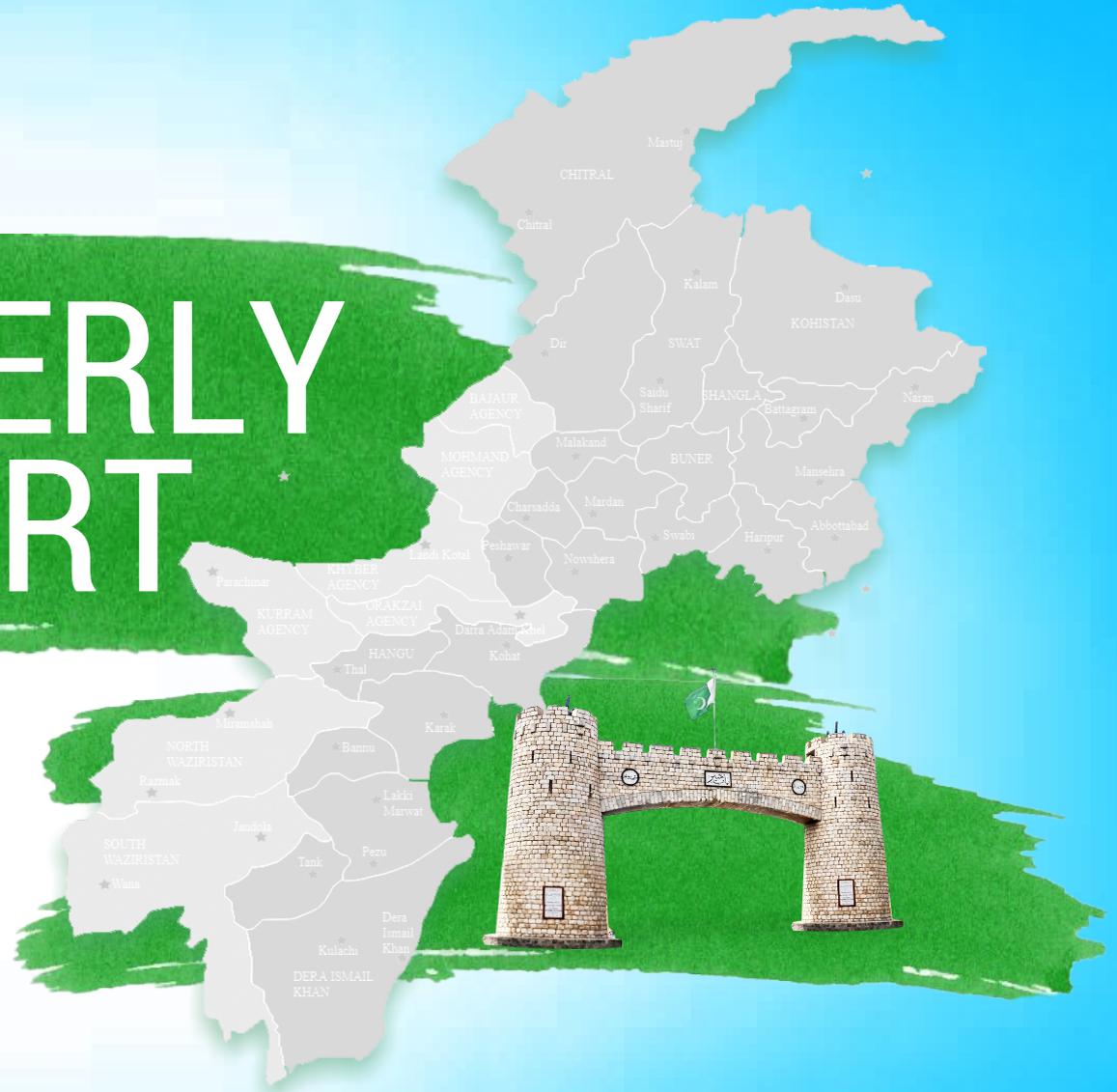


# QUARTERLY REPORT

April - June 2021



Right to Public Services Commission  
Government of Khyber Pakhtunkhwa





**Supported by :**

Governance & Policy Project (GPP)  
Planning & Development Department  
Government of Khyber Pakhtunkhwa

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# FOREWORD

Khyber Pakhtunkhwa Right to Public Services Commission is the institution of good governance in the province. The primary mandate of the Commission is the implementation of RTS laws for good governance through in time and transparent provision of public services to the eligible persons. Accordingly, the Commission plays the role of a watch dog over the line departments and implies the tool of data collection for ensuring good governance at delivery points. All the line departments are asked to submit monthly data of their delivered services with respect to in time and beyond time delivery. The collected data is compiled in the form of quarterly reports where in the service delivery of each department is shown both at provincial as well as district levels. The Commission analyzes the data and identifies the gaps in the service delivery and report it to the govt. for review and corrective measures. The current report is the 2nd quarterly report for the year 2021 covering the data from April to June. Like the previous report, this report also consists of 2 parts. Part-1 is introductory in nature where in the existing notified services are described. The year-wise detail of the notified services as well as the scope of these services is shown in a tabulated form. There are a handful of services which are equally available throughout the province while majority of services are limited to certain districts.

Part -II of the report deals with the data of the notified services. Each service is reported in 2 ways. The upper portion is the pie-chartsrepresentation of the service at provincial level where in it is compared with the corresponding quarter of 2020. The findings of the comparison are noted against each service.

The lower portion of the data is the district wise detail of each service where in the in time and beyond time delivery is reported. The Commission thoroughly analysis figures of each district and the grey areas are reported at the end of each service.

## Past & Present

Khyber Pakhtunkhwa Right to Public Services Commission was established through an Act of KP Provincial Assembly in 2014. The Commission started functioning in the right earnest by simultaneously working on establishment of its infrastructure and engagement of staff. The government notified five services during the 1st year of its inception. During the following year, 10 more services were added. The momentum of and pace of extension continued till it reached 43 services of 10 line departments. The following summarizes the progress.: -

| S.No | Year | No. of Notified Services | Name of Department   |
|------|------|--------------------------|--|
| 1    | 2014 | 5                        | 1. Local Govt.<br>2. Home Deptt.   |
| 2    | 2015 | 10                       | 1.Zakat, Usher & Social welfare<br>2. Home & Tribal Affairs  |
| 3    | 2016 | 7                        | 1. Forest , Environment and Wild Life<br>2. Local Govt & Rural Dev: Deptt:<br>3. Health<br>4. Public Health Engineering Deptt:<br>5. WSSC Peshawar |
| 4    | 2018 | 13                       | 1. Transport and Mass Transit<br>2. Police<br>3. Excise & Taxat ion Department   |
| 5    | 2019 | 6                        | 1. Health<br>2. Education<br>3. Police<br>4. Board of Revenue  |

## Landscape of Services

Khyber Pakhtunkhwa Right to Public Services Commission oversees and monitors the timely delivery of the notified public services, to all eligible citizens, in the entire province including newly Merged Areas (MA). It is worthwhile to note that there is a limiting factor as some of these notified services are not available in various Districts of the province. The services spectrum presents a varied picture in terms of its availability. Only very few services are available throughout the province. For ensuring good governance it is imperative that maximum numbers of the notified services may be made available throughout the province in order to meet the constitutional requirements of equal rights and opportunities for all the citizens of the province. The Commission strives to ensure universality of application of the law of the RTS.

The following table illustrates the landscape of notified services and the availability as well as the non-availability of services in various districts: -

| S. No | Service Name   | No of Distts:Where Available | No of Distts: Where Not Available | Remarks   |
|-------|--|------------------------------|-----------------------------------|---|
| 1     | All Pakistan Cartridge Increase  | 23                           | 9                                 | Need extension to the entire province.                |
| 2     | Inheritance Mutation<br>(a) Entry in Roznamcha and Revenue Record<br>(b) Attestation | 21                           | 11                                | The service needs extension to the entire province    |
| 3     | Demarcation of Land  | 21                           | 11                                | The service may be extended to the entire province    |
| 4     | Domicile   | 32                           | 0                                 | The Service is available in all the districts         |
| 5     | FARD   | 21                           | 11                                | The service may made available in the entire province |
| 6     | Issuance of Arms License   | 31                           | 1                                 | Need extension to the entire province                 |
| 7     | Issuance of Certified Copies of Registered Document                                  | 24                           | 8                                 | Need extension to the entire province                 |
| 8     | Processing of Arms License   | 31                           | 1                                 | Need extension to the entire province.                |

| S. No | Service Name                                   | No of Distts:Where Available | No of Distts: Where Not Available | Remarks                                |
|-------|--|------------------------------|-----------------------------------|--|
| 9     | Verification of Arms Applicant                 | 29                           | 3                                 | Need extension to the entire province. |
| 10    | Provisional or Character Certificate           | 32                           | 0                                 |  |
| 11    | School Leaving Certificate Private Sector      | 32                           | 0                                 | Universal Service                      |
| 12    | School Leaving Certificate Public Sector       | 32                           | 0                                 | Universal Service                      |
| 13    | Registration of new motor Vehicle              | 25                           | 7                                 | Need extension to the entire province. |
| 14    | Renewal of Vehicle                             | 25                           | 7                                 | Need extension to the entire province. |
| 15    | Transfer of Vehicle                            | 25                           | 7                                 | Need extension to the entire province. |
| 16    | Grant Of Trees                                 | 8                            | 24                                | Limited Scope                          |
| 17    | Issuance of Wood Permit                        | 13                           | 19                                | Limited Scope                          |
| 18    | Copies of Post Mortem or Medico Legal Report   | 31                           | 1                                 | Need extension to the entire province. |
| 19    | Issuance of Drug License                       | 27                           | 5                                 | Need extension to the entire province. |
| 20    | Birth Certificate                              | 30                           | 2                                 | Need extension to the entire province. |
| 21    | Building Plan (Residential)                    | 25                           | 7                                 | Need extension to the entire province. |
| 22    | Death Certificate                              | 30                           | 2                                 | Need extension to the entire province. |
| 23    | Disposal of Garbage and Solid Waste            | 31                           | 1                                 | Need extension to the entire province. |
| 24    | Plan of Commercial Building Outside city walls | 20                           | 12                                | Need extension to the entire province. |
| 25    | Plan of Commercial Building within city wall   | 22                           | 10                                | Need extension to the entire province. |

| S. No | Service Name  | No of Distts:Where Available | No of Distts: Where Not Available | Remarks                                |
|-------|---|------------------------------|-----------------------------------|--|
| 26    | Supply of Clean Drinking Water                            | 23                           | 9                                 | Need extension to the entire province. |
| 27    | Water Connection  | 28                           | 4                                 | Need extension to the entire province. |
| 28    | FIR   | 32                           | 0                                 | Universal Service                      |
| 29    | Issuance of Fresh Driving License Motor Car Jeep          | 32                           | 0                                 | Universal Service                      |
| 30    | Issuance of Learner Motor Car Jeep and Motorcycle         | 32                           | 0                                 | Universal Service                      |
| 31    | Police Verification                                       | 32                           | 0                                 | Universal Service                      |
| 32    | Renewal of Driving License Motor Car Jeep                 | 31                           | 1                                 | Need extension to the entire province. |
| 33    | Issuance of Fresh Driving License HTV                     | 25                           | 7                                 | Need extension to the entire province. |
| 34    | Issuance of Fresh Driving License LTV                     | 26                           | 6                                 | Need extension to the entire province. |
| 35    | Issuance of Learner HTV                                   | 26                           | 6                                 | Need extension to the entire province. |
| 36    | Issuance of Learner LTV                                   | 27                           | 5                                 | Need extension to the entire province. |
| 37    | Renewal of Driving License HTV                            | 26                           | 6                                 | Need extension to the entire province. |
| 38    | Renewal of Driving License LTV                            | 27                           | 5                                 | Need extension to the entire province. |
| 39    | Disbursement of Zakat Funds to Mustahiqeen                | 30                           | 2                                 | Need extension to the entire province. |
| 40    | Educational Scholarships                                  | 28                           | 4                                 | Need extension to the entire province. |
| 41    | Issuance of Istehqaq Certificate                          | 32                           | 0                                 | Universal Service                      |
| 42    | Jahez   | 28                           | 4                                 | Need extension to the entire province. |
| 43    | Release of Funds from Distts committee to local committee | 29                           | 3                                 | Need extension to the entire province. |

