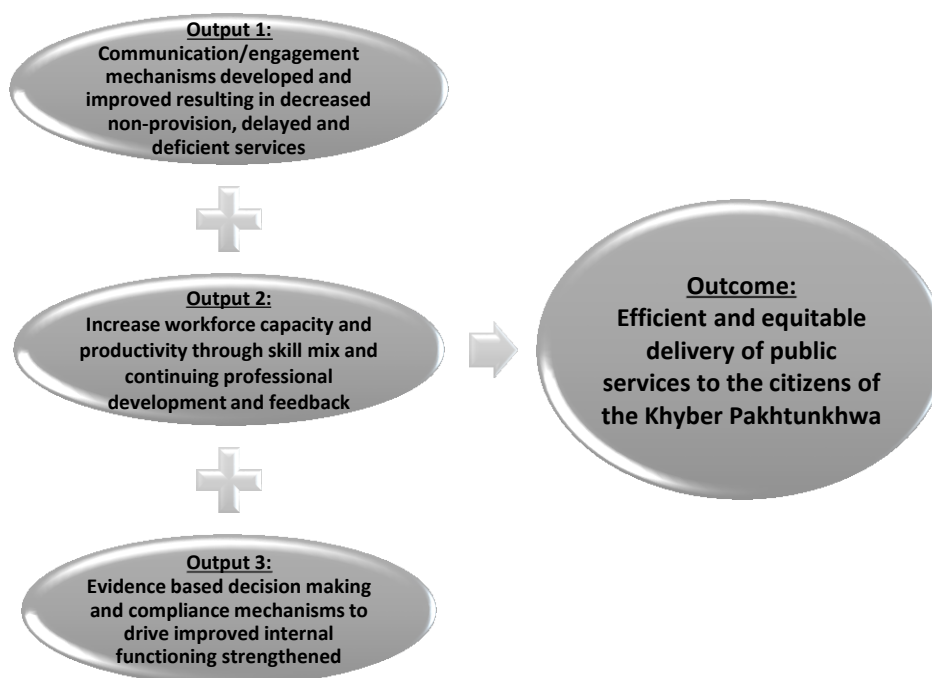


Report on Data Quality Assessment

Right to Public Services (RTS)
Commission
Khyber Pakhtunkhwa

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The expected outcome of the commission is “**Efficient and equitable delivery of public services to the citizens of the Khyber Pakhtunkhwa**”. To achieve the outcome, the commission has identified three outputs, which are planned to accomplish in the three years’ time.



The main aim of the act is “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 thereto¹. The commission is responsible to deal with various actors/stakeholders from demand and supply side of the province. Six government departments/offices i.e. Police, Local government, Deputy Commissioner Office, Health, Forest, and Zakat who are responsible for the delivery of selected services can be attributed as supply side while the general public of districts as demand side. The recent data quality assessment has outlined recommendations that will help the commission to improve coordination, planning and operations for better future results. The recommendations are identified on the basis of commission or demand/supply side’s needs. The below table is showing the recommendations mapping

Recommendations	Target audience / Beneficiaries
Formation of organogram that identifies all the management lyres with responsibilities	RTS commission
Development of a flow chart or organogram that shows the data management roles and responsibilities.	RTS commission

¹ RTS Act 2014

Development of Roadmap/implantation plan for the Right to Services Commission for next three years. The plan should include vision to activity level detail. This document can be used for internal and external accountability.	RTS commission, Supply side
Review and amend communication strategy – The strategy should include the coordination mechanisms of demand and supply side and in line with commission long term plan. Once the strategy is approved, few awareness sessions should be planned to proper implement the strategy.	RTS commission, Supply & Demand side
Social mobilisation, public engagement, and negotiation skills - The commission should build the capacity of all staff on a priority basis. This issue should also be addressed in the revised communication strategy.	Commission's management and staff
Allocation of funds for communication and outreach activities (Awareness campaigns, Seminars, Radio programmes, Print media etc.). The printed material should be disseminated to all the concerned department down to the field unit level.	RTS commission, Supply & Demand side
Review and explain the RTS commission act – It is very necessary to clarify the confusion of DMOs who are mainly responsible to interact with all the concerned departments and the general public. There is need to build a common understanding of the commission staff on the mandate of the RTS act.	RTS commission, Supply side
Enhance operational specialization within the commission by constituting a working group – The group will be responsible to ensure internal accountability and compliance mechanism.	RTS commission
Stakeholders engagement (External working group) – Commission should involve a representative from all the concern departments who can meet on a quarterly basis to discuss the issues and suggest solutions.	RTS commission, Supply side
It is recommended to hold regular meetings/sessions on commission vision, mission statement, and objectives for all staff members and senior management. Moreover, organizational documents should translate & published in Urdu i.e. Communication strategy, compliance mechanisms etc.	RTS commission, Supply & Demand side
Bi weekly feedback mechanism can be adopted by the commission. These feedbacks can be used as a lesson learnt or as a success story. There should be separate log available where these feedbacks can be easily identified. This will ensure accuracy, completeness, and timeliness of the required data.	RTS commission
Development of Terms of References (ToRs) for all the data management staffs with clear key performance indicators. These ToRs must be provided to the staff members duly signed by the staff and the senior manager. ToRs should be revised according to changes in roles and responsibilities.	RTS commission

