



RIGHT TO PUBLIC SERVICES COMMISSION (RTS)



REPORT 2014-2020

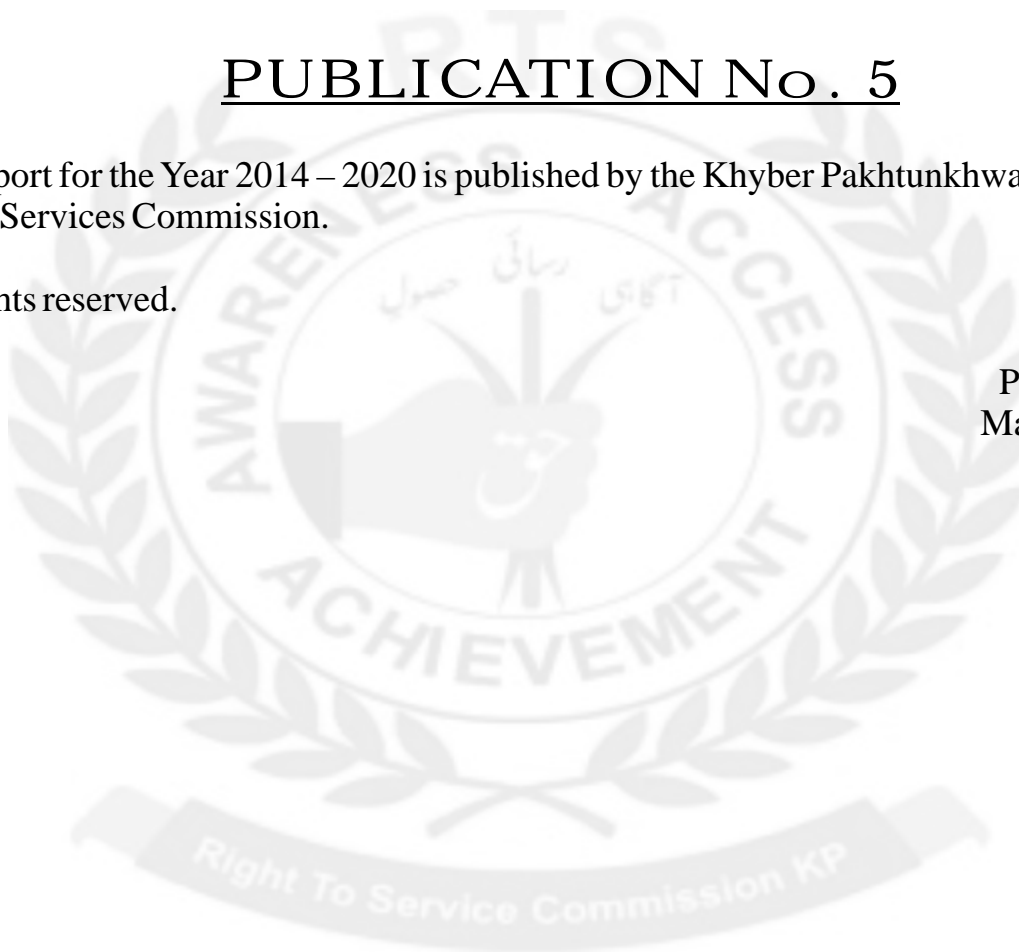
GOVERNMENT OF KHYBER PAKHTUNKHWA

PUBLICATION No. 5

The report for the Year 2014 – 2020 is published by the Khyber Pakhtunkhwa Right to Public Services Commission.

All rights reserved.

Peshawar.
May, 2020.



FOREWORD



Right to Public Services (RTS) Commission, a statutory body, established under an Act of Provincial Assembly started with skeleton staff in 2014 and five Public services. By 2018, the Commission worked in isolation with little Public awareness. During this period, main reliance remained on Performance Management System (PeMS) and the District Monitoring Officers (DMOs) were just collecting and reporting the data collected from the districts departments.

In 2018, the whole working reviewed. Public Services increased to twenty four with forty three sub services. Strategic Action Plan devised. Manual for capacity building of staff developed. RTS rules got amended. Powers and functions devolved to Divisional and District administration. Functions of Commission integrated with the Divisional and District administration through Regulations. Intensive interactive sessions held with all the stake holders including Zilli and Tehsil Rasai Forums.

Other major initiatives include linkages with the Non- Government Organization (NGOs/ INGOs), Gesellschaft für Internationale Zusammenarbeit (GIZ), Prime Minister Delivery Unit (PMDU), Overseas Pakistanis Foundation (OPF), Governance and Policy Project, Merged Areas (GPP-MAs) World Bank. Extension of Commission to Tribal Merged Areas was a huge and challenging task and achieved with success. Rasai-1800 (Hotline) with a Dash Board in Chief Minister House inaugurated in February, 2020.

Through all these measures, the number of complaints and redressal has recorded thirty times increase from 2014 to 2019.

It is expected that the support of district administration and participation of community, local and International organizations, the public Services delivery would further improve.

Muhammad Mushtaq Jadun
Chief Commissioner

Peshawar.
May, 2020.

Table of Contents

	Contents	Page No.
1.	Background-----	4
2.	Institutional Arrangement-----	4
2.1	Legal-----	4
2.2	Organizational Structure -----	5
3.	Operationalization -----	5
3.1	Frequent turn over -----	5
3.2	Vacant Posts -----	5
3.3	25 th Constitutional Amendment-----	5
3.4	Interim Arrangement for Merged Districts -----	6
3.5	The Public Services Initiative -----	6
3.6	Data reporting and Management-----	6
3.7	Scaling Up -----	6
3.8	Capacity Building-----	7
4.	Operational and Promotional Initiatives -----	8
4.1	Issues and Challenges -----	8
	a) Perception -----	8
	b) Bureaucratic Inertia -----	8
5.	Community Participation-----	9
5.1	Community Forums -----	10
	a) Provincial Citizen Integration Forum (PCIF)-----	10
	b) Zilli (District) Citizen Integration Forum-----	11
5.2	Interactive sessions -----	12
6.	Out Reach-----	13
6.1	Promotion and Awareness -----	13
	a) Monogram-----	13
	b) Website development -----	13
	c) Facebook Page-----	14
	d) Citizen Facilitation Centers (CFCs) -----	14
6.2	Khyber Pakhtunkhwa Citizens in other Provinces -----	14
6.3	Linkages and Coordination with other Institutions-----	15

Contents	Page No.
6.4 Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)-----	15
a) Support to Local Governance (LoGo II) Programme -----	16
b) Policy Reform and Institutional Capacity Development-----	17
c) Improving Domestic Resource Mobilization-----	17
d) Citizen Engagement in Public Service Delivery -----	17
7. Progress of Activities-----	18
7.1 Detail of services monitored (year-wise) -----	18
7.2 Complaint Redressal Status -----	19
a) Headquarter and District Level-----	19
b) Overseas Pakistanis Foundation Portal-----	19
c) Prime Minister Delivery Unit (PMDU) -----	19
d) Rasai (Access) Hotline (1800) -----	20
8. Challenges of Merged Areas-----	22
8.1 Merging of Tribal Areas in Khyber Pakhtunkhwa-----	22
8.2 Launch of RTS Commission in Khyber Pakhtunkhwa-----	23
9. Focus for 2020 and way forward -----	23
9.1 Key Focus-----	23
9.2 Capacity building -----	24
9.3 Awareness and Promotional Activities -----	24
9.4 Merged Areas-----	24
9.5 Human Rights -----	24
9.6 Gender and Minorities -----	25
9.7 Ease of Business -----	25
9.8 The Khyber Pakhtunkhwa Local Government (Amendment) Act, 2019 -----	25
a) Issues-----	25
9.9 Alignment of Plan with the Sustainable Development Goals (SDGs) -	26
10. Publications-----	26
11. Performance at a glance -----	27
12. Annexures-----	28
13. Picture Gallery-----	33
14. Press Clippings-----	48

Acknowledgments

This report summarizes the RTS Commission performance from 2014 till 2020. Efforts are made to cover the journey made so far in all areas starting from the Background, Institutional Arrangement, Operationalization of Initiatives, Community Participation, Out Reach, Progress of grievance redressal through various forums/ portals, Extension to Merged Areas with focus for 2020 and way forward.

The technical and financial assistance of Governance and Policy Project, Khyber Pakhtunkhwa (GPP-KP), GPP- Merged Areas (World Bank) and inclusion of RTS Commission in Logo II Programme by Gesellschaft für Internationale Zusammenarbeit (GIZ) is acknowledged.

Thanks to **Mr. Wasil Nawaz Khattak**, Secretary of the Commission for his valuable input in the write up of this report.

Hard work of **Muhammad Asim** is acknowledged in typing the manuscript.

Last but not the least, the efforts of all the Headquarter Staff and District Staff are acknowledged with regard to their contribution in development of this report.

CHIEF COMMISSIONER
MUHAMMAD MUSHTAQ JADUN
(PAS)

Peshawar
May, 2020.

1. Background

Government of Khyber Pakhtunkhwa approved *Good Governance Policy*, documented as “*Good Governance Strategy*”. The Strategy was framed, on the basis of assessment made by Post Crises Need Assessment (PCNA) Survey Report, 2010. Improved service delivery is one of the core area of Good Governance, envisaging an institutional mechanism, to facilitate, sensitize, coordinate and monitor the services delivery including capacity building of service providers, access of citizens to public services. It includes delivery of public services within prescribed time, with quality, and in a transparent manner.

2. Institutional Arrangement

2.1 Legal

The Right to Public Services (RTS) Commission established under an Act of Provincial Assembly in 2014 (<http://kprts.gov.pk/phpweb/index.php/Welcome/act>). RTS Rules, 2014 (http://kprts.gov.pk/phpweb/kprts_admin/img/rules/rts_rules.pdf) framed and amended (http://kprts.gov.pk/phpweb/kprts_admin/img/rules/rts_rules_2018_updated_on_12-06-2019.pdf). Rules were framed to implement the provisions of the Act.

The Khyber Pakhtunkhwa Right to Public Services (RTS) Commission, as per provisions of Section 27 of the Khyber Pakhtunkhwa Right to Public Services Act, 2014, may frame regulations, not inconsistent with the Act and Rules.

Accordingly RTS Commission, vide powers vested under Section 27 of the Act, framed the Khyber Pakhtunkhwa Right to Public Services Commission Conduct of Business Regulations, 2018, the Khyber Pakhtunkhwa Right to Public Services Employees (Terms and Conditions of Services) Regulations, 2018 and the Khyber Pakhtunkhwa Right to Public Services Commission Steering Committee Regulations, 2018, available on <http://kprts.gov.pk/phpweb/index.php/Welcome/regulations>.

2.2 Organizational Structure

RTS Commission is headed by Chief Commissioner assisted by two Commissioners and Headquarter staff.