## Public Awareness Campaigns

Under Rule 17 of The Khyber Pakhtunkhwa Right to Public Services Rules (Amended) 2014 it is mandatory for the Commission to develop and organize campaigns and programs to advance the understanding of the public, in particular of the disadvantaged communities and remote areas, as to how exercise the rights contemplated in The Right to Public Services Act, 2014. Keeping in view the mandatory provisions, the Commission through the District Monitoring Officers (DMOs) under take awareness sessions regularly with cross sections of the society including but not limited to educational institutions, marginalized communities, print and electronic media, Lawyers Community and Civil Society Organizations. Events in Village Councils and interaction with Public Representatives/Notables are also regular features.

i. In the second quarter 34 events were arranged for minorities, women and special persons who have limited resources at their disposal. Interactions with such groups are fruitful and are significant in shaping or reshaping good governance strategy under reforms agenda of the government.

| Events | Participants |
|--------|--------------|
| 34     | 576          |

ii. The District Monitoring officers are constantly in touch with Local Print and electronic Media which plays a significant and vital role in educating the local communities, particularly the downtrodden, highlighting the Commission's role in conflict resolutions and access to notified public services.

| Events | Participants |
|--------|--------------|
| 32     | 216          |

iii. To spread the message of the Commission the districts teams regularly engage the Lawyers community. As citizens prefers simple Grievance Redressal Mechanism (GRM). The Local legal community being appreciative of the importance of informal GRM the platform of Bar Associations proved quite helpful in different district.

| Events | Participants |
|--------|--------------|
| 28     | 299          |

iv. Local politicians and representatives are also engaged to apprise their visitors about the mandate of the Right to Public Service Commission and how to secure services and conflict resolutions. It is prudent on the part of the Commission to reach the common man through political leadership. The political leaders are invariably proved supportive to bring in change leading to better service delivery and efficiency.

| Events | Participants |
|--------|--------------|
| 32     | 304          |

v. Like political leadership the Civil Society Organizations are deeply rooted at the local level. The Commission has very intelligently used their platforms being a very useful line of communication between the service provider and general public, leading to narrowing down the trust deficit between the government and

citizens.

Vi. The Village and Neighborhood Councils forums have been utilized by the Commission for deliberations and resolution of problems facing the local communities. These forums are quite helpful to improve the knowledge of the citizens in getting public services.

| Events | Participants |
|--------|--------------|
| 61     | 1184         |

vii. Being centers of knowledge and learning Educational institutions are also targeted to spread the message of the Commission through students and the teachers community as well. Students being in their teens full of energy can play a pivotal role in access to services. The Commission is quite successful to harness their potentials and improve the image of state institutions. Interaction sessions with students have been found mutually rewarding.

| Events | Participants |
|--------|--------------|
| 74     | 1805         |

viii. Orientation sessions and trainings are also regularly arranged by the Commission. Due to frequent transfers of field officers, the Commission undertakes orientation sessions for such officers of various service providing agencies and the district administration. Orientation sessions upgrade the knowledge of field officers in collaborating with the Commission's teams in furthering government's agenda of good governance.

| Events | Participants |
|--------|--------------|
| 66     | 4702         |

ix. Through the District and Sub-Divisional Steering Committees all stakeholders in the District and Sub-Divisional are brought together at two levels to take stock of their performance, issues are addressed and to move in one direction. These Committees are headed by respective Deputy Commissioners and Assistant Commissioners; The Steering Committees have facilitated the implementation of the good governance mandate of the Commission.

| Events | Participants |
|--------|--------------|
| 103    | 429          |

## Rasai-1800

To facilitate the citizen in real time the Integrated Grievance Redressal System (IGRS) is in operation since February 04, 2020. The system operates from the HQr of the Commission. Extension of the facility is being utilized by "Khapal Wazir-e-Aala Complaints & Redressal Cell" since February 26, 2020. The Chief Minister and his cabinet members dedicate their time to receive calls of the citizens and issues appropriate orders to concern departments on the spot.

| Events | Participants |
|--------|--------------|
| 48     | 773          |

QUARTERLY PROGRESS SUMMARY OF KHAPAL WAZIR-E-AALA COMPLAINTS & REDRESSAL CELL  
(APRIL 2021 TO JUNE 2021)

| TOTAL STATISTICS OF CALLS |      | TOTAL COMPLAINTS REGISTERED | DISPOSED OFF | IN PROCESS | RESOLUTION IN PERCENTAGE |
|---------------------------|------|-----------------------------|--------------|------------|--------------------------|
| MERGED DISTRICT           | 579  | 333                         | 285          | 48         | 86%                      |
| SETTLED DISTRICT          | 1123 |                             |              |            |                          |

| QUARTERLY SUMMARY OF COMPLAINTS LODGED ON PMDU VIA CALLCENTER (RASAI-1800) RTS COMMISSION<br>(APRIL 2021 TO JUNE 2021) |                       |              |             |                          |
|--|-----------------------|--------------|-------------|--------------------------|
| GRAND STATISTICS OF CALLS  | COMPLAINTS REGISTERED | DISPOSED OFF | IN PROGRESS | RESOLUTION IN PERCENTAGE |
| 6572   | 17                    | 15           | 2           | 88%                      |

Summary of Complaints/Appeals disposed of u/s 24 of RTPS Act 2014  
(APRIL 2021 TO JUNE 2021)

| S.No.        | District     | No. of Complaints |
|--------------|--------------|-------------------|
| 1            | Peshawar     | 3                 |
| 2            | Lakki Marwat | 1                 |
| 3            | Battagram    | 1                 |
| 4            | Chitral      | 1                 |
| 5            | D.I.Khan     | 1                 |
| 6            | Dir Lower    | 1                 |
| <b>Total</b> |              | 8                 |

### Pakistan Citizen Portal

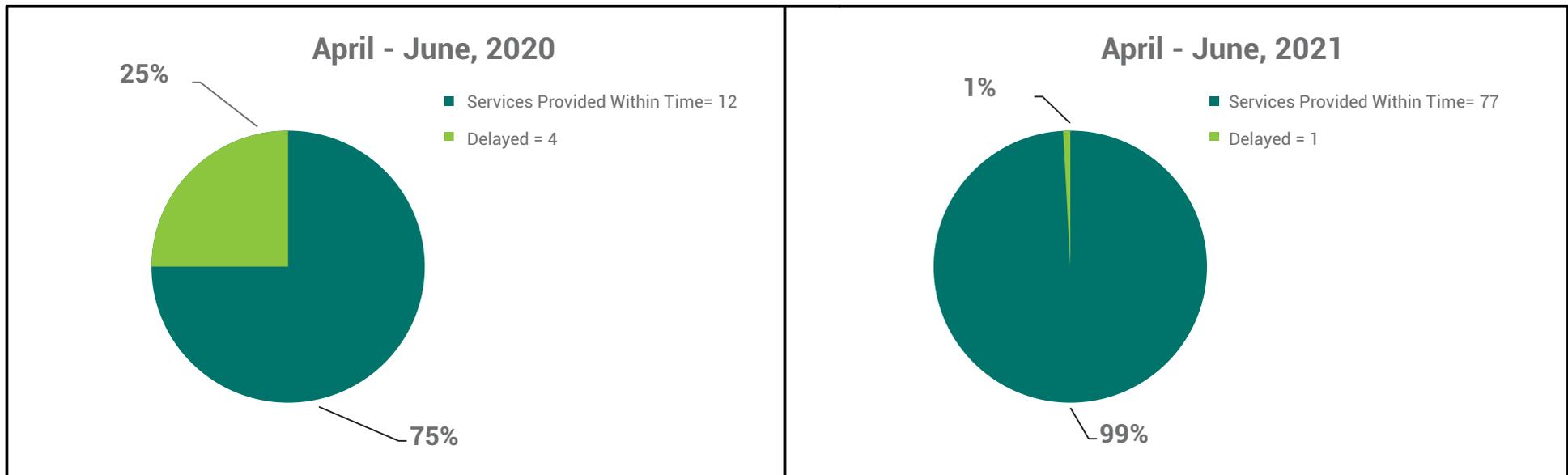
The Commission has dashboard access to Prime Minister Delivery Unit (PMDU) to supplement the efforts by coordinating between the citizen and the concerned department for expeditious resolution. The Commission has been very active on this count and was able to handle thousands of complaints so far. In 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 people of Khyber

# SERVICES DATA

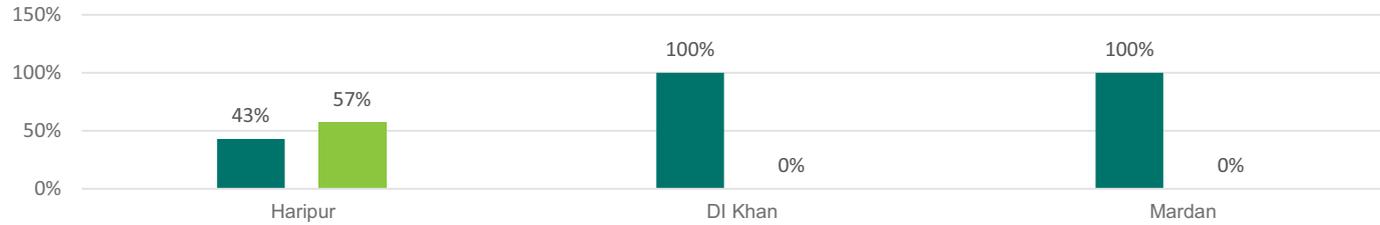
## A. BOARD OF REVENUE

### A1. Demarcation of Land (Province)

|                     |   |
|---------------------|---|
| Notified Time       | 28-Days                                 |
| Designated officer  | Revenue Officer                         |
| Appellate Authority | Deputy Commissioner/ District Collector |