There is a need to develop detailed TORs and guidelines for staff that how to facilitate women and children.	RTS commission
Management should set yearly objectives for DMOs and other staff members, prepared capacity building plan and review their performance at the end of years. It is also recommended that the HR unit should develop/updated tools for setting yearly objectives, training needs assessment, and performance appraisal. The HR unit should conduct comprehensive workshops on these tools before implementing them.	RTS commission
The commission should have a data collection manual which includes a written definition of all the key performance indicators, data collection flow and methodology, frequency, concepts of all notified services, and reporting structure. This will improve the precision and reliability of the data.	RTS commission
Institutionalize and improve the quality of training – The training can be imparted by specialized resource persons and the commission can allocate some budget for training and refreshers. There should be a proper orientation for the new staff members. The induction package should include the commission's duty of care, presentation on commission history, data management function manual, the communication strategy and other relevant documents.	RTS commission
Training on these written guidelines should be arranged for all the staff members.	RTS commission
Recruitment of DMOs to fill the vacancies. Also, an M&E role who'll facilitate data analyst can also be considered.	RTS commission
Allocation of designated staff who takes responsibility for reviewing the quality of data (i.e., accuracy, completeness, timeliness, and confidentiality) received from sub-reporting levels. The data is stored in a customized database in the central office. The commission should have sufficient checks and balances in place to avoid any duplication and other errors.	RTS commission
The issues like missing data, duplicates/errors are can be addressed properly at all the levels by an extra effort of random verifications. These regular supervisory site visits will play dual roles, i.e. data quality can be reviewed and liaison will the relevant departments can be improved.	RTS commission
All source documents and reporting forms relevant for measuring the indicator(s) should be available for auditing purposes (including dated printouts in case of the computerized system). A proper filing system with tags should be ensured.	RTS commission
The data collected has sufficient precision to measure the indicator(s) (i.e., relevant data are collected by sex, age, etc. if the indicator specifies disaggregation by these characteristics).	RTS commission
Modification of the Performance Management Information System - Easily accessible and navigable web-based interface is essential for all the data management staff. The source file should be with the department, so if any	RTS commission

future modification is required, the department can do it easily. Below are the few recommendations for the customized reports, but if future if there is more appetite for reporting, commission can assess and implement those.

- Master report (This should be an excel based report that should include all the data and parameters so if any customized report is requested by the senior management, this sheet can be used to develop that report)
- Cluster report (As department already clustered, multiple services under each department, so this report will give an idea how each department is progressing)
- Management dashboards by department, district, and services
- Other customized reports.

Improved access of PeMS to data management staff - Establish of an updated comprehensive web based Management Information System (MIS) with auto linked with key performance indicators is highly recommended.	RTS commission
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Move from reactive to proactive approaches, the roadmap/implantation plan can give clear guidelines for these approaches.	RTS commission
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Provision of basic facilities (Office space, travelling allowance, etc.) to DMOs	RTS commission
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Proper engagement of civil societies and media in future interventions of commission	RTS commission
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Field data collection plan – A detailed monthly plan can be devised to efficiently cover the scattered data delivery service points. This will also mitigate the risk of late delivery or non-submission of the data.	RTS commission
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Provision of Toll free number - There should be a Toll Free telephone number for registration of complaints. This will contribute to two aspects	RTS commission,
<ul style="list-style-type: none"> • The public can launch the complaint which at the moment they are reluctant to file before the concerned authority • The public will get more aware of the commission. 	Supply side

Gist of Report