District Offices, headed by the District Monitoring Officers (DMOs) and assisted by Junior Clerk, renamed as Assistant District Monitoring Officers (ADMOs), established in all the districts including Merged Districts.

3. Operationalization

Initially interns were provided by the Governance and Policy Project (GPP), both for district offices and headquarter. Posts were advertised in 2016. Recruitment consumed months and still not completed. Reasons for vacant posts:

3.1 Frequent Turn Over

So far eighteen staff members have resigned or removed. Recruitment is a long drawn process. Turnover is a major problem.

3.2 Vacant Posts

In second phase (2019), four District Monitoring Officers (DMOs) and six Junior Clerks/ Assistant District Monitoring Officers (ADMOs) recruited.

In 2019, sixteen posts of District Monitoring Officers (DMOs), twenty-five Junior Clerks and Headquarters staff advertised. Procedural delays are the main bottleneck in recruitment of staff. As of May, 2020, the process is still under completion.

3.3 Constitutional amendment

25th Constitutional amendment, leading to merger of tribal areas poses great challenges as well as opportunities. Posts for Merged Districts sanctioned, advertised, recruitment under process. Opportunities in Merged Districts relate to improvement in public service delivery with focus on gender and marginalized segment.

3.4 Interim Arrangement for Merged Districts

Through the Governance and Policy Project (GPP), Memorandum of Understanding (MoU) for Merged Areas, signed. Inters placed, offices furnished, fully equipped and operationalized.

3.5 The Public Services Initiative

RTS Commission made a modest start with five (05) services namely (i) Registration of FIR, (ii) Death and Birth Certificate, (iii) Issuance of Fard, (iv) Issuance of Domicile Certificate and (v) Approval of Building Plan, scaled upto twelve (12) services in 2016, eighteen (18) services in 2018 and twenty-three (23) services in 2019 with sub services scaling upto forty-one (41).

3.6 Data Reporting and Management:

With the cooperation of Governance and Policy Project (GPP), World Bank, Performance Monitoring System (PeMS), a database software, was established through Abacus Consulting to ensure the effective monitoring of the notified public services by the Commission through the departments. The PeMS was designed to show the in-time, delayed and non-provision status of a public service delivery.

The summarized report of the services monitored on monthly basis is shared with the Head of the Departments for corrective measures on quarterly basis.

3.7 Scaling Up

Gradual increase in number of services, from 5 to 23, led to work load which warranted more recruitment of staff. Focal persons nominated for all the departments at districts and provincial level, designated officers, appellate authorities and educating the Chairpersons of the Steering Committees through interactive sessions, concept briefs and letters, explaining the very purpose of the RTS Commission, its role in ensuring in time public services delivery, challenges and operational difficulties. Detail of services is at **Annexure-A**.

3.8 Capacity Building

- Data Assessment Report developed and available on the link below, (http://kprts.gov.pk/phpweb/kprts_admin/img/rules/report_on_data_assesment.pdf), through short-term consultancy.
- Strategic Action Plan developed and put in operation.
- Administering Public Services developed and put in operation.
- Capacity building of RTS staff carried out as per provisions of law, rules and regulations, as explained in the cited reports.
- In Merged Tribal Districts, Interactive capacity building sessions held with the district officer's/ service providers and tribal elders.
- Staff trained about:
 - Strategic Action Plan.
 - Administering Public Services.
 - Data reporting through Performance Management System (PeMS).
 - Community awareness, data collection, reporting, developing linkages, agenda for DSC, SDSC, ZRF, TRF, and interactive sessions with other stakeholders).
- Public Services - From Concept to Deliverance (developed).
- Service Delivery, processes and issues analyzed and covered in the publications.
- Interactive sessions held with the service providers and the appellate authorities.
- Coordination with community - interactive sessions held for general awareness of the masses regarding RTS Commission.
- Monthly Action Plan (MAP) and Monthly Activity Report (MAR) developed as a planning, operational and assessment/ monitoring tool for data reporting started.
- Data Reporting. District Staff and service providers trained.
- Orientation sessions with the stakeholders held.
- Numbers of interactive sessions held so far as per **Annexure-B** summarized as below:
 - a) During the report period, 8328 Interactive Sessions held in all the districts with focus on the following.

Service Providers and community.

- District Heads with regard to RTS Act.
- Focal Persons with regard to coordination.
- Village Council Secretaries with regard to reporting data.
- Elected representatives with regard awareness.
- ZRF with regard to awareness and participation.
- TRF with regard to awareness and participation.
- Educational Institutions with regard to RTS Act/ Notified services.
- Others/ General Awareness.

b) Fourteen (14) Interactive sessions with administration and local elders held in all seven Merged Districts.

4. Operational and Promotional Initiatives**4.1 Issues and Challenges****a) Perception**

Both the Citizens and the Service providers/ Institutions perceived RTS Commission as a watchdog, external monitoring unit or an anti-corruption institution. In fact, RTS Commission being a new initiative by the government, first of its kind to facilitate the Citizens to avail public services and to reduce trust deficit between the Citizens and the State Institutions through effective public services delivery mechanism.

b) Bureaucratic Inertia

Bureaucracy did not view it favorably and resisted to share data. Commission was considered as an external agency of monitoring and thus interfering with the internal matters of departments.

A strategy was developed to focus on coordination and facilitation role with a view to dispel the wrong conceived notions. The Commission staff was newly recruited, untrained and junior most grade 16 officers among the senior and experienced district officers. Many district officers even declined to interact them, while others refused to provide data.

Strategy was devised to integrate the Commission with district and provincial government institutions through administrative and legal mechanisms. For this purpose, RTS Rules amended and with the approval of Provincial Government, Divisional Commissioners and Deputy Commissioners declared as the Chairpersons of Divisional and District Steering Committees, respectively. Roles and responsibilities of Divisional and District Steering Committees, as approved by the Government, were codified through Khyber Pakhtunkhwa Right to Public Services Commission Steering Committee Regulations, 2019 (http://kprts.gov.pk/phpweb/kprts_admin/img/rules/steering_committee_regulation.pdf).

Inbuilt mechanism provided through the Regulations to authorize the Deputy Commissioners to constitute the Sub-Divisional Steering Committees (SDSCs), headed by the Assistant Commissioners. Provincial, Divisional and District administration successfully integrated through nomination of focal persons and constitution of Steering Committees.

Achievement so far, summarized as below;

Steering Committees	Constituted	Sessions Held (May, 2018 till March, 2020)
District Steering Committee (DSC)	All Districts	183
Sub-Divisional Steering Committee (SDSC)	67 out of 91	81

5. Community Participation:

- Provincial Citizen Integration Forum (PCIF).
- Zilli Rasai Forum (ZRF).
- Tehsil Rasai Forum (TRF).

At community level, structured/ official forums reflecting representation of all segments of the community is essential for coordination and operational purpose.

For this purpose, the formal forums were created in consultation with concerned administration as awareness and promotional objectives, including accountability of service providers that can effectively be achieved through community participation. It was deemed appropriate to organize the community into formal forums and at all levels of province, division, district and sub-divisions. The aim was to develop horizontal and vertical linkages of community with the corresponding administrative forums.

5.1 Community Forums

A) Provincial Citizen Integration Forum (PCIF)

It is the highest community forum with flexible and diversified composition upto 50 members comprising of elected members of Provincial Assembly, secretaries, provincial Heads of Attached Departments, social workers, media, gender, minorities, International Non-Governmental Organizations (INGOs), and Non-Governmental Organizations (NGOs). So far seven (07) interactive sessions held. Ministers, Members of Provincial Assembly (MPAs), secretaries, and other stakeholders participated.



B) Zilli (District) and Tehsil Rasai (Access) Forum (ZRF & TRF)

Zilli Rasai Forum (ZRF), comprising of 40 to 70 members, constituted in all the districts of Province; and with input from the district administration. The composition is flexible. So far sixteen (16) interactive sessions held.



It was felt that the District Monitoring Officers (DMOs) lacked experience and full knowledge about the districts. Some were newly posted. District administration took casual interest and thus both Zilli Rasai Forum (ZRF) and Tehsil Rasai Forum (TRF) were not reflective of all the stakeholders in a district.

Both Zilli Rasai Forum (ZRF) and Tehsil Rasai Forum (TRF) are being reconstituted with the following broad parameters:

- Representation of each Valley, Area, Sub-Division and Tehsil would be mandatory.
- At least one member from old Union Council (UC) or cluster of 2 to 3 Village Councils (VCs) to be included. Cluster means 2 to 3 Village Councils (VCs) falling within the same area or valley.
- All segments of society such as Ulema, Political Activist, Ex and current Member of National Assembly (MNA), Member of Provincial Assembly (MPA), Senators, Ex and current District Nazim, Naib Nazim, representative of Village Council (VC) Nazimeen (if 50 Village Councils then at least 5 to 7 Village Council Nazimeen to be included), Retired Civil Servants, Farmers, Transporters, Minority, Gender, Women, Persons with disabilities, Representatives of Non-Governmental Organization (NGOs), International

Non-Governmental Organizations (INGOs) like Sarhad Rural Support Programme (SRSP), representatives of health and education sectors.

- Gender, Minorities representation.
- Membership may vary from 30-75 members depending upon area and population of a district and sub-division.
- Reconstitution of the community forums would be a continuous process and would be carried out in consultation with the District Administration from time to time.
- All Government officials who are members of Zilli Rasai Forum (ZRF) and Tehsil Rasai Forum (TRF), by virtue of their post, should be shown on the top of list, separately as ex-officio members.
- In case the District Monitoring Officer (DMO) and the District Administration think that a particular elder may not be able to attend Zilli Rasai Forum (ZRF), he may be included in Tehsil Rasai Forum (TRF). Some member may be included in both.
- Most of the elders having domicile of remote areas and reside at District, Tehsil Headquarter, such elders can easily be included in Zilli Rasai Forum (ZRF).
- General instructions of Zilli Rasai Forum (ZRF)/ Tehsil Rasai Forum (TRF) at **Annexure-C** are shared with DMOs.

5.2 Interactive Sessions

As part of promotional and awareness activities and strategy, interactive sessions held in the districts. District Monitoring Officers (DMOs) and Headquarter staff participated. In some of the sessions, elected representatives of local bodies and Members of Provincial and National Assembly participated.



Detail of sessions of ZRF and TRF is given as below:

Community Forums	Constituted	Interactive sessions held
Zilli Rasai Forum (ZRF)	27 out of 34 (79.41%)	16
Tehsil Rasai Forum (TRF)	27 out of 90 (30.00%)	5

Other sessions include Educational Institutions, Community, Ulema District, Tehsil, Village Councils and others.