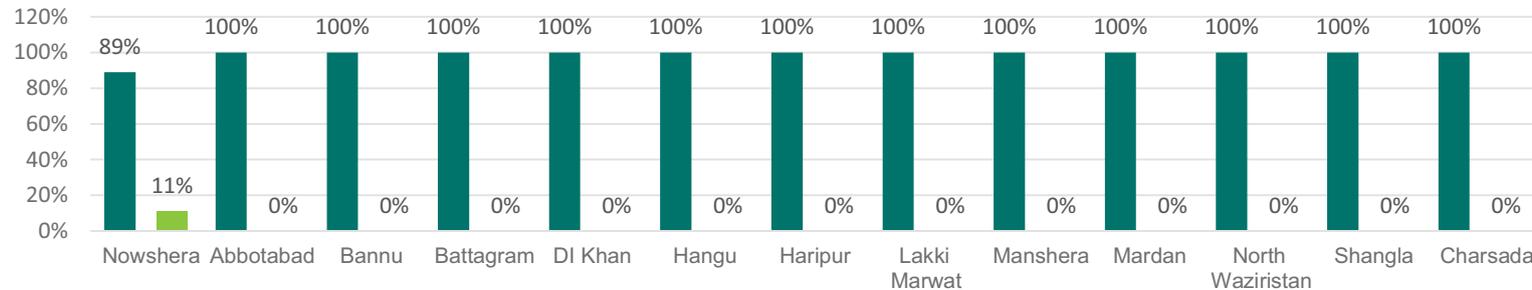
### DEMARCATON OF LAND (April-June, 2020 District Wise)



| Districts         | Haripur | DI Khan | Mardan |
|-------------------|---------|---------|--------|
| Total Application | 7       | 1       | 8      |
| Within Time       | 3       | 1       | 8      |
| Beyond Time       | 4       | 0       | 0      |

| Reporting Status |                       |
|------------------|-----------------------|
| South Waziristan | Service Not Available |
| Mohmand          | Service Not Available |
| Orakzai          | Service Not Available |
| Kurram           | Service Not Available |
| Upper Dir        | Service Not Available |
| Lower Dir        | Service Not Available |
| Kohistan         | Service Not Available |
| Khyber           | Service Not Available |
| Torghar          | Service Not Available |
| Bajaur           | Service Not Available |
| Malakand         | Service Not Available |
| Karak            | Not Reported          |
| Kohat            | Not Reported          |
| Swabi            | Not Reported          |
| Buner            | Not Reported          |
| Chitral          | Not Reported          |
| Tank             | Not Reported          |
| Peshawar         | Nil Report            |
| Swat             | Nil Report            |

### (April-June, 2021 District Wise)

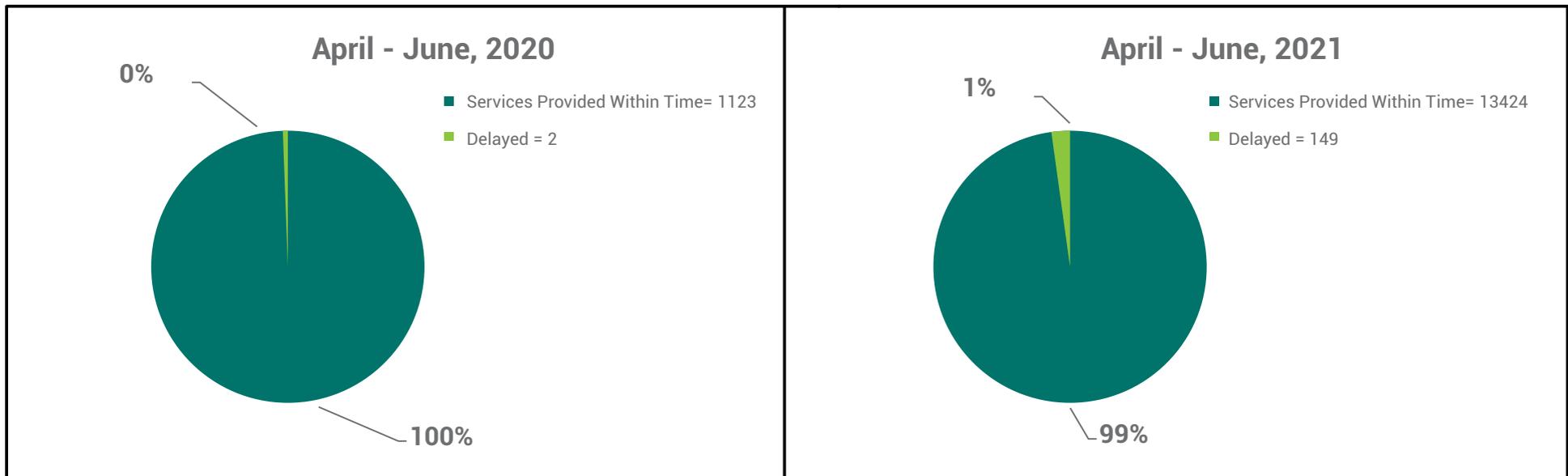


| Districts         | Nowshera | Abbottabad | Bannu | Battagram | DI Khan | Hangu | Haripur | Lakki Marwat | Mansehra | Mardan | North Waziristan | Shangla | Charsadda |
|-------------------|----------|------------|-------|-----------|---------|-------|---------|--------------|----------|--------|------------------|---------|-----------|
| Total Application | 9        | 5          | 1     | 2         | 4       | 16    | 9       | 2            | 1        | 17     | 1                | 9       | 2         |
| Within Time       | 8        | 5          | 1     | 2         | 4       | 16    | 9       | 2            | 1        | 17     | 1                | 9       | 2         |
| Beyond Time       | 1        | 0          | 0     | 0         | 0       | 0     | 0       | 0            | 0        | 0      | 0                | 0       | 0         |

**Analysis:** The service is not available in 11 Eleven Districts of the province; while six districts have not reported and two districts have submitted nil reports. The BOR is requested to look into the status in respect of nil and non-reporting districts. The overall service delivery is satisfactory.

## A2. FARD (PROVINCE)

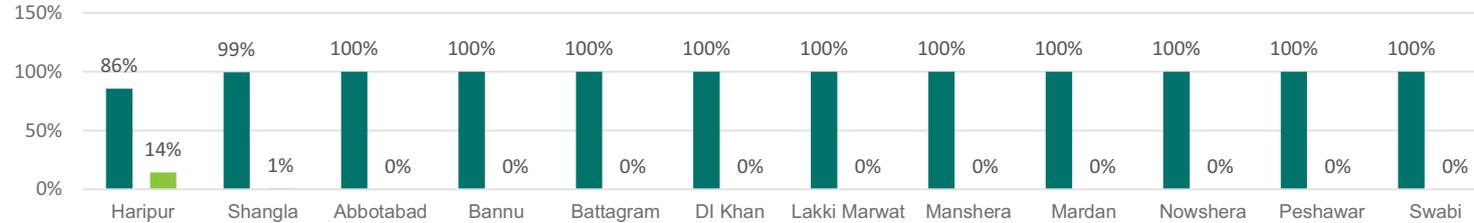
|                     |                                  |
|---------------------|----------------------------------|
| Notified Time       | 7 Days                           |
| Designated officer  | Patwari                          |
| Appellate Authority | Deputy Commissioner/Dy Collector |



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

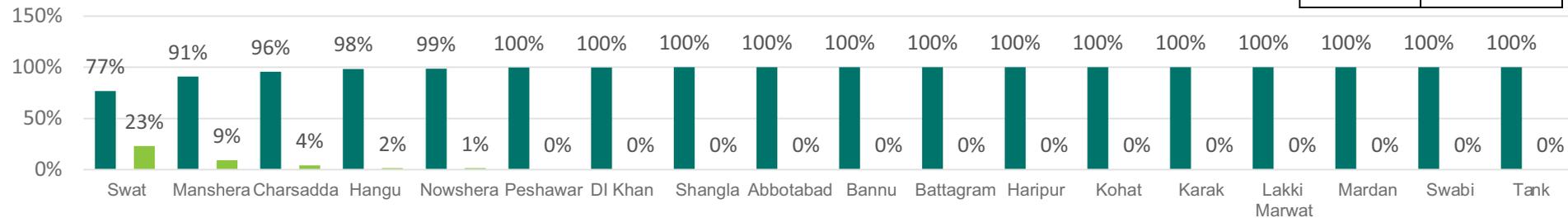
### FARD (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Dir Upper        | Service Not Available |
| Dir Lower        | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| Malakand         | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |
| Torghar          | Service Not Available |
| Buner            | Service Not Available |
| Chitral          | Service Not Available |
| North Waziristan | Service Not Available |



| Districts         | Haripur | Shangla | Abbottabad | Bannu | Battagram | DI Khan | Lakki Marwat | Mansehra | Mardan | Nowshera | Peshawar | Swabi |
|-------------------|---------|---------|------------|-------|-----------|---------|--------------|----------|--------|----------|----------|-------|
| Total Application | 7       | 195     | 4          | 8     | 36        | 97      | 16           | 1        | 708    | 48       | 4        | 1     |
| Within Time       | 6       | 194     | 4          | 8     | 36        | 97      | 16           | 1        | 708    | 48       | 4        | 1     |
| Beyond Time       | 1       | 1       | 0          | 0     | 0         | 0       | 0            | 0        | 0      | 0        | 0        | 0     |

### (April-June, 2021 District Wise)



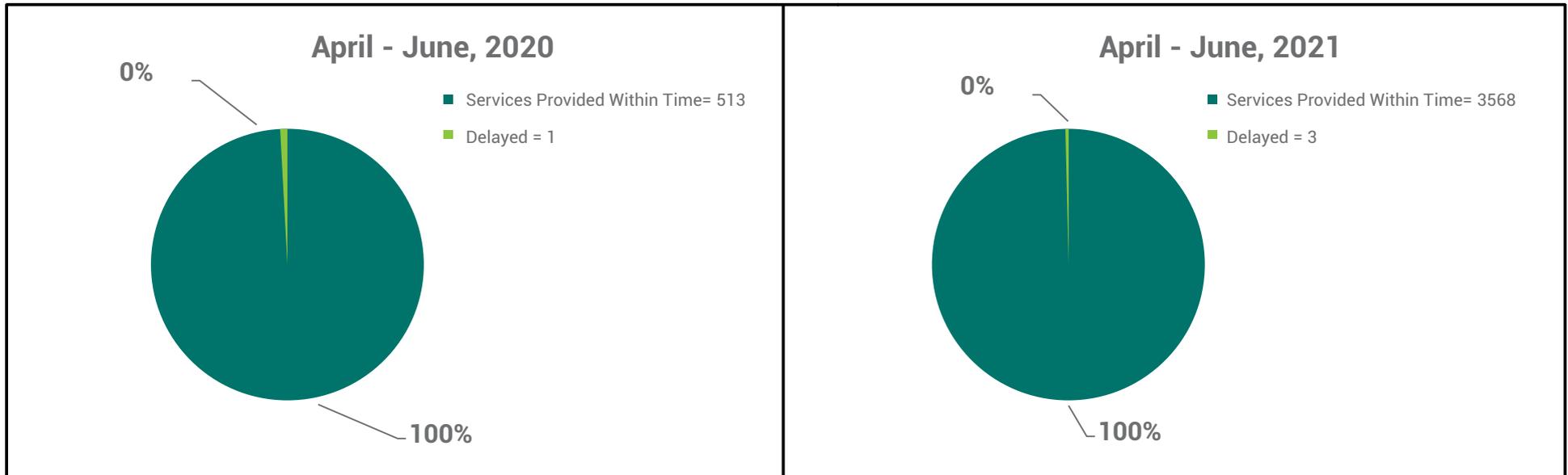
| Districts         | Swat | Mansehra | Charsadda | Hangu | Nowshera | Peshawar | DI Khan | Shangla | Abbottabad | Bannu | Battagram | Haripur | Kohat | Karak | Lakki Marwat | Mardan | Swabi | Tank |
|-------------------|------|----------|-----------|-------|----------|----------|---------|---------|------------|-------|-----------|---------|-------|-------|--------------|--------|-------|------|
| Total Application | 39   | 22       | 149       | 198   | 137      | 1740     | 670     | 911     | 260        | 51    | 325       | 43      | 201   | 33    | 97           | 8230   | 1     | 40   |
| Within Time       | 30   | 20       | 144       | 195   | 135      | 1736     | 669     | 911     | 260        | 51    | 325       | 43      | 201   | 33    | 97           | 8230   | 1     | 40   |
| Beyond Time       | 9    | 2        | 5         | 3     | 2        | 4        | 1       | 0       | 0          | 0     | 0         | 0       | 0     | 0     | 0            | 0      | 0     | 0    |

**Analysis:** The service is not available in 11 Eleven districts; two districts have not reported while one district has submitted Nil report. Non reporting amounts to non-compliance of the provisions of the RTPS Act, 2014 Rules and Regulations. The BOR and the Deputy Commissioners of the districts shall take remedial measures in **NOT-REPORTED** cases.

