



KHYBER PAKHTUNKHWA

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RIGHT TO PUBLIC SERVICES COMMISSION (RTPS) GOVERNMENT OF KHYBER PAKHTUNKHWA

NOTIFICATION

Dated Peshawar, the 13th September, 2019.

No. SEC/RTPSC/Reg/02/2018(Amendment).

In pursuance of Rule 14 of Khyber Pakhtunkhwa Right to Public Services Rules, 2014, approval of Divisional and District Steering Committees by the Competent Authority, vide the Government of Khyber Pakhtunkhwa Establishment Department notification No. SO(Imp)/AD/1-3/RTS/Vol-III dated April 10, 2018, and in exercise of powers conferred under section 17 sub section 2 and section 27 of the Khyber Pakhtunkhwa Right to Public Services Act, 2014, the Khyber Pakhtunkhwa Right to Public Services Commission is pleased to make the following Regulations namely:-

1. **Short title and commencement.** (1) These regulations may be called, the Khyber Pakhtunkhwa Right to Public Services Commission Steering Committees (amendment) Regulations, 2018.
(2) It shall come into force at once.
2. **Definitions:** (1) In these Regulations, unless the context requires otherwise, the following expressions shall have the meanings hereby respectively assigned to them that is to say:
 - a. "Act" means the Khyber Pakhtunkhwa Right to Public Services Act, 2014 (Act IV of 2014), herein after called the Act;
 - b. "Appellate Authority" means authority defined under section 2(a) of the Act;
 - c. "Rules" means the Khyber Pakhtunkhwa Right to Public Services Rules, 2014, herein after called the Rules;
 - d. "Commission" means the Khyber Pakhtunkhwa Right to Public Services Commission, constituted under section 16 of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 (Act IV of 2014);
 - e. "Commissioner" means the Commissioner appointed under sub sections 2 and 4 of section 16 of the Act;

- f. "Chief Commissioner" means the Chief Commissioner appointed under sub sections 2 and 3 of section 16 of the Act;
- g. "Division" means a Division as described in section 5 of the ¹[Khyber Pakhtunkhwa] Land Revenue Act, 1967;
- h. "Divisional Commissioner" means the Head of a Division;
- i. "District" means a district as described under section 6 of the ¹[Khyber Pakhtunkhwa] Land Revenue Act, 1967 and the General Clauses Act, 1908;
- j. "Deputy Commissioner" means the Head of a Revenue District as Collector which includes Deputy Commissioner as per provisions of ¹[Khyber Pakhtunkhwa] Land Revenue Act, 1967 and General Clauses Act, 1908;
- k. "Designated Officer" means an officer designated under section 2(c) and section 4 of the Act;
- l. "Assistant Commissioner" means the In-charge of a Sub-Division in a district as described in section 7(3) of the ¹[Khyber Pakhtunkhwa] Land Revenue Act, 1967;
- m. "District Monitoring Officer" means an official of the Commission appointed under section 16 sub section (10) or sub section (11) of the Act and rule 13 of the Rules;
- n. "Divisional Steering Committee" means Divisional Steering Committee as described under Regulation 3 of these Regulations;
- o. "District Steering Committee" means the District Steering Committee established under Regulation 4 of these Regulations;
- p. "Government" means the Government of Khyber Pakhtunkhwa;
- q. "Province" means the Province of Khyber Pakhtunkhwa;
- r. "Regulations" means the Regulations framed under section 17(2) and section 27 of the Act; and

- s. "Sub Divisional Steering Committee" means Sub Divisional Steering Committee constituted under provisions of Regulation 4.5 (f) of these Regulations.

Subs. by the Khyber Pakhtunkhwa Act No. IV of 2011

- (2) Words and expressions used but not defined in these Regulations shall have the same meanings as assigned to them under the Act and the Rules.

3. Divisional Steering Committee

3 (1) Composition

Divisional Commissioner Chairperson

Deputy Commissioners of the districts; and Members

An officer of the Commissioner's office

as nominated by the Commissioner Secretary

Co-opted member(s) Member(s)

- 3.2 Chairperson may co-opt members, on need basis, from the provincial department(s), other institutions and the community.