6 Out Reach

6.1 Promotion and Awareness

Promotional, awareness brochures, Pena-flexes, stickers, website, and directives issued to the Govt. Departments and the institutions as per Section 9 of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 to allow access to facilitate RTS for Display of promotional material on their websites, notice boards, with special focus on display of services with timelines on office's notice boards, district Face Book pages, Deputy Commissioner's Face Book pages and other available sources.

a) Monogram

To reflect the spirit of the commission as envisaged in its Act and for quick recognition at a glance, RTS Monogram was developed indicating its core concept i.e. Awareness, Access and Achievement of Public Services.



b) Website Development

Website for RTS is developed showing the detail of activities, news, success stories and other related information related to the general masses. Website can be accessed on <http://www.kprts.gov.pk/phpweb/>.

c) Facebook Page

For interaction in social media, RTS Facebook page was developed, which can be reached on <https://www.facebook.com/rtspk/>. At district level, all District Monitoring Officers have developed their own RTS district page and linked it with concerned Deputy Commissioner Facebook page.

d) Citizens Facilitation Centers (CFCs)

For Facilitation and guidance of citizens regarding attainment of public services and to have access to the service providers, CFCs are established with the financial and technical assistance of GPP-KP in the districts of Lakki Marwat, Mansehra and Mardan. The facility will be scaled up to all the districts.



6.2 Khyber Pakhtunkhwa Citizens in Other Provinces

Large number of Khyber Pakhtunkhwa Citizens are working in all the provinces especially in coal mines in Sindh, Punjab and Baluchistan, Transport other businesses especially in big cities of Punjab, Sindh and Baluchistan.

Case taken up with the Administration Department, and Federal Inter Provincial Coordination Department, to develop linkages with the Home and Services and Administration Departments. Provincial Coordination Departments of other provinces so as to enable the RTS Commission to have access to the locals of Khyber Pakhtunkhwa residing in other districts. Creation of awareness would enable them to have access to RTS portals for redressal of complaints. It would save them to travel back for availing public services.

6.3 Linkages and Coordination with Other Institutions

The following measures initiated:

- Mapping of Non-Governmental Organizations (NGOs) and INGOs (International Non-Governmental Organizations), at the Provincial and District level.
- Mapping of Redressal Portals at provincial level.
- Memorandum of Understanding (MoUs) / Standard Operating Procedure (SOPs) developed with:
 - Sarhad Rural Support Program (SRSP).
 - Sustainable Peace And Development Organization (SPADO).
 - Blue Veins.
 - Da Hawa Lur.
 - GPP-PCNA / World Bank (Khyber Pakhtunkhwa).
 - GPP-MAs (Merged Areas) / World Bank (Khyber Pakhtunkhwa).
 - Board of Intermediate and Secondary Education (BISE) under process.
 - Health Education and Research Association (HERA).
 - Elementary and Secondary Education Department, Khyber Pakhtunkhwa.
 - Private Schools Regulatory Authority (PSRA), Khyber Pakhtunkhwa.



6.4 Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

GIZ is launching new initiative with focus on local government institutions.



Workshop held in Peshawar. Major Areas of cooperation are as follow:

a) Support to Local Governance (LoGo II) Programme

- In 2010, the 18th amendment to the Pakistani constitution transferred a wide range of functions from the federal to the provincial level. By 2013, new Local Government Acts (LGAs) were enacted in the provinces of Khyber Pakhtunkhwa (KP) and Punjab. Subsequently, under the Local Government reform initiative of the Pakistani Government in 2019, fundamental adjustments to the LGAs in both KP and Punjab were introduced. The new legislation transferred the responsibility of many government services to the sub-district or town/tehsil level. However, Pakistan faces various challenges in ensuring the smooth delivery of many essential public services through local governments. The situation is further exacerbated due to limited own-source revenue mobilization at subnational levels, resulting in significant underfunding of service delivery institutions including local governments. Moreover, political participation of citizens in local governance is limited. These factors hamper the capacity of the local governments to provide quality public services.
- The main objective of the Support to Local Governance (LoGo II) Programme is to support the local governments in KP and Punjab towards having regulatory, personnel and financial prerequisites for effective delivery of public services. LoGo II supports the KP and Punjab provincial governments in enhancing the political participation of the citizens and improving the performance of local governments to effectively provide local services to citizens. It supports the policy reform process and the institutional capacity development of local governments, advises the provincial tax departments and local governments to improve domestic resource mobilization, and aims at improving public service delivery by enhancing citizen engagement. The implementing partners of LoGo II include the local government departments and revenue authorities as well as excise and taxation departments, the KP and Punjab Information Commissions and the Right to Services Commissions of both the provinces.

- LoGo is implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). LoGo Provides technical support to its partners under the following three fields.

b) Policy Reform and Institutional Capacity Development:

- LoGo II provides technical support to the local government departments and other relevant institutions in both provinces to develop and revise regulatory provisions in view of the new local government laws with the aim to improve service delivery. Capacity development support is provided to elected representatives as well as the local government officials on the new local government laws with special consideration to the newly merged areas (in KP). Technical support is provided to design, test and scale of new and innovative approaches for capacity development.

c) Improving Domestic Resource Mobilization:

- LoGo II supports partner institutions in their efforts to improve domestic resources through tax as well as non-tax measures. The Excise and Taxation Departments and the Local Government Departments in both KP and Punjab receive technical support to implement property tax reforms. The Programme supports the Local Government Departments and municipal administrations in developing models for improving municipal revenues. Moreover, it supports inter-provincial exchange between the provincial revenue authorities to discuss and revise the regulatory framework of the Sales Tax on Services.

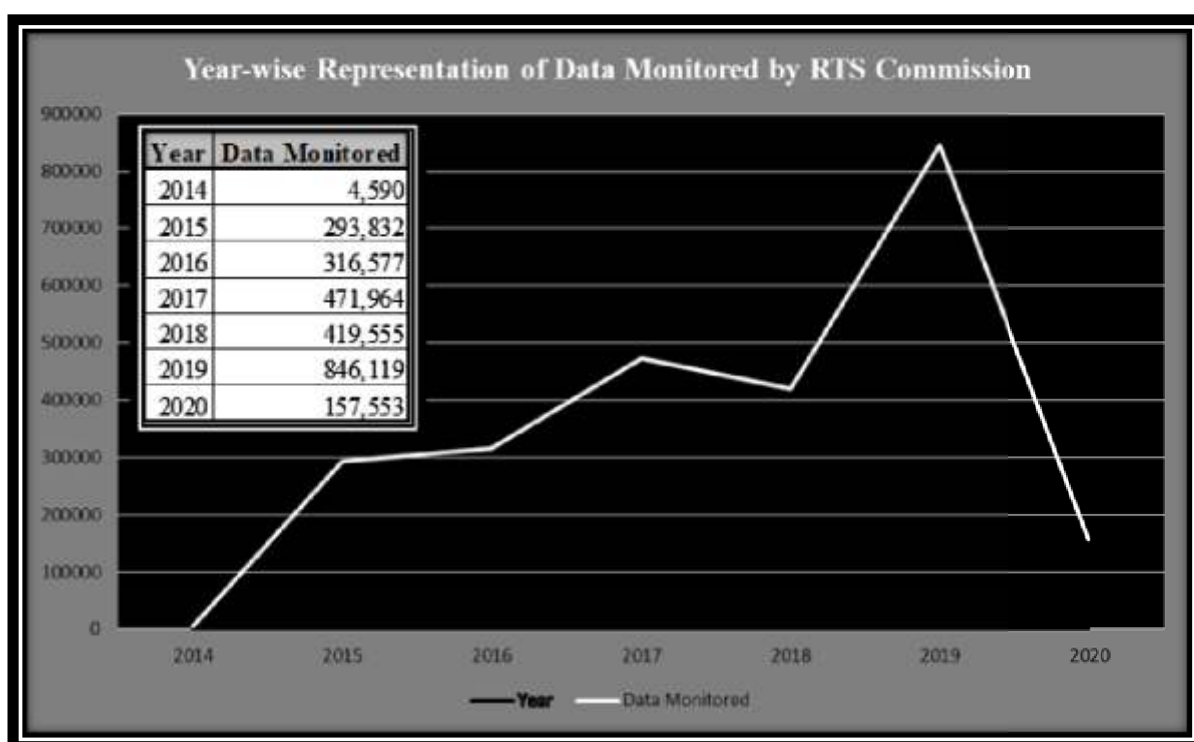
d) Citizen Engagement in Public Service Delivery:

- The Programme works towards improving citizen engagement in the public service delivery. It supports dialogue forums for close collaboration between the elected representatives and the administrative staff. Information and awareness campaigns on the citizens' Right to Services and Right to Information are supported with a special focus on the communication needs of the marginalized population; particularly women and youth.

7. Progress of Activities

7.1 Detail of Services Monitored (year wise):

Year	Service Provided within time Percentage (%)		Service Provided beyond time Percentage (%)		Total No. of Services
	No. of Services	Percentage	No. of Services	Percentage	
2014	1774	38.65	2816	61.35	4,590
2015	241506	82.19	52326	17.81	293,832
2016	285200	90.09	31377	9.91	316,577
2017	435257	92.22	36707	7.78	471,964
2018	363773	86.80	55326	13.20	419,555
2019	774267	91.51	71852	8.49	846,119
2020	153346	97.33	4207	2.67	157,553



Graphical representation of Data monitored by RTS Commission.

7.2 Complaint Redressal Status:

a) Headquarter and Districts Level

Complaints/ Appeals redressed through Headquarter and Districts level so far is as below:

Summary of Appeals Disposal			
Grievances Redressal at Headquarter level	Year	Number of Complaints	Total
	2014-15	89	314
	2016	63	
	2017	38	
	2018	48	
	2019	67	
	2020	09	
Grievances Redressal at District level	3526		
Grand Total	3840		

b) Overseas Pakistanis Foundation Portal

Memorandum of Understanding (MoU) signed with Overseas Pakistanis Foundation (OPF) for Grievance Redressal of expatriates. Progress so far is as below:

Overseas Pakistanis foundation (OPF) Complaints Summary From June, 2019 till April, 2020				
Total Complaints Received on Dashboard	Closed by OPF / Referred back	Accepted by RTS	Resolved by RTS (In accepted)	In progress
228	42	186	121	65

c) Prime Minister Delivery Unit (PMDU)

Directives issued by Prime Minister's Secretariat. Standard Operating Procedures (SoPs) developed. Prime Minister Delivery Unit (PMDU)



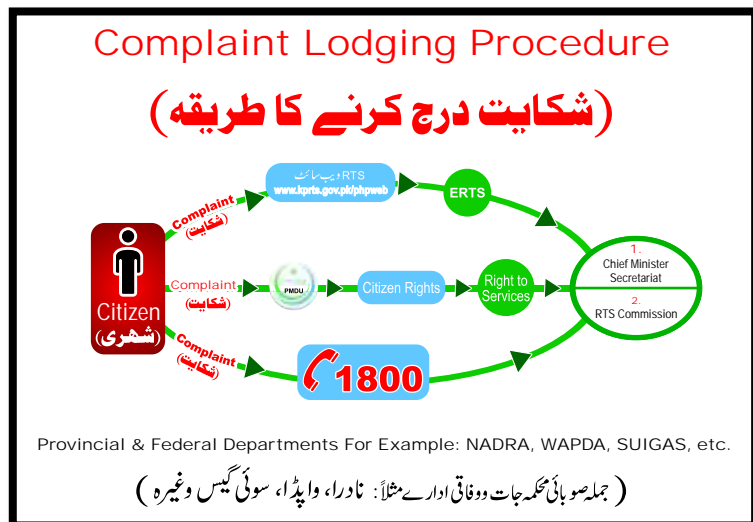
provided dashboard enabling Commission to lodge and follow the complaints on PMDU. Detail of complaints and redressal so far is as below:

PMDU COMPLAINTS SUMMARY FROM 31ST MAY, 2019 TO 28th APRIL, 2020					
S.No.	Complaints Categories		2019	2020	Grand Total
1	Total Complaints Received		2670	1051	3721
2	Dropped / Dismissed Complaints		405	90	495
3	BY RTS COMMISSION	Unattended Complaints	0	2	2
4		On Board Complaints	0	0	0
5		Disposed Off Complaints	58	16	74
6		Total Complaints	58	18	76
7	THROUGH OTHER PUBLIC ENTITES	On Board Complaints	3	231	234
8		Disposed Off Complaints	2198	712	2910
9		Total Fwd. Complaints	2201	943	3144

d) Rasai (Access) Hotline (1800)

As per mapping of redressal forums and provincial complaint cell Hotline 1800 is linked with other Citizen Portals for guidance, facilitation and redressal of complaints of the Citizens.