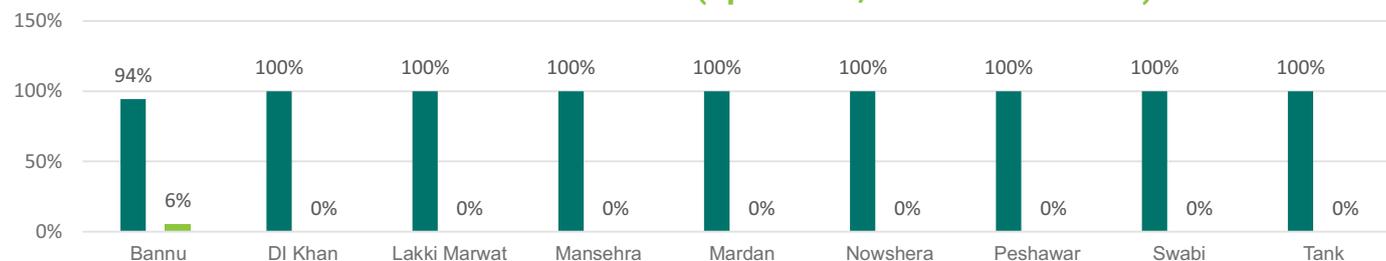
### A3. Inheritance Mutation

a. Entry in Roznamcha and Revenue Record (PROVINCE)

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

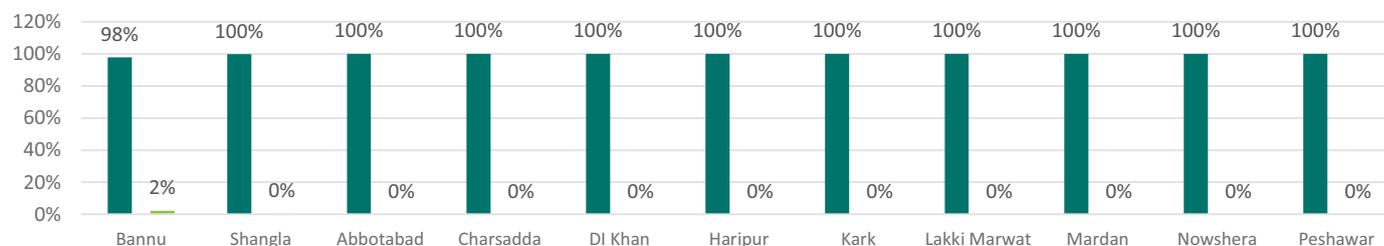


### Inheritance Mutation a. Entry in Roznamcha and Revenue Record (April-June, 2020 District Wise)



| Districts         | Bannu | DI Khan | Lakki Marwat | Mansehra | Mardan | Nowshera | Peshawar | Swabi | Tank |
|-------------------|-------|---------|--------------|----------|--------|----------|----------|-------|------|
| Total Application | 18    | 236     | 87           | 1        | 145    | 10       | 4        | 6     | 7    |
| Within Time       | 17    | 236     | 87           | 1        | 145    | 10       | 4        | 6     | 7    |
| Beyond Time       | 1     | 0       | 0            | 0        | 0      | 0        | 0        | 0     | 0    |

### (April-June, 2021 District Wise)



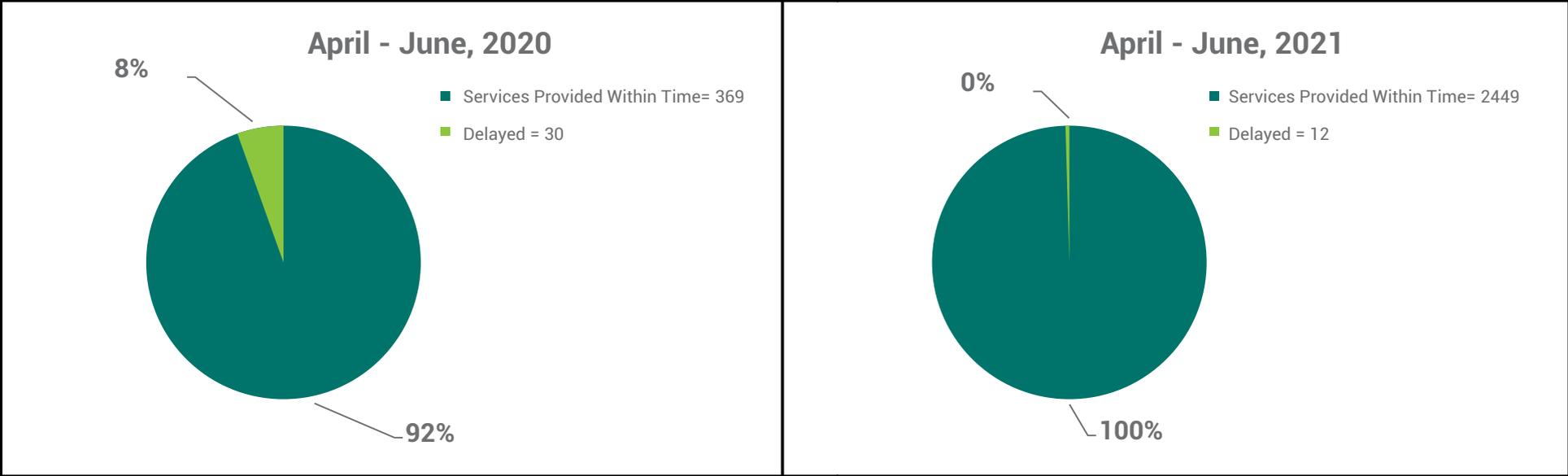
| Districts         | Bannu | Shangla | Abbotabad | Charsadda | DI Khan | Haripur | Karak | Lakki Marwat | Mardan | Nowshera | Peshawar |
|-------------------|-------|---------|-----------|-----------|---------|---------|-------|--------------|--------|----------|----------|
| Total Application | 45    | 1099    | 25        | 2         | 347     | 46      | 71    | 29           | 1880   | 20       | 35       |
| Within Time       | 44    | 1099    | 25        | 2         | 347     | 46      | 71    | 29           | 1880   | 20       | 35       |
| Beyond Time       | 1     | 0       | 0         | 0         | 0       | 0       | 0     | 0            | 0      | 0        | 0        |

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Chitral          | Service Not Available |
| Lower Dir        | Service Not Available |
| Upper Dir        | Service Not Available |
| Kurram           | Service Not Available |
| Mohmand          | Service Not Available |
| Kohistan         | Service Not Available |
| Khyber           | Service Not Available |
| Malakand         | Service Not Available |
| North Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |
| Torghar          | Service Not Available |
| Mohmand          | Service Not Available |
| Mansehra         | Not Reported          |
| Swabi            | Not Reported          |
| Buner            | Not Reported          |
| Tank             | Not Reported          |
| Battagram        | Nil Report            |
| Hangu            | Nil Report            |
| Swat             | Nil Report            |

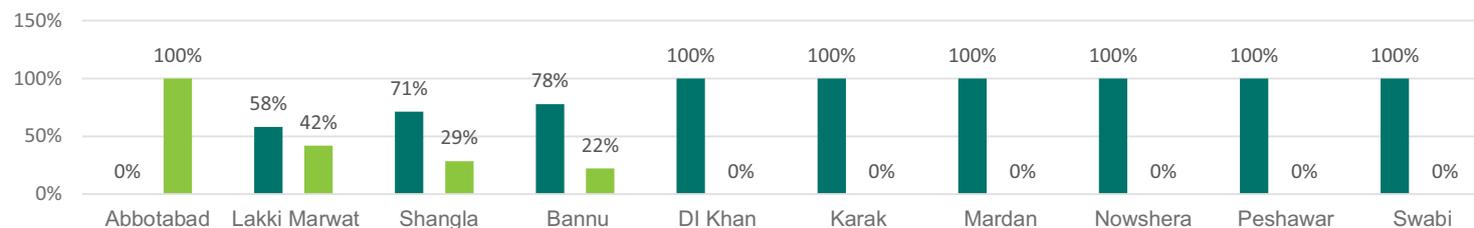
**Analysis:** The service is not available in 14 districts; four districts have not reported, and three districts have submitted Nil reports. Performance in the rest of the districts is satisfactory.

**B. Attestation (PROVINCE)**

|                            |   |
|----------------------------|---|
| <b>Notified Time</b>       | <b>60 Days</b>                                |
| <b>Designated officer</b>  | <b>Revenue Officer</b>                        |
| <b>Appellate Authority</b> | <b>Deputy Commissioner/District Collector</b> |



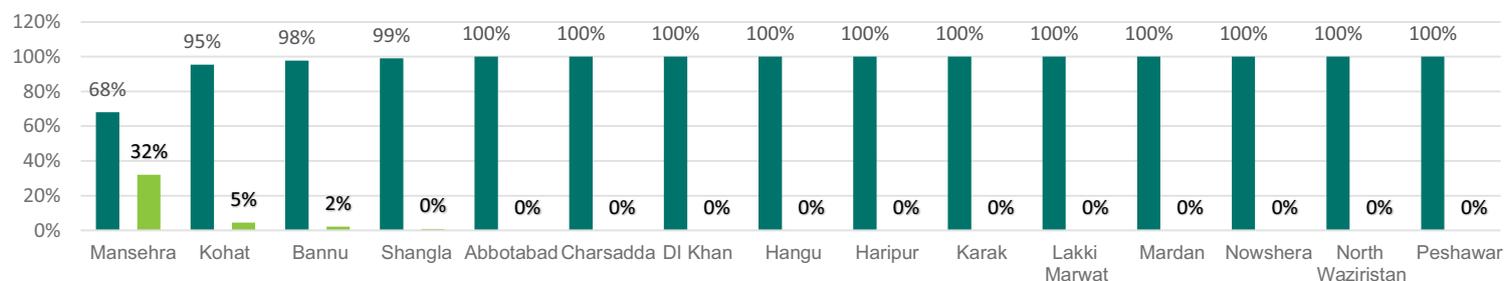
**(b) Attestation  
(April-June, 2020 District Wise)**



| Reporting Status |                       |
|------------------|-----------------------|
| South Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| Kurram           | Service Not Available |
| Upper Dir        | Service Not Available |
| Lower Dir        | Service Not Available |
| Kohistan         | Service Not Available |
| Khyber           | Service Not Available |
| Mohmand          | Service Not Available |
| Torghar          | Service Not Available |
| Bajaur           | Service Not Available |
| Malakand         | Service Not Available |
| Chitral          | Not Reported          |
| Buner            | Not Reported          |
| Tank             | Not Reported          |
| Swabi            | Not Reported          |
| Battagram        | Nil Report            |
| Swat             | Nil Report            |

| Districts         | Abbottabad | Lakki Marwat | Shangla | Bannu | DI Khan | Karak | Mardan | Nowshera | Peshawar | Swabi |
|-------------------|------------|--------------|---------|-------|---------|-------|--------|----------|----------|-------|
| Total Application | 1          | 50           | 14      | 18    | 139     | 21    | 118    | 14       | 18       | 6     |
| Within Time       | 0          | 29           | 10      | 14    | 139     | 21    | 118    | 14       | 18       | 6     |
| Beyond Time       | 1          | 21           | 4       | 4     | 0       | 0     | 0      | 0        | 0        | 0     |