- 3.3 Divisional Steering Committee shall hold quarterly meetings to review the performance of the departments with regard to;

- (i) Transparency, quality and timely delivery of public services.
- (ii) Community awareness, engagement and development of linkages with the local government representatives, community and other stakeholders.
- (iii) Grievance redressal mechanism at the district level.
- (iv) Overall review of monthly report(s) of District Steering Committee(s).
- (v) Ranking of departments and districts, based on overall performance and recommendations to the Commission for award.
- (vi) Recommending disciplinary action, to the Commission, against the delinquent officials under section 14 of the Act, Rules and Regulation 5 of these Regulations.

- (vii) Issuing guidelines and directions to District Steering Committees.
- (viii) Any other task assigned by the Chief Commissioner, provincial and the federal Governments.

4. District Steering Committee

4.1 Composition

Deputy Commissioner	Chairperson
Additional Deputy Commissioner	Member
Assistant Commissioners	Member(s)
District Monitoring Officer of Commission	Secretary-cum-Member
Co-opted member(s)	Member(s)

4.2 Chairperson may co-opt members, on need basis, from the departments, institutions and the community.

4.3 District Steering Committee shall hold monthly meeting to review the performance of departments and the institutions with regard to:-

- a. quality, transparency, timely delivery of the public services and compliance of provisions of the Act, Rules and these Regulations framed there under.
- b. issuance of directions to the departments and institutions for improving public services delivery.
- c. Chairperson may co-opt members on need basis and may notify the composition of District Steering Committee from time to time.
- d. direct the departments to maintain reports and record of public services as determined by the Commission and the government, from time to time.
- e. review District Action Plan(s) regarding awareness, capacity building, communication and engagement of stakeholders.
- f. District Steering Committee may constitute Sub-Divisional Steering Committees under the Chairmanship of respective Assistant Commissioners. District Steering Committee may issue instructions and guidelines to the Assistant Commissioners, for improving public services delivery.

- g. recommending disciplinary action, under section 14 of the Act, against the delinquent officials as per provisions of the Act, Rules and Regulation 5 of these Regulations.
 - h. directing the Appellate Authorities to take actions for non-compliance of provisions of the Act, Rules and Regulation 5 of these Regulations.
5. Non-compliance of provisions of the Act, Rules and the Regulations framed under section 2(1), 17(2) and 27 of the Act, *inter alia*, shall include:-
- i. non-implementation and delayed implementation of decision(s) of Divisional, District and Sub-Divisional Steering Committees;
 - ii. non-compliance of the tasks assigned by the Commission and the Government.
 - iii. administrative inefficiency and the matters connected therewith and incidental there to. It includes late and deficient reporting, non-reporting of data, non or delayed response to the Commission and the Steering Committees.
 - iv. failure to ensure rights of eligible persons with regard to public services which includes:
 - a. access to public services
 - b. not receiving the public services within time
 - c. lack of transparency
 - d. not following any other provisions of the Act
 - e. non-response to claim of compensation for failure or delay in services.
 - v. non-disposal of appeal within prescribed time.
 - vi. non-compliance of orders of Appellate Authority under section 8 and 11 of the Act.
 - vii. non-display of the public services as per provisions of section 9 of the Act and rule 9 of the Rules.
 - viii. non-compliance of orders of the Commission regarding disciplinary action against delinquent officials.

ix. non-compliance of:

- a. duties assigned under the Act to the Designated Officer and the Appellate Authorities under the Act, the Rules and the Regulations;
 - b. non-exercise of the powers vested in any authority and officials.
 - c. wrong exercise of powers by the officials, vested under the Act, Rules and the Regulations.
 - d. exercise of powers by the officials not vested under the Act, Rules and the Regulations.
 - e. not initiating or recommending disciplinary action, against the official(s) for non-performance, as per provisions of section 14 of the Act.
6. Any other task assigned by the Chief Commissioner, Right to Public Services Commission, provincial and the federal Government.

(SECRETARY)

KHYBER PAKHTUNKHWA RIGHT TO PUBLIC SERVICES COMMISSION
GOVERNMENT OF KHYBER PAKHTUNKHWA

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