In February, 2020, Rasai 1800 was launched by Information Minister, Khyber Pakhtunkhwa. The innovative step was appreciated by the Honorable Chief Minister.



Directives issued for providing same facility to Chief Minister's Secretariat under

the caption of “*Khpal Wazir-e-Ala Complaint Cell*”. It was inaugurated on 27th February, 2020. RTS Commission provided trained staff and allied resources for smooth functioning of the Chief Minister’s Rasai 1800 unit. Details of progress so far is as under: -

GRAND SUMMARY OF CALL CENTER(RASAI-1800), RTS COMMISSION FEBRUARY 04, 2020 TO MARCH 19, 2020				
S.NO	SYSTEM ID	COMPLAINT LODGED	RESOLVED ID WISE	IN PROGRESS
1	KP.RTS.CSR 01	60	54	6
2	KP.RTS.CSR 02	89	65	24
3	KP.RTS.CSR 03	75	59	16
4	KP.RTS.CSR 04	50	38	12
5	KP.RTS.CSR 05	52	47	5
6	KP.RTS.CSR 06	71	52	19
RESOLVED		315		
IN PRGRESS		82		
GRAND TOTAL		397		

GRAND SUMMARY OF KHPAL WAZIR-E-AALA COMPLAINT CELL (RASAI-1800) FEBRUARY 20, 2020 TO MARCH 19, 2020				
S.No.	SYSTEM ID	COMPLAINT LODGED	RESOLVED ID WISE	IN PROGRESS
1	KW.A1	78	27	51
2	KW.A2	27	16	11
3	KW.A3	47	26	21
4	KW.A4	45	23	22
5	KW.A5	40	17	23
RESOLVED		109		
IN PROGRESS		128		
GRAND TOTAL		237		

CALL STATISTICS	
MERGED DISTRICTS	613
OTHER DIZSTRICTS	1029
GRAND SUMMARY OF ROUTE CALLS RECIEVED VIA 1800	1642

8. Challenges of Merged Areas

8.1 Merging of Tribal Areas in Khyber Pakhtunkhwa

Merger of Tribal Areas, with the Province of Khyber Pakhtunkhwa, is a phenomenal change made in 2018 through 25th Constitutional Amendment which warranted a comprehensive analysis as the merger has led to structural changes with process re-engineering in many public services.



Some of the public services like Police, Revenue, Excise and Municipal Administration didn't exist in tribal areas and are being introduced for the first time.

For these very reasons, with the assistance of Governance and Policy Project Merged Areas (GPP-MAs), World Bank, fourteen interactive sessions were held in all the seven tribal districts with the District Administration and tribal elders.

Based on the feedback, desk review of literature, and past experience of tribal areas, a report titled "Merged Tribal Areas" with the assistance of GPP-MAs/World Bank, prepared.

The report focuses on historical contexts, gender issues, service delivery issues, paradoxes and prevailing legal and administrative vacuum and the tasks ahead. Report is available on RTS website <http://www.kprts.gov.pk/phpweb/>. It will help the newly posted staff to develop fair understanding of local social environment and administrative structures.

8.2 Launch of RTS Commission in Merged Areas

Out of the new departments, RTS Commission is the first institution, acting promptly, got approval of posts from the Government of Khyber Pakhtunkhwa, for the seven district offices in Merged Areas.

As the recruitment is underway, and keeping in view the urgency and gravity of poor service delivery, interim arrangements were made with the assistance of GPP (Merged Areas), World Bank.

Offices established in all the seven districts in Deputy Commissioners offices. Furniture and office equipment provided. Deputy Commissioners notified as chairperson of District Steering Committees (DSCs). Focal persons nominated, interactive sessions with district heads and district administration held, Sub-Divisional Steering Committees (SDSCs), Zilli Rasai Forums (ZRFs), and Tehsil Rasai Forums (TRFs) are being constituted.

9. Focus for 2020 and Way Forward

9.1 Key Focus on:

- Implementation of Communication Strategy.
- Efficient and equitable delivery of public services.
- Identification of additional services.
- Five Years Plan as per **Annexure-D**.
- Extension to Merged Areas.
- Prioritization of Gender and Minorities.
- Capacity building of Service providers.
- Capacity building of newly elected representatives at the level of sub-division and village councils.
- Focus on females, minorities, elected representatives along with elected on farmers and worker's seats, for capacity building and organization at the sub-divisional level.

- Advocacy at the policy level with regard to human rights and gender issues.
- Alignment of service delivery with Sustainable Development Goals (SDGs) through Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ).
- Linkages of public service delivery and revenue generation to the Government.
- Linkages of Public Services with ease of doing business (In Progress).

9.2 Capacity Building

- Capacity building of RTS Staff about community, data collection, reporting, developing linkages, agenda for DSC, SDSC, ZRF, TRF, interactive sessions with other stakeholders).
- Elected Representatives about procedures, processes and accountability.
- Service Providers about sensitization and data reporting.
- Community Elders about awareness, social accountability.

9.3 Awareness and Promotional Activities

- Identification and mapping of Stakeholders.
- Systematic engagement of stakeholders.

9.4 Merged Areas

- Historical context.
- Militancy, backwardness, typical and unique mode of service delivery, lack of social accountability, lack of government institutions, gender and human rights issues.
- Introduction of new institutions and capacity building of staff.

9.5 Human Rights

- Awareness and sensitization about human rights.
- Fundamental rights granted for the first time under the constitution in Merged Districts.
- Militancy and violation of human rights.
- Social conservancy and gender rights.
- Low female literacy.

9.6 Gender and Minorities

- Less than (10 %) ten percent female literacy.
- Militancy, conflict and coercive security measures.
- Women and children worst affected.
- Women rights to property and inheritance.
- Minorities.

9.7 Ease of Business

- Investment Promotion and Revenue. (implications and monitoring).
- Transparency.
- Linkages of Services with Revenue Generation.
- Identification of relevant sectors:
 - Labour.
 - Local Government.
 - Environment.
 - Mining.
 - Administration.
 - Municipal Services.
- Strategic Development for Public Services linked to more than one departments.
- No Objection Certificate (NOC) like Police and Environment Department.

9.8 The Khyber Pakhtunkhwa Local Government (Amendment) Act, 2019

New Local Government Act envisages abolition of District Government and its replacement with sub-division (tehsil) local governments.

a) Issues

Out of total 99 tehsils, only 35 Tehsils situated at District Headquarter are developed. The rest 64 tehsils are without basic or with poor infrastructure. The new local government setup would require:

- Physical infrastructure.
- Devolution of administrative and financial powers to Tehsil level officers.

- Legal, administrative and financial devolution, process re-engineering.
- Current reporting of services is district based. So RTS Commission would require officers at the level of sub-divisions and the process re-engineering, training of sub-division staff in public service delivery, data compilation, arrangement and reporting.
- Allocation of resources.
- Amendments in rules and regulations include Account Code to empower the Sub-Divisional officers.
- Local Government elections, would throw-up, for the first time, newly elected representatives which would require capacity building, such as sensitization, educating, orientation with public services and RTI Commission. Focus on Village Councils as hub of activities for services delivery and grievance redressal.

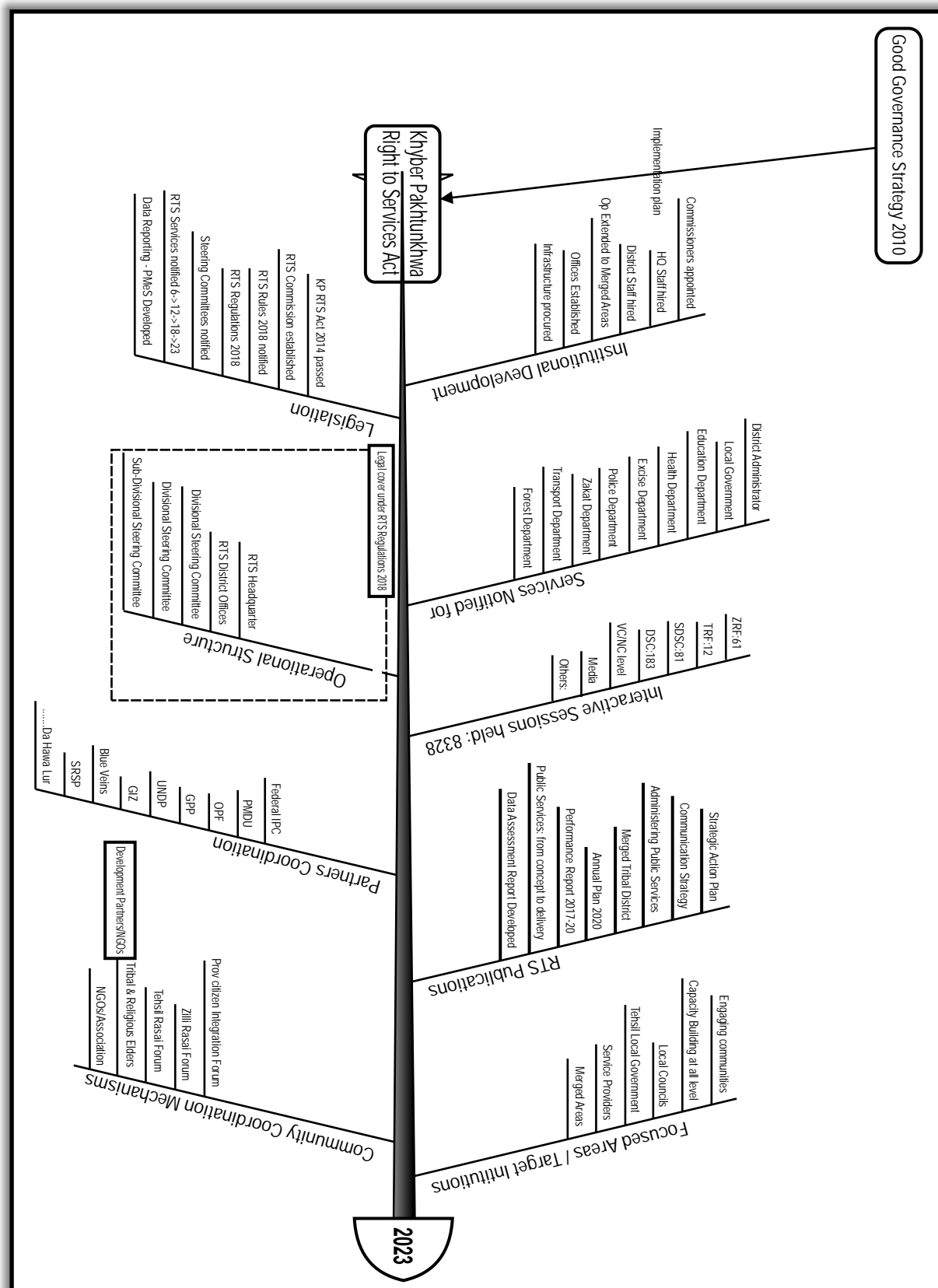
9.9 Alignment of Plan with the Sustainable Development Goals (SDGs)