**(April-June, 2021 District Wise)**

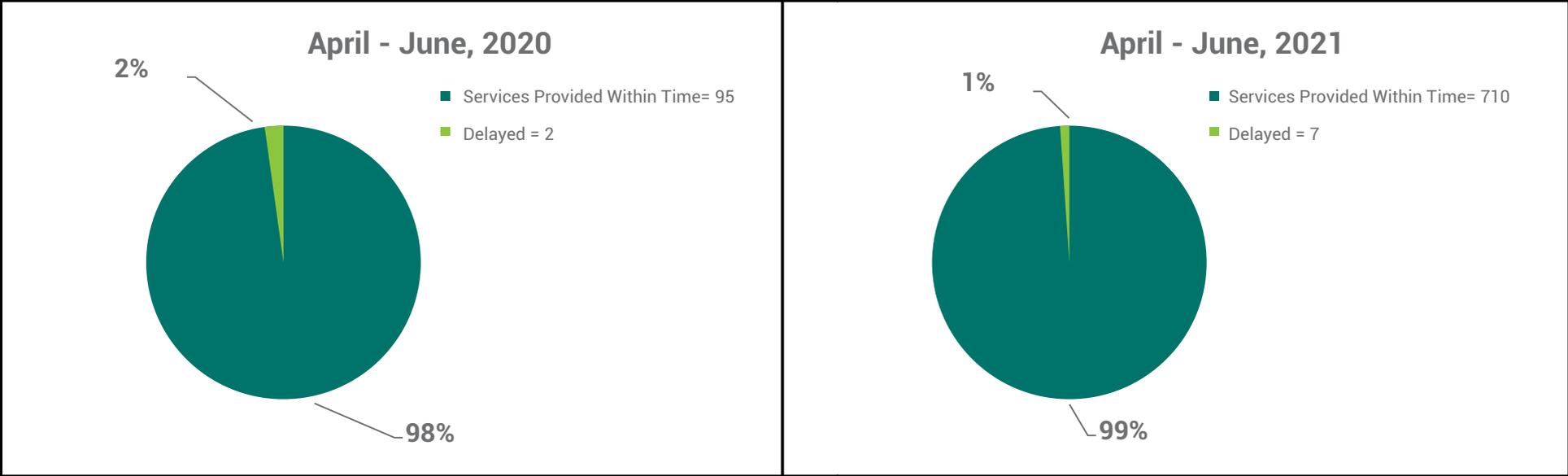


| Districts         | Mansehra | Kohat | Bannu | Shangla | Abbottabad | Charsadda | DI Khan | Hargu | Haripur | Karak | Lakki Marwat | Mardan | Nowshera | North Waziristan | Peshawar |
|-------------------|----------|-------|-------|---------|------------|-----------|---------|-------|---------|-------|--------------|--------|----------|------------------|----------|
| Total Application | 25       | 22    | 45    | 164     | 43         | 34        | 348     | 3     | 18      | 49    | 27           | 1316   | 54       | 8                | 245      |
| Within Time       | 17       | 21    | 44    | 164     | 43         | 34        | 348     | 3     | 18      | 49    | 27           | 1316   | 54       | 8                | 245      |
| Beyond Time       | 8        | 1     | 1     | 0       | 0          | 0         | 0       | 0     | 0       | 0     | 0            | 0      | 0        | 0                | 0        |

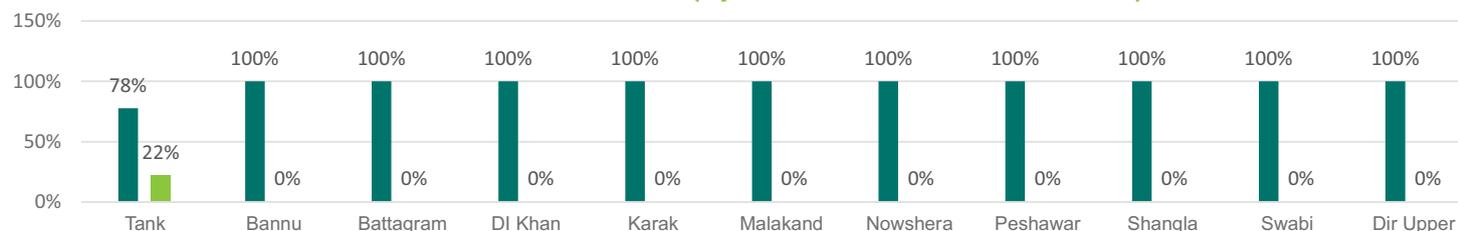
**Analysis:** Astonishingly the service is not available in 11 districts in comparison to Entry in Roznamcha in 14 Districts. Four districts have not reported and nil report from two districts. District of Mansehra has delay of 32% which can be minimized by putting in more efforts.

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

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



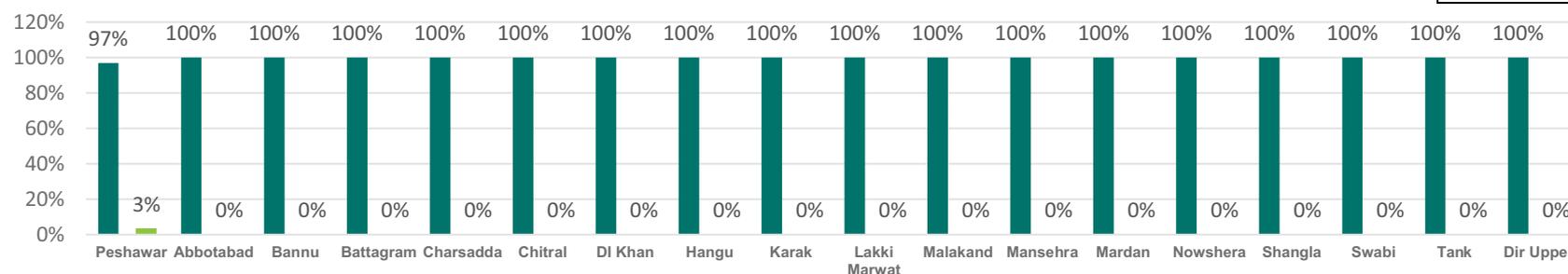
### Issuance of Certified Copies of Registered Document (April-June, 2020 District Wise)



| Districts         | Tank | Bannu | Battagram | DI Khan | Karak | Malakand | Nowshera | Peshawar | Shangla | Swabi | Dir Upper |
|-------------------|------|-------|-----------|---------|-------|----------|----------|----------|---------|-------|-----------|
| Total Application | 9    | 18    | 2         | 3       | 6     | 1        | 46       | 7        | 1       | 2     | 2         |
| Within time       | 7    | 18    | 2         | 3       | 6     | 1        | 46       | 7        | 1       | 2     | 2         |
| Beyond Time       | 2    | 0     | 0         | 0       | 0     | 0        | 0        | 0        | 0       | 0     | 0         |

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Nb Available  |
| Khyber           | Service Not Available |
| Kurram           | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |
| Torghar          | Service Not Available |
| Lower Dir        | Service Not Available |
| Haripur          | Not Reported          |
| Kohat            | Not Reported          |
| Swat             | Not Reported          |
| Buner            | Not Reported          |
| North Waziristan | Nil Report            |

### (April-June, 2021 District Wise)



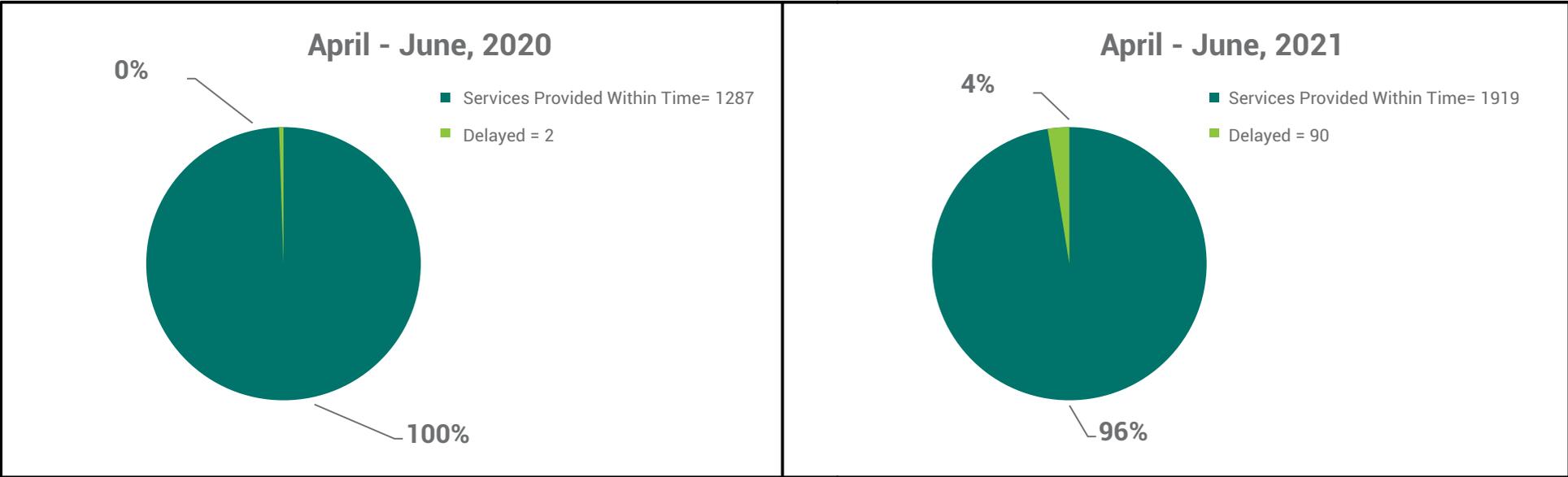
| Districts         | Peshawar | Abbottabad | Bannu | Battagram | Charsadda | Chitral | DI Khan | Hangu | Karak | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | Shangla | Swabi | Tank | Dir Upper |
|-------------------|----------|------------|-------|-----------|-----------|---------|---------|-------|-------|--------------|----------|----------|--------|----------|---------|-------|------|-----------|
| Total Application | 218      | 26         | 51    | 7         | 12        | 48      | 41      | 9     | 39    | 28           | 16       | 2        | 72     | 71       | 19      | 4     | 25   | 29        |
| Within time       | 211      | 26         | 51    | 7         | 12        | 48      | 41      | 9     | 39    | 28           | 16       | 2        | 72     | 71       | 19      | 4     | 25   | 29        |
| Beyond Time       | 7        | 0          | 0     | 0         | 0         | 0       | 0       | 0     | 0     | 0            | 0        | 0        | 0      | 0        | 0       | 0     | 0    | 0         |

**Analysis:** In nine districts the service is not available, four districts have not reported, and One district has Nil report. The performance in the rest of the districts is satisfactory. Mansehra and Battagram has overcome delay which was 33% and 100% during the 1st quarter of 2021.