Peace, Justice, and Strong Institutions (SDG 16), Reduced Inequalities (SDG 10), Gender Equality (SDG 5) and Partnerships for the Goals (SDG 17) are relevant to aims and objectives of RTS Commission. Based on the lessons learnt, Annual Plan would be tuned and aligned with the Sustainable Development Goals (SDGs).

10. PUBLICATIONS

- i) Annual Plan.
- ii) Strategic Action Plan.
- iii) Administration of Public Services.
- iv) Public Services - From Concept to Deliverance.
- v) Merged Tribal Areas. An assessment report and modified strategy.

Performance at Glance



Annexures

Annexure - A

Notified Public Services

S.No	Type of Service	Timeline	Designated Officer	Appellate Authority
2014				
1	FIR	Instantly	SHO	District Police Officer
2	Domicile	10 days	ADC	Deputy Commissioner
3	FARD	7 days	Patwari	Deputy Commissioner
4	Birth / Death Certificate	2 days	Secretary VC/NC	AD Local Government
5	Building Plan	30 days	AMO Planning	Chief Municipal Officer
6	Issuance of Drug License	10 days	Drug Inspector	District Health Officer
2015				
Heavy Transport Vehicle				
7	Issuance of Learner	on same day	Peshawar: Dir Transport Other Distt: ADC/AC	Secretary Transport
8	Issuance of Fresh Driving License	Peshawar: 3 days Other Distt: 10 days	Peshawar: Dir Transport Other Distt: ADC/AC	Secretary Transport
9	Renewal of Driving License	Peshawar: 3 days Other Distt: 10 days	Peshawar: Dir Transport Other Distt: ADC/AC	Secretary Transport
All Other Vehicle				
10	Issuance of Learner	on same day	Peshawar: SSP (Traffic) Malakand: DC Other Distt: DPO	Secretary Transport
11	Issuance of Fresh Driving License	Peshawar: 3 days Other Distt: 10 days	Peshawar: SSP (Traffic) Malakand: DC Other Distt: DPO	Secretary Transport
12	Renewal of Driving License	Peshawar: 3 days Other Distt: 10 days	Peshawar: SSP (Traffic) Malakand: DC Other Distt: DPO	Secretary Transport
13	Release of Funds from PZA to DZC	20 days	Section Officer (ZBU)	Chairman Provincial Zakat Council
14	Release of Funds from DZC to LZC	20 days	District Zakat Officer	Chairman District Zakat Committee
15	Disbursement of Zakat Funds to Mustahiqeen	20 days	Chairman Local Zakat Committee	Chairman District Zakat Committee
16	Educational Scholarships	20 days	District Zakat Officer	Chairman District Zakat Committee
17	Issuance of Istehqaq Certificate	10 days	Chairman Local Zakat Committee	Chairman District Zakat Committee
18	Jahez	20 days	District Zakat Officer	Chairman District Zakat Committee
19	Issuance of Arms License	15 days after verification	Deputy Commissioner	Concerned Commissioner
20	Processing of Arms License	7 days	Deputy Commissioner	Concerned Commissioner
21	Verification of Arms Applicant	15 days	District Police Officer	Regional Police Officer
22	All Pakistan Cartridge Increase	10 days	Deputy Secretary Home	Secretary Home
2016				
23	Grant Of Trees	60 days	Divisional Forest Officer	Conservator of Forest Concerned
24	Issuance of Wood Permit			
25	Plan of Commercial Building Outside city walls	30 days	AMO (P) MC	CMO (I * S) MC
26	Plan of Commercial Building within city wall	60 days	Chief Municipal Officer	Administrator MC
27	Disposal of Garbage and Solid Waste	24-36 hours	Zonal Manager	CEO WSS Companies
28	Supply of Clean Drinking Water	As Per Govt. Policy, Phase wise	GM Operations	CEO WSS Companies
29	Water Connection	2 Weeks	Zonal Manager	CEO WSS Companies
2018				
30	Demarcation of Land	28 days	Revenue Officer	District Collector
31	Issuance of Certified Copies of Registered Document	7 days	Sub Registrar	District Registrar
32	Registration of new motor Vehicle	Same day	ETO / MRO	DG Excise and Taxation
33	Renewal of Vehicle	Same day		
34	Transfer of Vehicle	3 days		
2019				
35	Copies of Post Mortem or Medico Legal Report	30 days	Medical Officer of Civil Hospital	District Health Officer
36	Provisional or Character Certificate	5 days	Head of Institute	DEO/ Director Education
37	School Leaving Certificate Private Sector	7 days	Headmaster/ Headmistress	District Education Officer
38	School Leaving Certificate Public Sector			
39	Police Verification	7 days	SHO	DSP Headquarter
40	Entry in Roznamcha and Revenue Record	60 days	Patwari	Deputy Commissioner
41	Attestation of Inheritance or Mutation Documents	60 days	Patwari	Deputy Commissioner



Annexure - B

District wise Interactive Sessions 2018-2020

	Interactive sessions since Jan, 2018 till date.																		
	Elected			Officials		Community			Edu. Institutions (Public, Private)			Bar	Media			ZRF	TRF	PCIF	Total
	D C	TC	VC	VC Secretary	D S	Elders	NGOs / INGOs	Ulema	University	Colleges	School		Print	Electronic	Social				
Headquarter	11	6	14	9	51	0	5	0	14	3	2	1	5	3	6	25		4	159
D.I.Khan	5	14	25	70	90	15	20	25	5	20	30	12	10	8	30	1		0	380
Tank	2	0	15	8	30	0	1	0	0	1	5	0	1	0	8	0		0	71
South Waziristan	1	0		0	11	25	0	0	0	0	0	0	0	0	0	0	0	0	27
Lakki Marwat	2	2	30	40	25	10	3	8	1	2	6	1	0	2	20	1		0	153
Bannu	5	5	45	70	40	58	11	30	1	6	48	1	18	0	170	1	0	0	509
North Waziristan																			
Karak	0	1	60	61	37	30	0	30	0	1	0	1	0	2	30	2		0	255
Kohat	2	2	10	8	20	8	2	6	0	2	3	1	6	3	11	1		0	85
Hangu	4	2	13	2	0	1	0	1	0	1	3	1	2	1	5	0		0	36
Orakzai																			
Kurram																			
Peshawar	20	15	100	346	200	176	23	150	6	6	12	1	0	10	500	1		0	1566
Nowshera	12	4	20	50	55	7	3	7	1	1	5	1	3	3	100	0		0	272
Charsadda	14	10	80	80	17	38	9	15	2	11	25	4	4	3	25	10	11	0	358
Khyber	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	3
Mohmand																			
Mardan	3	2	15	30	5	35	4	9	2	5	4	3	0	4	6	1		0	128
Swabi	4	4	48	53	55	22	8	10	0	4	20	1	0	2	7	1		0	239
Buner	3	2	33	110	5	8	6	5	0	1	0	2	1	0	1	1		0	178
Swat	12	10	30	190	45	15	6	2	1	4	5	1	5	1	0	0		0	327
Shangla	1	2	10	20	2	40	3	25	1	1	7	1	2	1800	1	0		0	1916
Malakand	1	1	15	40	2	8	2	4	0	4	5	0	0	2	0	0	0	0	84
Dir Lower	4	5	30	30	30	10	5	6	5	2	3	3	2	1	2	5	1	0	144
Dir Upper	1	1	0	20	0	30	10	40	1	1	11	1	10	4	0	0		0	130
Chitral	7	0	10	30	7	3	12	8	0	6	6	2	2	8	50	1		0	152
Bajaur																			
Haripur	12	12	45	45	48	45	21	7	1	2	10	6	5	5	2	0	0	0	266
Abbottabad	10	12	14	23	10	12	20	3	3	14	7	4	6	3	10	10			161
Mansehra	13	12	45	146	15	13	21	4	10	13	10	14	2	25	2	0	0	0	345
Torghar	1	2	29	31	48	11	0	12	0	0	8	12	15	0	0	0	0	0	169
Battagram	3	5	25	60	20	30	20	15	0	1	10	0	4	4	10	0		0	207
Kohistan	0	0	0		3	4	1	0	0	0	0	0	0	0	0	0		0	8
Total	153	131	761	1572	872	655	217	422	54	112	245	74	103	1894	996	61		4	8328
Grand total																8328			
<div><div>District Councils</div><div>Tehsil Councils</div><div>Village Councils</div><div>District Staff</div><div>Zilli Rasai Forum</div><div>Tehsil Rasai Forum</div></div>																			

Annexure - C

Broader parameters for Zilli Rasai Forum and Tehsil Rasai Forum

 Khyber Pakhtunkhwa Right to Public Services Commission Government of Khyber Pakhtunkhwa Zilli/Tehsil Rasai Forum 					
ADMINISTRATION/EX-OFFICE MEMBERS					
S.NO	Organization/Department	Name	Designation	PTCL/Cell #/WhatsApp	
1	Deputy Commissioner/ Asstt. Commissioner				
2	Police				
3	ADLG				
4	Zakat Officer				
5	DEO M				
6	DEO F				
7	XEN PHED				
8	Excise & Taxation				
9	Social Welfare				
10	Any other district department seems suitable for inclusion by DMO				
NOTABLE AND ELECTED (Ex& Current)					
S.NO	Designation	Name	Union Council	Village/Town	Contact No.
11	MNA				
12	MPA				
13	Local Bodies				
14	Tehsil Nazim				
15	Tehsil Naib Nazim				
16	10% of VC Nazims				
ELDER AND COMMUNITY					
S.NO	Designation	Name	Union Council	Village/Town	Contact No.
17	Tribal Elder				
18	Political Elder				
19	Community Elder				
20	DRC Member				
21	Social Worker				
RETIRED PERSONS					
S.NO	Ex-Department	Name	Union Council	Village/Town	Contact No.
22	Health				
23	Police				
24	Education				
25	Army				
MINORITIES / WOMEN					
S.NO	Designation(if any))	Name	Union Council	Village/Town	Contact No.
26					
27					
28					
29					
30					
NGO/INGO OFFICE BEARERS					
S.NO	Organization	Name	Union Council	Village/Town	Contact No.
31	SRSP				
32	Local NGO				
33	Sport Organization				
ASSOCIATIONS					
S.NO	Organization	Name	Union Council	Village/Town	Contact No.
34	Bar				
35	Traders				
36	Farmers				
37	Transport				
38	Labour				
RELIGIOUS ELDERS (No Controversial or Banned entities)					
S.NO	Category	Name	Village/Town		Contact No.
39	Ulema				
40	Mohtamim				
Areas, Pockets and Towns Still not represented in the above categories may be represented. He/She maybe notable, elected, NGO etc.					
S.NO	Category	Name	Village/Town		Contact No.
41					
42					

Note:- The above Template is sample provided for convenience. The mentioned number is tentative and indicative only. It may be increased or decreased keeping in view the ground realities, availability of nominees, their consent and approval of the concerned DCs/ ACs and the Chief Commissioner.

Annexure - D

Tentative Five Years Plan (2018-2023)**Outcome: Efficient and equitable delivery of Public Services to the citizens of Khyber Pakhtunkhwa**

% Increase in citizen reporting delayed and non-provision of services

% change in citizens reporting less efficiency and equity in service delivery

Assumptions

- 1) Availability of funds and timely release
- 2) There are no overwhelming capacity issues in the Government departments
- 3) Political will to implement the act
- 4) Security challenge impacting accessibility the information
- 5) Mobilization of local and provincial government official and communities

2018-19	2019-20	2020-21	2021-22	2022-23
Recruitment	Extension to FATA	Need Assessment of additional staff	Awareness	Awareness Campaigns
Office establishment	Inclusion of additional services	Recruitment of additional staff	Regulations	Third Party Validation
Transportation	Strengthening of District offices	Training	Association with community	Capacity Building of Staff
Communication Strategy developed	Association with NGO, INGO	Awareness sessions	Association with NGOs	Website improvement
Need Assessment	Awareness sessions of Notables, Electable. Stakeholders Mapping	Interactive sessions with related departments	Review and revision of Strategic Activities	Establishment of CIF & CFC
Data Assessment report developed	Parliamentarian Caucus	Interactive sessions with stakeholders	Third party validation	
Citizen satisfaction survey module developed	Need Assessment 1) Community Based 2) Stakeholders based 3) Related Deptt. 4) Appellate authority based 4) RTS staff based	Interactive sessions with appellate authorities	Improvement in Website	Capacity Building of VC Secretaries
Regulation 1) Conduct 2) Steering Committees 3) Service Regulations	Maintain call/register indicating services provided on call/ intervention	Improvement in data of stakeholders mapping	Re Engineering of PeMS	Upgradation of electoral data
Capacity Building 4 sessions	Improvement in Website and PeMS	Consultation of additional services	Constitution of Citizen Integration Forum	Bill Boards/ Sign boards Installation
Inclusion of additional services	Third party validation of annual data	Need Assessment of additional services	Establishment of Citizen Facilitation center	Need assessment of Training
Declaration of focal persons	Development of portal of RTS related departments	Inclusion of additional services		Data Assessment
Constitution of Citizen Integration Forums	Constitution of Citizen Integration Forum and Establishment of Citizen Facilitation Centers at District and Divisional level	Improvement in Website and PeMS	Publicity Campaigns	Letter to notables for awareness
Seven Citizens facilitation centers identified		Awareness sessions with department heads	Capacity development of electable	Video Conferencing with Staff
Coordination with related departments		Capacity building of UC, VC, Minority and electable	Updating of electoral data	Inclusion of Additional Services as per Citizens need
Shifting of RTS Commission Server from Vi.net UK to KP Data Center	Establishment and enhancement the capacity of IGRS	Establishment of Citizen Facilitation Centers	Display of Sign board, talk shows etc.	Departmental Interactions
Display of sign board at district level	Increased workforce capacity and productivity through skill mix and feedback	Integration of IGRs with PMRU		Improvement in data of Stakeholders
Broachers developed		A special initiatives for awareness in FATA	Evidence based decision making and compliance mechanism to drive internal functioning strengthen	Association with NGO,s
Letter to the notables advertised in Newspapers		Declaration of Focal persons in FATA		
Video conferencing finalized		Extension of Divisional/ District Steering Committees to FATA		Implementation of Government Directives

Picture Gallery

Activity-wise pictures are also available on the RTS

Commission official website link given below:

http://kprts.gov.pk/phpweb/index.php/Welcome/grp_gallery

HEADQUARTER ACTIVITIES



Two Days Training Workshop of RTS Commission Staff and distribution of Laptops dated 21st and 22nd August, 2019



Meeting of Chief Commissioner RTS Commission, Muhammad Mushtaq Jadun with the Minister Local Government, Mr. Shahram Khan Tarakai at his Office on 11th December, 2018.



Media Summit: Gender, Media and Right to Services on 17th October, 2019 at Archives and Library Hall, Peshawar.



Awareness session at Islamia College University, Peshawar on 16th November, 2019. Chief Commissioner RTS Commission, Muhammad Mushtaq Jadun addressed the participants. Honorable Deputy Speaker KP Assembly, Mr. Mahmood Jan graced the event as Chief Guest.



Visit of World Bank Delegation to RTS Commission on 12th December, 2019



Two days training workshop based on Data Assessment and Management for Merged District DMOs at Shelton Rezidor, Peshawar on 16th and 17th December, 2019.

PROVINCIAL CITIZEN INTEGRATION FORUM (PCIF)

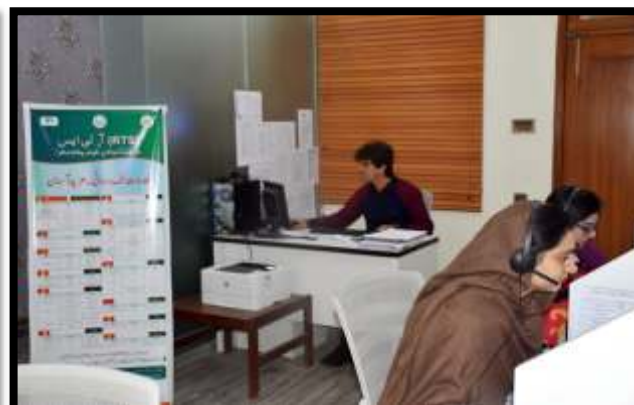


Provincial Citizen Integration Forum (PCIF), dated December 31st, 2019 at PC Hotel Peshawar.



Solidarity with the People of Kashmir

Launching Ceremony of Rasai 1800 Hotline on 4th February, 2020 at PC Hotel Peshawar.



IGRS RASAI-1800 AT WORK



Secretary and staff briefing the German delegation of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) visiting RTS information Desk on 13th February, 2020 at Exhibition Conducted by Excise and Taxation Department, Peshawar.

DISTRICT-WISE ACTIVITIES

District Citizen Integration Forum (DCIF) meeting held under the chairmanship of Chief Commissioner RTS Commission Muhammad Mushtaq Jadun at District Council Hall Abbottabad on 23rd November, 2018.



2nd Divisional Steering Committee (DSC) meeting held under the chairmanship of Commissioner Hazara Division, Mr. Zaheer-ul-Islam at his office in Abbottabad on 28th January, 2020. Chief Commissioner RTS Commission Muhammad Mushtaq Jadun also participated in this meeting.



Inauguration ceremony of Citizen Facilitation Center (CFC), Mansehra on 22nd October, 2019. Muhammad Mushtaq Jadun, Chief Commissioner RTS Commission and Mr. Raymond Mohla (World Bank) graced the event.



Chief Commissioner RTS Commission Muhammad Mushtaq Jadun along with Commissioner Mr. Mubashir Hussain Shah, Data Analyst Mr. Shahab Hussain attended awareness seminar with Dupty Commissioner Haripur Mr. Zahid Pervaiz Warraich, Tehsildar and Patwaries on 22nd November, 2018. Awareness Seminar held at University of Haripur on



12th March, 2019 where Chief Commissioner, RTS Commission Muhammad Mushtaq Jadun participated and elaborated the students about Right to Public Services Act, Notified services, process of appeals and Clean & Green Pakistan mission of the Government.



Awareness Seminar arranged by District Administration at TMA Hall, Haripur where Ex. Minister of Education Mr. Yousaf Ayub Khan along with Minister of Education Mr. Akbar Ayub Khan, DMO RTS attended the Awareness Seminar on 18th November, 2019.



Awareness session at Skill Development Center (SDC) Kuza Banda Battagram held on 24th April, 2019.



Commissioner RTS Commission, Muhammad Fahim Wazir participated in the District Steering Committee (DSC) meeting at Dassu Kohistan Upper held on 27th June, 2019 at Deputy Commissioner's office, Kohistan Upper.



Muhammad Mushtaq Jadun, Chief Commissioner RTS Commission co-chaired District Steering Committee (DSC) meeting with Deputy Commissioner Shangla Mr. Tashfeen Haider on 3rd August, 2019.



Hazrat Masaud Mian, Commissioner RTS Commission participated in a public awareness session at University of Swat (Shangla Campus) on 18th September, 2019.



Muhammad Mushtaq Jadun, Chief Commissioner, RTS Commission, Mr. Shahab Hussain, Data Analyst and Mr. Dawood Khan, DMO Swat RTS Commission attended a meeting with CEO of the Water and Sanitation Services Company (WSSC), Mingora, Swat and his staff on 26th March, 2019.



Zilli Rasai Forum (ZRF) has been organized at the office of Assistant Commissioner, Bari Kot and Swat on Tuesday the 3rd of March, 2020. Honorable Chief Commissioner RTS Commission Muhammad Mushtaq Jadun and Secretary RTS Commission Mr. Wasil Nawaz Khattak addressed the session.



District Citizen Integration Forum (DCIF), Chitral meeting held on 18th of July, 2019.