## B. ELEMENTARY & SECONDARY EDUCATION

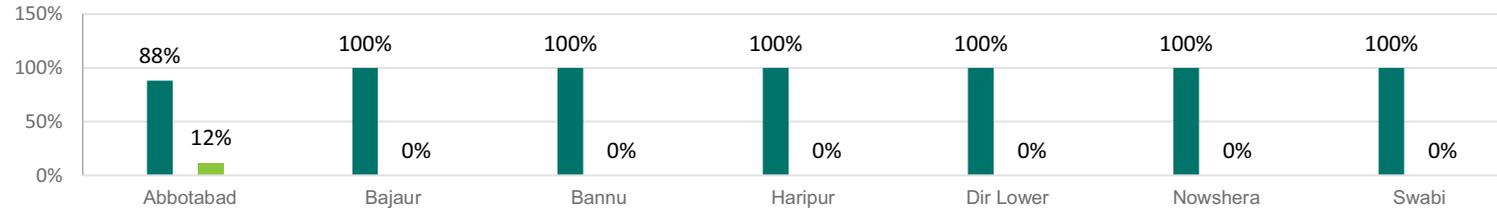
### B1.Provisional / Character Certificate (PROVINCE)

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



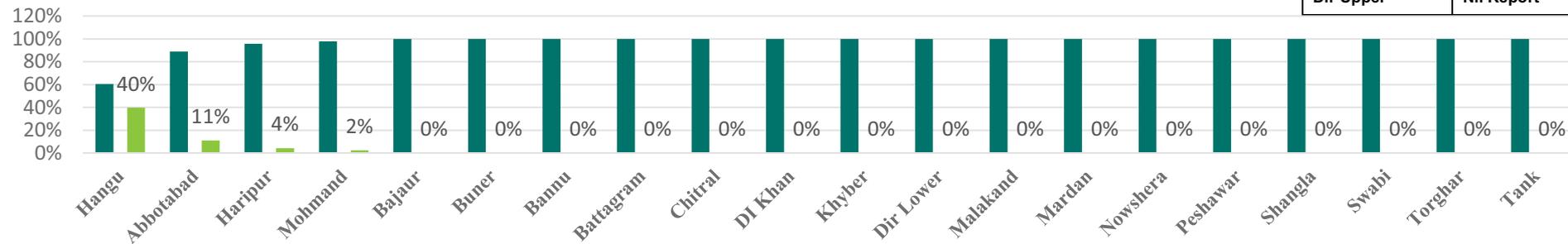
### Provisional / Character Certificate (April-June, 2020 District Wise)

| Reporting Status |              |
|------------------|--------------|
| Orakzai          | Not Reported |
| Kurram           | Not Reported |
| Kohistan         | Not Reported |
| Karak            | Not Reported |
| Lakki Marwat     | Not Reported |
| Kohistan         | Not Reported |
| Mansehra         | Nil Report   |
| Kohat            | Nil Report   |
| South Waziristan | Nil Report   |
| Charsadda        | Nil Report   |
| North Waziristan | Nil Report   |
| Dir Upper        | Nil Report   |



| Districts         | Abbottabad | Bajaur | Bannu | Haripur | Dir Lower | Nowshera | Swabi |
|-------------------|------------|--------|-------|---------|-----------|----------|-------|
| Total Application | 17         | 841    | 2     | 76      | 1         | 301      | 51    |
| Within Time       | 15         | 841    | 2     | 76      | 1         | 301      | 51    |
| Beyond Time       | 2          | 0      | 0     | 0       | 0         | 0        | 0     |

### (April-June, 2021 District Wise)

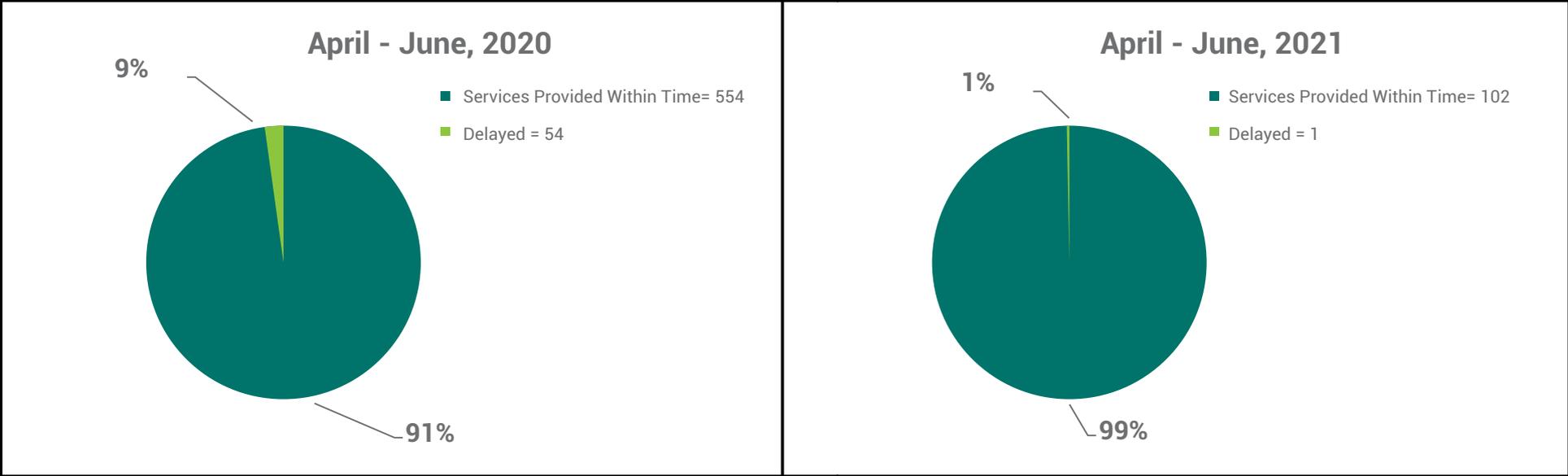


| Districts         | Hangu | Abbottabad | Haripur | Mohmand | Bajaur | Buner | Bannu | Battagram | Chitral | DI Khan | Khyber | Dir Lower | Malakand | Mardan | Nowshera | Peshawar | Shangla | Swabi | Torghar | Tank |
|-------------------|-------|------------|---------|---------|--------|-------|-------|-----------|---------|---------|--------|-----------|----------|--------|----------|----------|---------|-------|---------|------|
| Total Application | 68    | 9          | 1372    | 129     | 33     | 1     | 13    | 7         | 75      | 49      | 3      | 1         | 40       | 110    | 54       | 1        | 1       | 22    | 18      | 3    |
| Within Time       | 41    | 8          | 1313    | 126     | 33     | 1     | 13    | 7         | 75      | 49      | 3      | 1         | 40       | 110    | 54       | 1        | 1       | 22    | 18      | 3    |
| Beyond Time       | 27    | 1          | 59      | 3       | 0      | 0     | 0     | 0         | 0       | 0       | 0      | 0         | 0        | 0      | 0        | 0        | 0       | 0     | 0       | 0    |

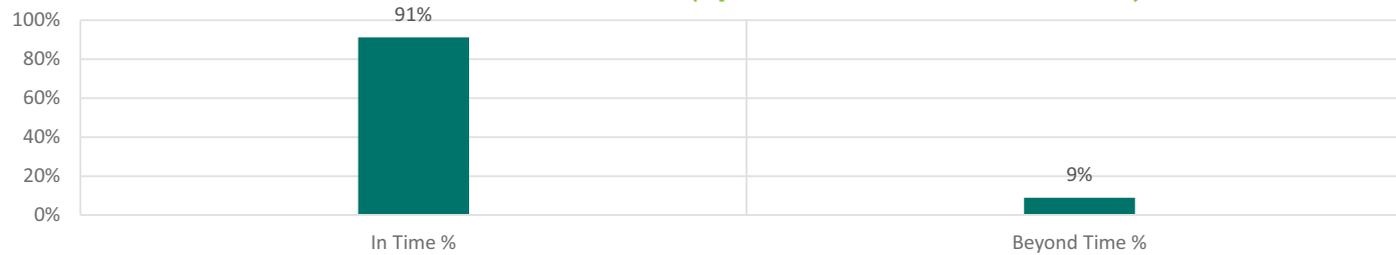
**Analysis:** Six districts have not reported the service; and six districts have Nil reports. Hangu needs improvement while in the rest of the districts the service delivery is satisfactory.

## B2. School Leaving Certificate Private Sector (PROVINCE)

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

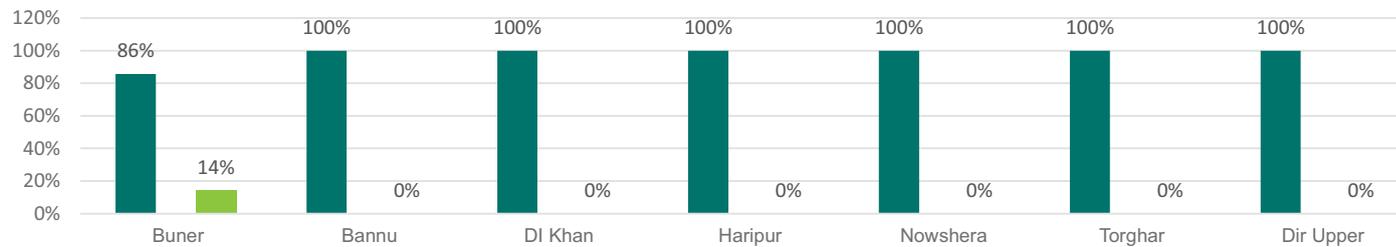


### School Leaving Certificate Private Sector (April-June, 2020 District Wise)



| Districts         | Haripur |
|-------------------|---------|
| Total Application | 608     |
| Within Time       | 554     |
| Beyond Time       | 54      |