Awareness Session with Nazimeen of District Dir Upper at Jirga Hall Dir Upper on 17th of October, 2018



Chief Commissioner RTS Commission Muhammad Mushtaq Jadun along with Commissioner RTS Commission Hazrat Masaud Mian and Secretary RTS Commission Mr. Wasil Nawaz Khattak chairing a meeting of Tehsil Rasai Forum (TRF) at Tehsil Daggar, District Buner on 4th March, 2020 at Conference Hall of Deputy Commissioner's office, District, Buner.



Training of Journalists, NGOs and Civil Society at Taj Mahal Hotel Swabi. Arranged by USAID on 15th to 17th August, 2018.



Chief Commissioner Muhammad Mushtaq Jadun visited Abdul Wali Khan University and briefed the students about RTS Commission, its rules and procedures on 7th March, 2019.



Citizen Integration Forum (CIF) and Inauguration of Citizen Facilitation Centre (CFC) Mardan held on 19th December, 2019. Chief Commissioner RTS Commission, Muhammad Mushtaq Jadun and Deputy Commissioner Mardan, Mr. Abid Wazir graced the event.



Awareness session held with elders and Ulema at village Gujrat, Bakhshali (Mardan) on 13th January, 2020



Awareness session held at District Council Hall, KDA, district Kohat on 30th March, 2019.



Chief Commissioner RTS Commission Muhammad Mushtaq Jadun and Commissioner RTS Commission Muhammad Fahim Wazir held an awareness session with Deputy Commissioner, District Hangu at Thall on Tuesday.
18th June, 2019.



District Steering Committee (DSC) District Kurram held on 31st July, 2019 wherein Commissioner RTS Commission Muhammad Fahim Wazir and Secretary RTS Commission Mr. Wasil Nawaz Khattak participated.



Awareness session in Darul Khuda Bannu on 22nd August, 2018. DMO RTS Commission Bannu, Abdul Wahab addressed the participants.



Awareness session in University of Sciences and Technology, Bannu on 16th January, 2019



Zilli Rasai Forum (ZRF) Bannu on 26th February, 2020.



Meeting of Commissioner RTS Commission Mr. Muhammad Fahim Wazir with Line Departments on 11th July, 2019 (Lakki Marwat).



Zilli Rasai Forum (ZRF) session held at Jirga Hall, district Lakki Marwat Inauguration of Citizen Facilitation Center, Lakki Marwat on 25th September, 2019.



Orientation Session with Heads of Line Department District at DC Compound North Waziristan Chaired by Chief Commissioner RTS Commission, Muhammad Mushtaq Jadun along with Additional Deputy Commissioner Mr. Manzur Afridi on 28th November, 2019.



Session with Community Elders at DC Compound Jirga Hall, North Waziristan attended by Chief Commissioner RTS Commission, Muhammad Mushtaq Jadun along with Deputy Commissioner, North Waziristan, Mr. Nasir Khan on 29th November, 2019.



Session with Community Elders at DC Compound, South Waziristan addressed by Commissioner RTS Commission, Muhammad Fahim Wazir on 10th December, 2019.

Press Clippings



صوبائی وزیر بلدیات شہرام خان ترکی سے چیف کمشنر رائل ٹوپیک سروسز کمیشن مشتاق جدون ملاقات کر رہے ہیں

وزیر بلدیات کی چیف کمشنر آئی ایس سے ملاقات

مشتاق جدون نے شہرام خان ترکی کو بریفنگ دی بلدیات کی 8 سروسز کی مانیٹرنگ پیشاور (سٹاف رپورٹر) صوبائی وزیر بلدیات، انکسٹرو عوام کو با اختیار بنانے کیلئے ایک انتظامی اقدام ہے جو دوپہی ترقی شہرام خان ترکی نے کہا ہے کہ خدمات تک کہ کامیابی سے جاری و ساری ہے اور عوام اس سے رسائی کا قانون تحریک انصاف کی صوبائی حکومت کا مستفید ہو رہے ہیں (باقی صفحہ 9 بقیہ نمبر 20)

باقیہ نمبر 20

وزیر بلدیات

انہوں نے کہا کہ آئی ایس ایسٹ مخصوص وقت میں مخصوص خدمات کی عوام تک رسائی کو یقینی بناتا ہے جس سے جہاں متعلقہ اداروں میں احساس ذمہ داری پیدا ہوتا ہے وہیں یہ قانون حقیقی معنوں میں انہیں عوام کا خدمت گار بھی بناتا ہے۔ ان خیالات کا اظہار انہوں نے رائل ٹوپیک سروسز کمیشن کے چیف کمشنر مشتاق جدون سے اپنے دفتر میں ملاقات کے دوران کیا۔ اس موقع پر ڈائریکٹر جنرل بلدیات میاں عادل، ڈیٹا انالیسٹ شہاب خان و دیگر حکام موجود تھے۔ چیف کمشنر مشتاق جدون نے رائل ٹوپیک سروسز کمیشن کی کارکردگی پر وزیر بلدیات کو بریفنگ دی اور ملک گیر پلین اینڈ گرین پاکستان موومنٹ میں فعال کردار ادا کرنے کی منصوبہ بندی سے آگاہ کیا اور وزیر بلدیات کو بتایا گیا کہ ضلع کی سطح پر قائم آئی ایس ایسٹ کمیشن پلین اینڈ گرین پاکستان موومنٹ میں اہم کردار ادا کر سکتی ہیں جبکہ اس حوالے سے بلدیاتی نمائندوں اور ونچ کونسل سیکرٹری کو بھی تربیت فراہم کی جائے گی جس کیلئے جلد ایک کنونشن منعقد کیا جائے گا۔ انہوں نے بتایا کہ محکمہ بلدیات کی سب سے زیادہ 8 سروسز کی مانیٹرنگ کی جارہی ہے۔

Press Release: Meeting of Chief Commissioner, RTS Commission with the Minister Local Government Office on 11th December, 2018

باقیہ نمبر 65

روزنامہ کرم ایبٹ آباد

بار سے جس رائل ٹوپیک سروسز (آئی ایس ایسٹ) کمیشن کے زیر اہتمام گورنمنٹ سگورڈ واپسٹ سنٹر کوڑہ پانڈہ میں آگاہی میم تقریب کا انعقاد کیا گیا۔ تقریب کے مہمان خصوصی رائل ٹوپیک سروسز (آئی ایس ایسٹ) کمیشن چیف کمشنر مشتاق جدون تھے۔ جبکہ اعزازی مہمانوں میں آئی ایس ایسٹ کمیشن چیف کمشنر مشتاق جدون کے ذریعہ ایسٹ شہاب حسین، نو جوان سیاسی و سماجی شخصیت اور سماجی تنظیم "یو وی" کے ترجمان سعید احمد بھٹل اور گورنمنٹ سگورڈ واپسٹ سنٹر کوڑہ پانڈہ کے پرنسپل نوید احمد تھے۔ تقریب کی صدارت آئی ایس ایسٹ کمیشن بھگوان کے ڈی ایم اے عزیز اللہ یوسف نے کی۔ تقریب میں مختلف سرکاری سکولوں کے اساتذہ، طلباء، سیاسی و سماجی شخصیات سمیت معززین علاقہ کی کثیر تعداد نے شرکت کی۔ تقریب سے خطاب کرتے ہوئے مہمان خصوصی رائل ٹوپیک سروسز (آئی ایس ایسٹ) کمیشن چیف کمشنر مشتاق جدون نے خدمات تک رسائی کے قوانین، پلن کے تھوڑے عرصے کے عوام کے مسائل کو دوری طور پر ایک منظم اور سائنس و شفاف طریقے سے حل کرانے کے حوالے سے آئی ایس ایسٹ کمیشن کے اعراض و مقاصد پر تفصیلی روشنی ڈال کر بعد میں شرکاء کے سوالوں کا جواب بھی دیا۔ اس موقع پر شرکاء نے آئی ایس ایسٹ کمیشن کے اعراض و مقاصد اور آئی کارکردگی کو سراہتے ہوئے اسے تسلی بخش قرار دیا۔

روزنامہ کرم ایبٹ آباد

چیف ایڈیٹر محمد پرویز

گورنمنٹ سگورڈ واپسٹ سنٹر کوڑہ پانڈہ میں آگاہی تقریب کا انعقاد

بھگوان (سید عامر جہان شیرازی) خدمات تک رسائی کے قانون کے تھوڑے کے (باقی صفحہ 3 بقیہ نمبر 65)

Press Release: Awareness Seminar held at SDC Kuza Banda on 24th April, 2019.

وفاقی محکموں کو خدمات کی فراہمی یقینی بنانے کی ہدایت

عوام سروسز نہ ملنے کی صورت میں کمیشن سے اپیل کر سکتے ہیں، فہیم وزیر

بگرام (بیورو رپورٹ) کمشنر آرٹی ایس فہیم وزیر نے ذرائع ابلاغ کے نمائندے لوگوں میں اگاہی مام کہا ہے کہ لوگوں کو مقررہ وقت میں سروسز نہ ملنے کہ کریں ان خیالات کا اظہار انہوں نے ڈی سی آفس صورت دو کمیشن میں اپیل کر سکتے ہیں متعلقہ محکمے اور بگرام میں محکموں کے (باقی صفحہ 7 بقدر نمبر 60)

بقیہ نمبر 60

فہیم وزیر

سربراہان کے ساتھ منعقدہ اجلاس میں کیا انہوں نے کہا کہ وفاقی محکمے پر وقت خدمات کی فراہمی ہر صورت یقینی بنائیں اور سائلین کو شکایت کا موقع نہ دیں کیونکہ یہ آگے ذمے داریوں میں شامل ہے اجلاس میں ڈی ایچ او نے آرٹی ایس کی کارکردگی پر روشنی ڈالی اور مختلف محکموں کے نمائندوں نے بھی اپنی سرگرمیوں سے آگاہ کیا۔

Press Release: Commissioner Muhammad Fahim Wazir at DSC Battagram on 25th June, 2019

Press Release.