### (April-June, 2021 District Wise)



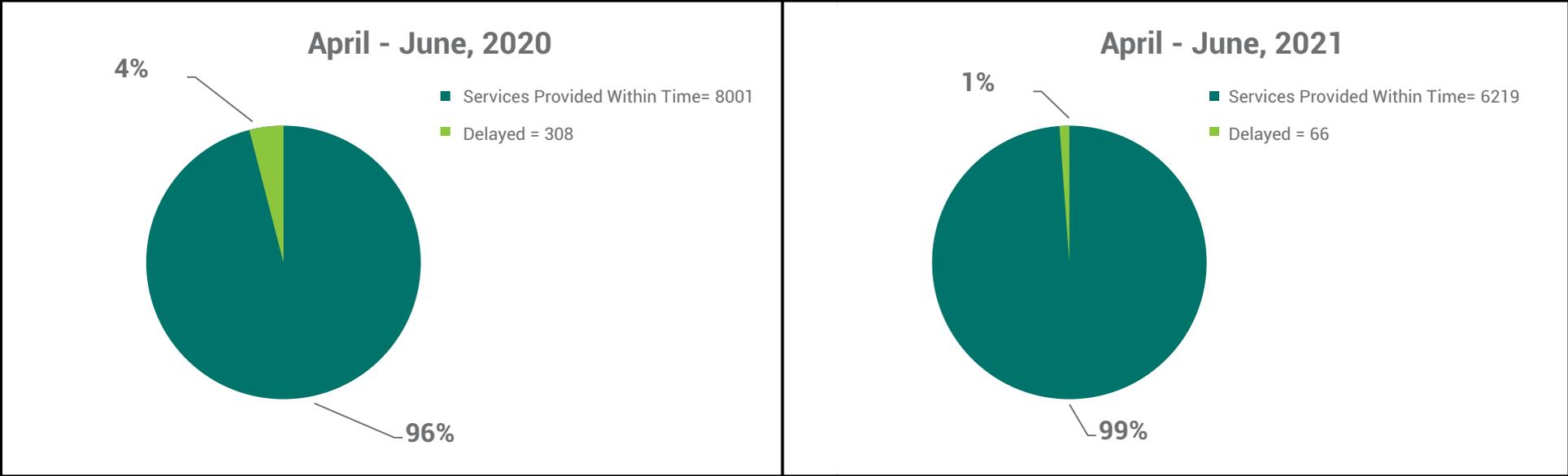
| Districts         | Buner | Bannu | DI Khan | Haripur | Nowshera | Torghar | Dir Upper |
|-------------------|-------|-------|---------|---------|----------|---------|-----------|
| Total Application | 7     | 12    | 54      | 1       | 6        | 2       | 21        |
| Within Time       | 6     | 12    | 54      | 1       | 6        | 2       | 21        |
| Beyond Time       | 1     | 0     | 0       | 0       | 0        | 0       | 0         |

| Reporting Status |              |
|------------------|--------------|
| Abbottabad       | Not Reported |
| Bajaur           | Not Reported |
| Charsadda        | Not Reported |
| Chitral          | Not Reported |
| Dir Lower        | Not Reported |
| Karak            | Not Reported |
| Khyber           | Not Reported |
| Kurram           | Not Reported |
| Kohistan         | Not Reported |
| Lakki Marwat     | Not Reported |
| Mansehra         | Not Reported |
| Mardan           | Not Reported |
| Malakand         | Not Reported |
| Orakzai          | Not Reported |
| Mohmand          | Not Reported |
| Peshawar         | Not Reported |
| Shangla          | Not Reported |
| Swabi            | Not Reported |
| Tank             | Not Reported |
| South Waziristan | Nil Report   |
| Swat             | Nil Report   |
| North Waziristan | Nil Report   |
| Battagram        | Nil Report   |
| Hangu            | Nil Report   |
| Kohat            | Nil Report   |

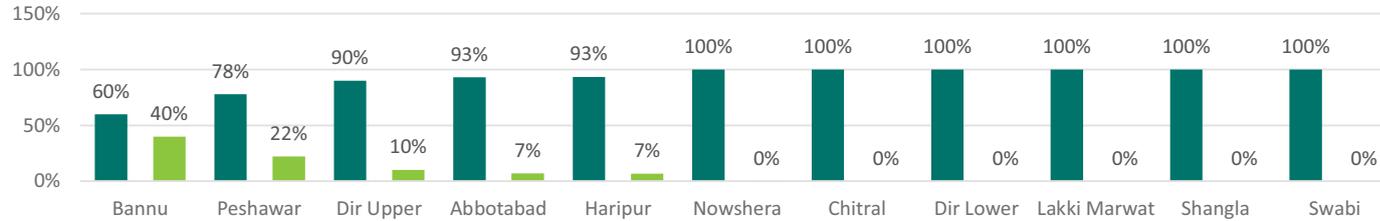
**Analysis:** No reports user received from 19 districts and six districts have nil reports. There is 14% delay in Buner which needs attention of the Private Schools Regulatory Authority. The KP Private School Regulatory Authority may look into the issue for early resolution at districts and provincial levels.

### B3. School Leaving Certificate Public Sector (PROVINCE)

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



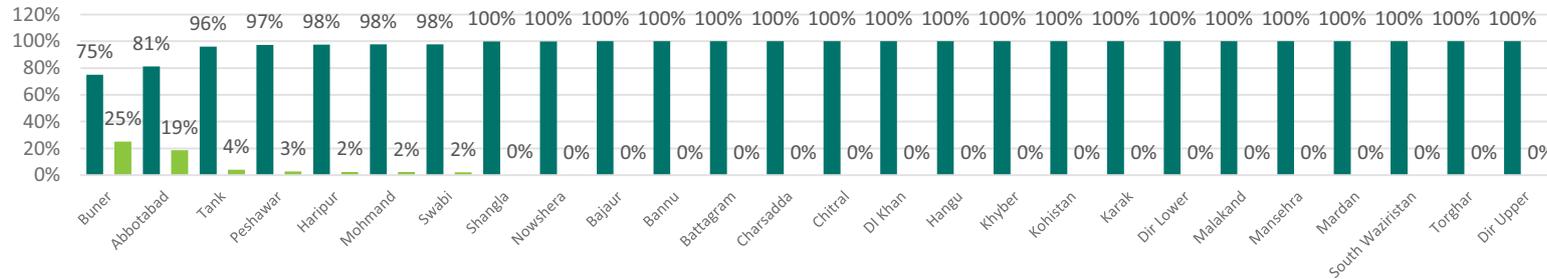
### School Leaving Certificate Public Sector (April-June, 2020 District Wise)



| Reporting Status |              |
|------------------|--------------|
| Kurram           | Not Reported |
| Lakki Marwat     | Not Reported |
| Orakzai          | Not Reported |
| Swat             | Nil Report   |
| North Waziristan | Nil Report   |
| Kohat            | Nil Report   |

| Districts         | Bannu | Peshawar | Dir Upper | Abbottabad | Haripur | Nowshera | Chitral | Dir Lower | Lakki Marwat | Shangla | Swabi |
|-------------------|-------|----------|-----------|------------|---------|----------|---------|-----------|--------------|---------|-------|
| Total Application | 5     | 18       | 10        | 100        | 4391    | 3123     | 89      | 1         | 1            | 568     | 3     |
| Within Time       | 3     | 14       | 9         | 93         | 4098    | 3122     | 89      | 1         | 1            | 568     | 3     |
| Beyond Time       | 2     | 4        | 1         | 7          | 293     | 1        | 0       | 0         | 0            | 0       | 0     |

### (April-June, 2021 District Wise)



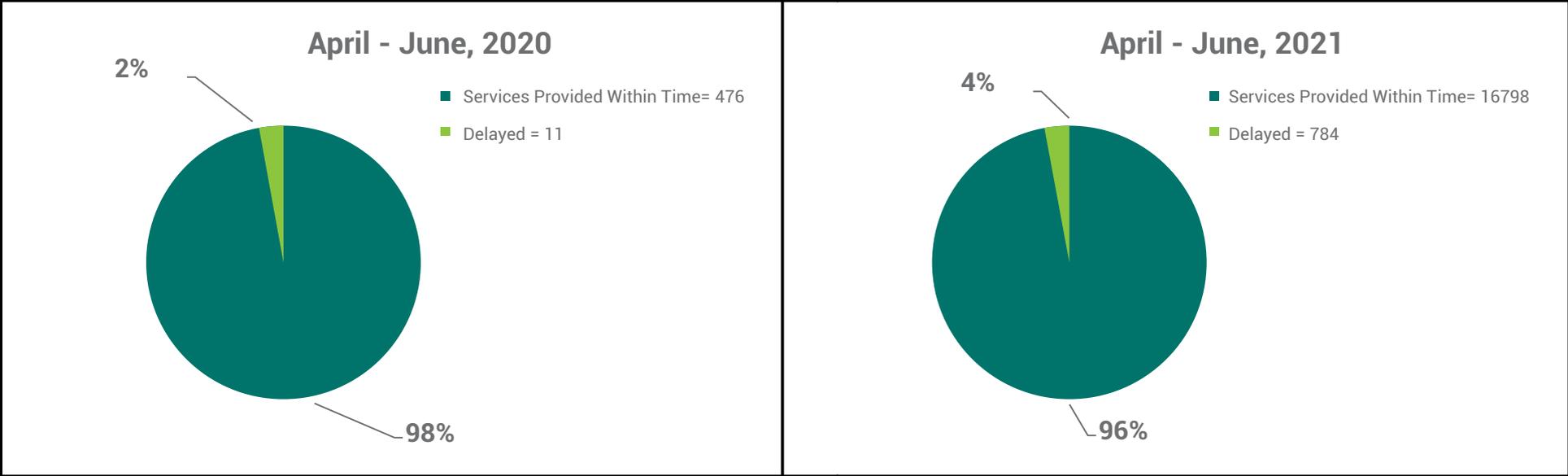
| Districts         | Buner | Abbottabad | Tank | Peshawar | Haripur | Mohmand | Swabi | Shangla | Nowshera | Bajaur | Bannu | Battagram | Charsadda | Chitral | D.I. Khan | Hangu | Khyber | Kohistan | Karak | Dir Lowe | Malakand | Mansehra | Mardan | South Waziristan | Torghar | Upper Dir |
|-------------------|-------|------------|------|----------|---------|---------|-------|---------|----------|--------|-------|-----------|-----------|---------|-----------|-------|--------|----------|-------|----------|----------|----------|--------|------------------|---------|-----------|
| Total Application | 4     | 16         | 315  | 110      | 1381    | 129     | 315   | 364     | 1211     | 264    | 1     | 6         | 81        | 115     | 1020      | 67    | 3      | 52       | 194   | 1        | 51       | 70       | 110    | 366              | 16      | 20        |
| Within Time       | 3     | 13         | 302  | 107      | 1347    | 126     | 308   | 363     | 1210     | 264    | 1     | 6         | 81        | 115     | 1020      | 67    | 3      | 52       | 194   | 1        | 51       | 70       | 110    | 366              | 16      | 20        |
| Beyond Time       | 1     | 3          | 13   | 3        | 34      | 3       | 7     | 1       | 1        | 0      | 0     | 0         | 0         | 0       | 0         | 0     | 0      | 0        | 0     | 0        | 0        | 0        | 0      | 0                | 0       | 0         |