خدمات تک رسائی شہریوں کا بنیادی حق ہے، فہیم وزیر

لکی مروت (نمائندہ آج) کمشنر رائٹ ٹو سروسز کمیشن فہیم وزیر نے کہا ہے کہ لکی مروت کی ضلعی انتظامیہ نے خدمات کی فراہمی کے قانون سے متعلق عوامی آگہی لانے میں فعال کردار ادا کیا ہے جس کی بدولت شہریوں کو مختلف اداروں سے بروقت خدمات کے حصول میں مدد مل رہی ہے۔ ان خیالات کا اظہار انہوں نے ڈسٹرکٹ ہیڈ کوارٹرز کمپلیکس جہانگیر میں ایک تقریب کے دوران ڈپٹی کمشنر جہانگیر اعظم وزیر کو بہترین کارکردگی پر خصوصی ایوارڈ دینے کے موقع پر خطاب کرتے ہوئے کیا تقریب میں آرٹی ایس کے ڈسٹرکٹ مانیٹرنگ آفیسر آفاق خٹک اور دیگر حکام بھی موجود تھے۔ ڈپٹی کمشنر جہانگیر اعظم وزیر نے کہا کہ ضلعی انتظامیہ نے نہ صرف خدمات کی فراہمی کمیشن کے مقامی افسران و اہلکاروں کو کھڑے کئے بلکہ اور دیگر سہولیات کی فراہمی بھی بنائی ہے بلکہ حکومت کی طرف سے بنائے گئے قانون سے متعلق آگہی لانے کے لئے بلدیاتی نمائندوں، مشران و عوامی رابطہ مقررین، سول سوسائٹی اور مختلف شعبہ ہائے زندگی سے وابستہ افراد کے لئے سیمینارز اور نشستوں کا اہتمام بھی کیا ہے۔

Official lauds Lakki admin's role on RTS Act awareness

Our correspondent

LAKKI MARWAT: Khyber Pakhtunkhwa Right to Services Commissioner Faheem Wazir has acknowledged the active role of the district administration about the dissemination of RTS Act and raising awareness among people about the benefits of the law introduced by the provincial government. The official was speaking at a function at the district headquarters complex Tajazai where he presented a shield to Deputy Commissioner Jehangir Azam Wazir for raising awareness among people about the RTS Act. District monitoring officer of RTS Afaq Khattak and other officials were present as well.

لکی مروت میں رائٹ ٹو پبلک سروس کمیشن کا دفتر قائم

ڈپٹی کمشنر کے دفتر میں کمیشن کا اجلاس، چیف کمشنر آرٹی ایس مشتاق جہون کی شرکت

سرائے نورنگ (نمائندہ آج) ڈپٹی کمشنر لکی مروت محکموں کے افسران بھی موجود تھے اس موقع پر ناؤن کے دفتر میں رائٹ ٹو پبلک سروس کمیشن کا اجلاس منعقد کمپلیکس تاجہ زئی میں ایڈیشنل ڈپٹی کمشنر کے آفس ہوا جس کے مہمان خصوصی سی آرٹی ایس کے چیف بلاک میں سیکنڈ فلور پر آرٹی ایس دفتر قائم کیا گیا لکی مروت کے سابق نائب ناظم حامی عرب خان سمیت ڈپٹی کمشنر نور الامین سمیت مختلف سرکاری مختلف محکموں کے افسران اور مشران علاقہ موجود تھے۔

ADVERTISEMENTS.




والدین و خاندان کے سرپرست متوجہ ہوں



ڈومیسائل کے علاوہ رائٹ ٹوپک سروسز کمیشن مندرجہ ذیل خدمات میں بھی آپ کا معاون

<p>محکمہ پولیس</p> <ul style="list-style-type: none"> ○ ایف آئی اے کا سرورائی آپریشن ○ واپس لگانے ○ (محکمہ پولیس کے ذریعے ایف آئی اے کے ذریعے) <p>ذہنی کیمشنر آفیس</p> <ul style="list-style-type: none"> ○ فریڈم آف انفرمیشن ایکٹ ○ ایف آئی اے ○ ایف آئی اے <p>مقامی حکومت</p> <ul style="list-style-type: none"> ○ ایف آئی اے ○ ایف آئی اے ○ ایف آئی اے 	<p>محکمہ ڈاک و ٹیلی گراف</p> <ul style="list-style-type: none"> ○ ایف آئی اے ○ ایف آئی اے ○ ایف آئی اے
---	--

والدین و خاندان کے سرپرست جن کے بچے رواں سال میٹرک یا آنے والے امتحان میں شریک ہو رہے ہیں۔

اُن کی اگلی کلاسوں میں داخلے کے لئے ڈومیسائل کا ہونا ضروری ہے۔

ڈومیسائل فارم متعلقہ ضلع کے ڈپٹی کمشنر، اسٹنڈ انڈر ٹیکٹر لوکل گورنمنٹ، لوکل وینڈررز اور پبلک سائز سے حاصل کئے جاسکتے ہیں۔

مزید معلومات اور رہنمائی کے لئے ڈسٹرکٹ اینڈ ٹریسنگ آفیسر آئی ایس ڈی سی کے مقرر کردہ فوکل پرسن سے رابطہ کیا جاسکتا ہے جن کے رابطہ نمبرز آئی ایس ڈی سی کے ویب سائٹ پر موجود ہیں۔

بروقت ڈومیسائل بنوائیں

خدمت کی آگاہی رسائی اور حصول میں آپ کا معاون

House # 12 A-B, China Road, University Town, Peshawar.
Phone No. 091-9216375, Fax No. 091-9216386
E-mail: pschiefrts@kprts.gov.pk | http://www.kprts.gov.pk

چیف کمشنر رائٹ ٹوپک سروسز کمیشن، خیبر پختونخوا

INF(P) 1654

اطلاع عام

خدمات تک رسائی۔ مزید آسان

حکومت خیبر پختونخوا نے خدمات تک رسائی کے قانون کے تحت
مندرجہ ذیل خدمات کا اطلاق اور اجراء کیا ہے۔

نمبر	خدمات تک رسائی	مقررہ وقت	ادارہ	نمبر	خدمات تک رسائی	مقررہ وقت	ادارہ
1	بیماریوں کی اطلاع (FIR)	فورا	ایس ڈی	10	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
2	(a) راج ٹیکس (راج ٹیکس)	آسانی	راج ٹیکس	11	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
	(b) سٹیٹ ٹیکس (سٹیٹ ٹیکس)	آسانی	سٹیٹ ٹیکس	12	گورنمنٹ کی سہولت	24-36	گورنمنٹ کی سہولت
	(c) راج ٹیکس (راج ٹیکس)	آسانی	راج ٹیکس	13	گورنمنٹ کی سہولت	24-36	گورنمنٹ کی سہولت
3	ادویہ کی فراہمی	10 دن	ادویہ کی فراہمی	14	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
4	فرو	7 دن	فرو	15	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
5	(a) سٹیٹ ٹیکس (سٹیٹ ٹیکس)	آسانی	سٹیٹ ٹیکس	16	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
	(b) راج ٹیکس (راج ٹیکس)	آسانی	راج ٹیکس	17	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
	(c) سٹیٹ ٹیکس (سٹیٹ ٹیکس)	آسانی	سٹیٹ ٹیکس	18	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
6	پیشہ کی فراہمی	2 دن	پیشہ کی فراہمی	19	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
7	پیشہ کی فراہمی	30 دن	پیشہ کی فراہمی	20	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
8	پیشہ کی فراہمی	42 دن	پیشہ کی فراہمی	21	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED
9	پیشہ کی فراہمی	1 دن	پیشہ کی فراہمی	22	پیشہ کی اپنی کاغذات	2	رواں نمبر WSSP TO(TMA) XEN, PHED

091-9216375
 091-9216386
 091-9216386
 091-9216386

چیف کسٹمر ریسپانسیب
 چیف کسٹمر ریسپانسیب
 چیف کسٹمر ریسپانسیب

RTSC کے کارڈ سے براہ راست معلومات کی جاسکتی ہے۔
 RTSC کے کارڈ سے براہ راست معلومات کی جاسکتی ہے۔

www.kprts.gov.pk
 www.kprts.gov.pk

بہتر طرز حکمرانی کی طرف
حکومت خیبر پختونخوا کا ایک اور انقلابی قدم
خدمات تک رسائی کا قانون 2014ء

سرکاری اداروں کی طرف سے عوام کو مطلوبہ خدمات کی مقررہ مدت اور شفاف انداز میں فراہمی بنانا کوہائی کی صورت میں گھانا تاجی کا روٹی اور 25,000 روپے تک جرمانہ موجود خدمات مثلاً ایف آئی آر کا اندراج اور روزنامہ سپر پورٹ ڈائجسٹ کے لائسنس کا اجراء، ڈیو میاں کی سرٹیفیکٹ، فز، اسٹریٹ لائسنس کا اجراء، پیدائش اور اموات کی سرٹیفیکٹ، پبلک پلان، پینے کے پانی کا کنکشن، پینے کے پانی کی فراہمی، کوڈ آرکائیو کی معافی، مستحقین میں ڈک و ۶، جیو فز، تعلیمی و صحت کی سہولت اور اشتیاقی سرٹیفیکٹ وغیرہ جاری کرتا۔

درج ذیل زیر غور خدمات کیلئے اپنی رائے سے مستفید فرمائیں

نمبر شمار	خدمات کا نام	مقررہ میعاد	مقررہ آفیسر	اپنی اتھارٹی	حتمی ایبل
1	ملکی سٹریٹریکٹر سرٹیفیکٹ	5 دن	ادارے کے سربراہ	DEO	RTS کمیشن
2	اسکول چھوڑنے کی سرٹیفیکٹ	7 دن	ادارے کے سربراہ	DEO	RTS کمیشن
3	پوسٹ مارٹر کی کاپیاں ایکٹل میڈیکل رپورٹ	30 دن	متعلقہ ہسپتال کا سربراہ	سربراہ رازنگ	RTS کمیشن
4	وراثتی شقی 1۔ راجہ ندر کا ڈاؤن روز نامہ کے شقی 2۔ کتاوت کی تصدیق	60 دن	پنڈاری راجہ ندر آفیسر	ڈپٹی کمشنر	RTS کمیشن

سرکاری اداروں میں
خدمات کی بروقت فراہمی

091-9216386 فیس
www.kprts.gov.pk
091-9216375 فون
pschief@kprts.gov.pk
پتہ: 12 چنار روڈ، یونیورسٹی ٹاؤن، پشاور

بمراست چیف کمشنر رائٹ ٹو پبلک سروسز کمیشن سے رابطہ کریں

INF (P) 4450

آج کا دن کشمیریوں کے نام کرتے ہیں

یوم یکجہتی کشمیر

5 فروری


ہم اپنے کلمہ گو کشمیری بھائی بہنوں کے ساتھ تھے،
ہیں اور ہمیشہ رہیں گے


ہماری جدوجہد کشمیر کی آزادی تک جاری رہے گی!

رائٹ ٹو پبلک سروسز کمیشن
www.kprts.gov.pk 12 چنار روڈ، یونیورسٹی ٹاؤن پشاور

INF (P) 4450

Tribute to doctors and health workers - for their public services,
putting own lives at stake to save ours.....





Right to Public Services Commission
Khyber Pakhtunkhwa
www.kprts.gov.pk/phpweb/



For contact and guidance for nCoV: Nation-wide Helpline: 1166 - Khyber Pakhtunkhwa Helpline: 1700

=====



RIGHT TO PUBLIC SERVICES COMMISSION STAFF



12A/B Chinar Road, University Town, Peshawar



pschief.rts@kp.gov.pk, rtscmission@yahoo.com



091-9216386



091-9216375



<http://www.kprts.gov.pk/phpweb/>