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

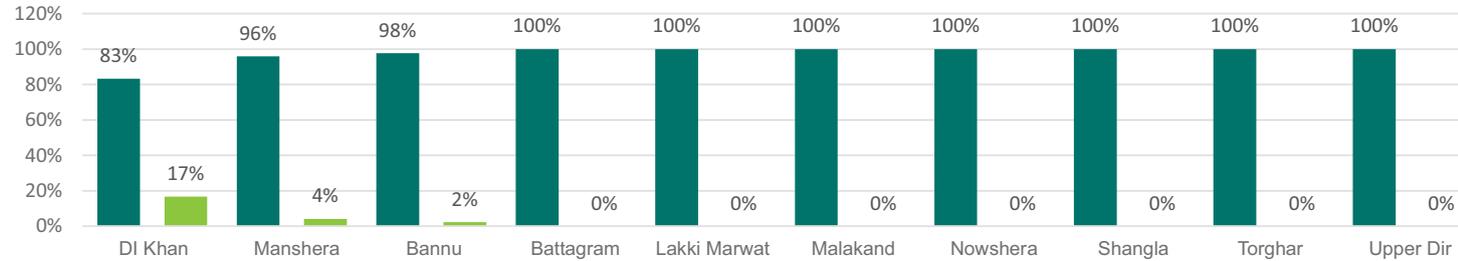
### C. Excise & Taxation Department

#### C1. Registration of new Motor Vehicles (PROVINCE)

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



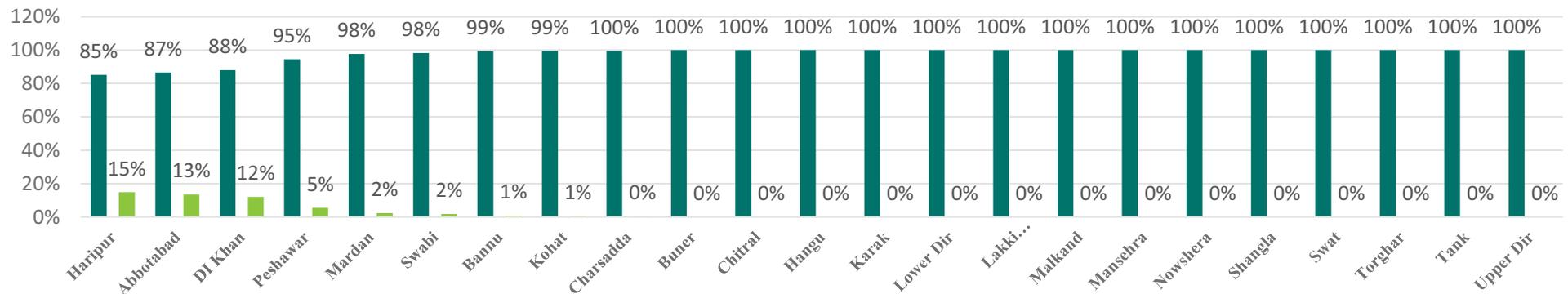
### Registration of New Motor Vehicle (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |
| Kohistan         | Not Reported          |
| Battagram        | Nil Report            |

| Districts         | DI Khan | Mansehra | Bannu | Battagram | Lakki Marwat | Malakand | Nowshera | Shangla | Torghar | Upper Dir |
|-------------------|---------|----------|-------|-----------|--------------|----------|----------|---------|---------|-----------|
| Total Application | 48      | 48       | 43    | 2         | 30           | 2        | 308      | 2       | 1       | 3         |
| Within Time       | 40      | 46       | 42    | 2         | 30           | 2        | 308      | 2       | 1       | 3         |
| Beyond Time       | 8       | 2        | 1     | 0         | 0            | 0        | 0        | 0       | 0       | 0         |

### (April-June, 2021 District Wise)

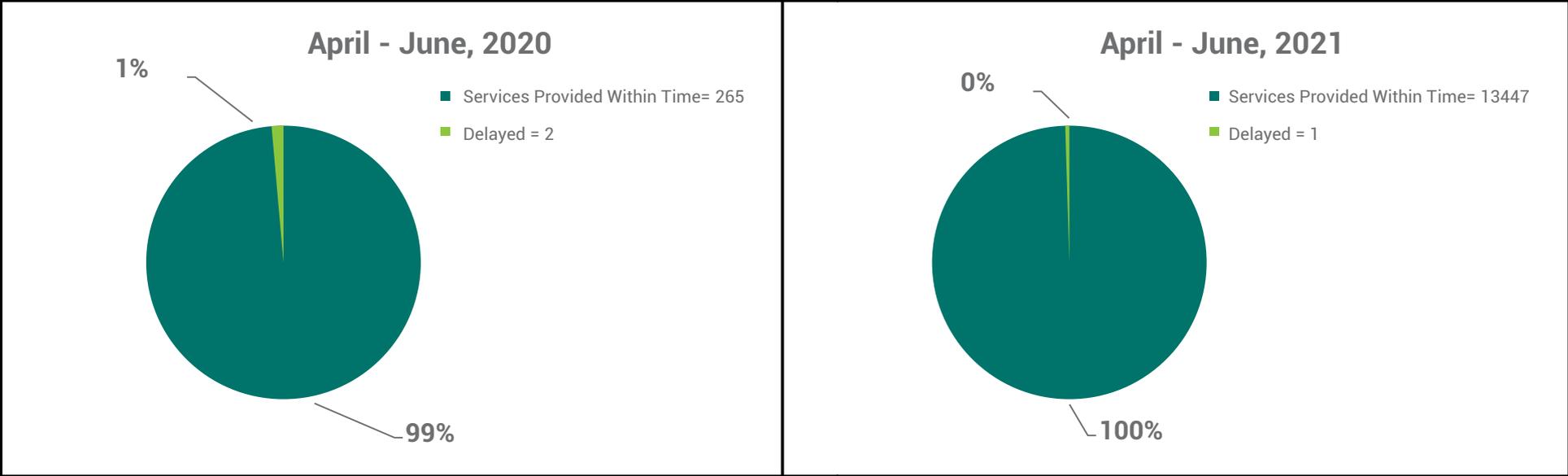


| Districts         | Haripur | Abbottabad | DI Khan | Peshawar | Mardan | Swabi | Bannu | Kohat | Charsadda | Buner | Chitral | Hangu | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Nowshera | Shangla | Swat | Torghar | Tank | Upper Dir |
|-------------------|---------|------------|---------|----------|--------|-------|-------|-------|-----------|-------|---------|-------|-------|-----------|--------------|----------|----------|----------|---------|------|---------|------|-----------|
| Total Application | 405     | 467        | 316     | 9928     | 2400   | 855   | 125   | 968   | 212       | 13    | 7       | 68    | 305   | 39        | 31           | 44       | 477      | 676      | 18      | 141  | 4       | 58   | 25        |
| Within Time       | 345     | 404        | 278     | 9383     | 2345   | 839   | 124   | 963   | 211       | 13    | 7       | 68    | 305   | 39        | 31           | 44       | 477      | 676      | 18      | 141  | 4       | 58   | 25        |
| Beyond Time       | 60      | 63         | 38      | 545      | 55     | 16    | 1     | 5     | 1         | 0     | 0       | 0     | 0     | 0         | 0            | 0        | 0        | 0        | 0       | 0    | 0       | 0    | 0         |

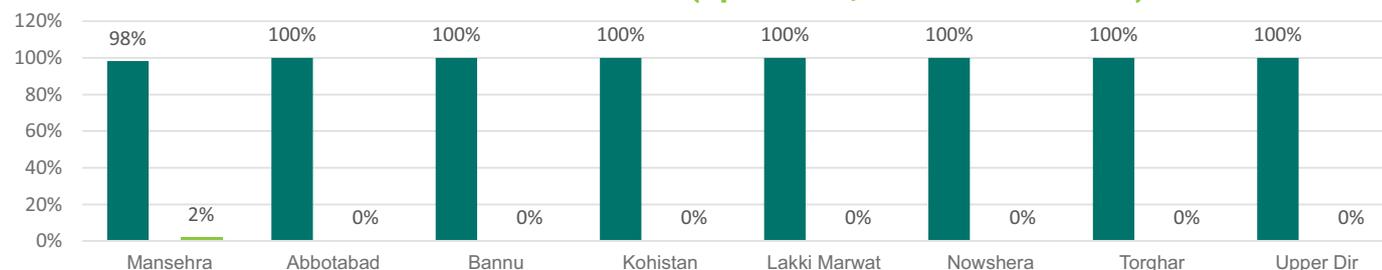
**Analysis:** The overall provision of service has improved. However, Dera Ismael Khan and Bannu need improvement.

## C2. Renewal of Vehicle's Registration (PROVINCE)

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



### Renewal of Vehicle's Registration (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |
| Hangu            | Service Not Available |
| Kohistan         | Not Reported          |
| Kohat            | Not Reported          |

| Districts         | Mansehra | Abbotabad | Bannu | Kohistan | Lakki Marwat | Nowshera | Torghar | Upper Dir |
|-------------------|----------|-----------|-------|----------|--------------|----------|---------|-----------|
| Total Application | 112      | 1         | 37    | 3        | 30           | 44       | 2       | 3         |
| Within Time       | 110      | 1         | 37    | 3        | 30           | 44       | 2       | 3         |
| Beyond Time       | 2        | 0         | 0     | 0        | 0            | 0        | 0       | 0         |

### (April-June, 2021 District Wise)

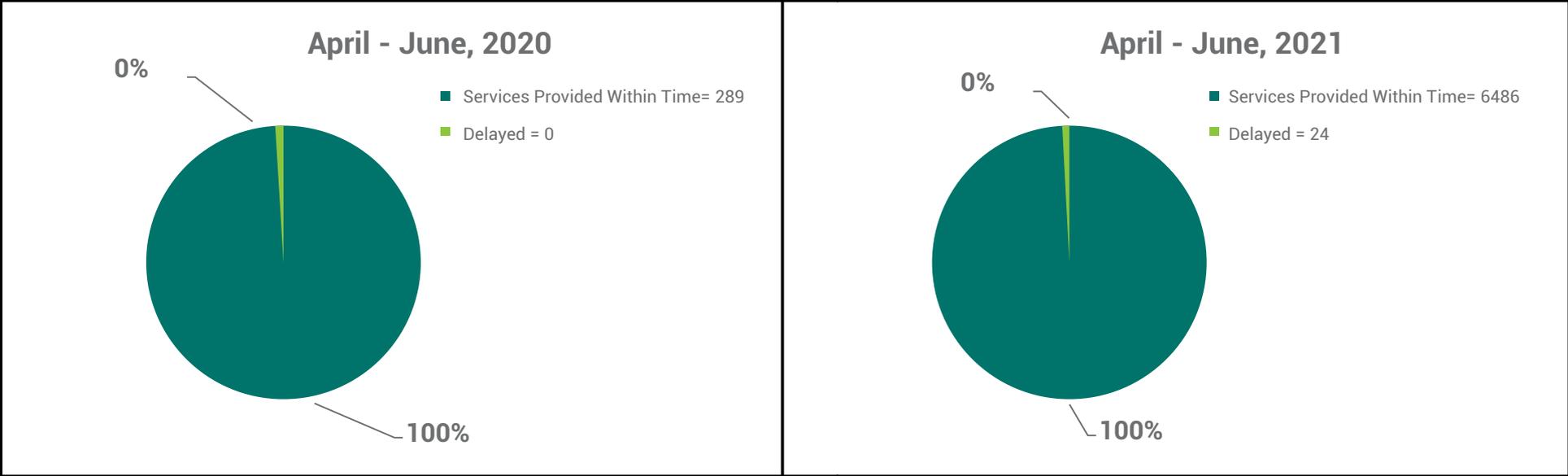


| Districts         | Bannu | Abbotabad | Buner | Battagram | Charsadda | Chitral | DI Khan | Haripur | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | Peshawar | Shangla | Swabi | Swat | Torghar | Tank | Upper Dir |
|-------------------|-------|-----------|-------|-----------|-----------|---------|---------|---------|-------|-----------|--------------|----------|----------|--------|----------|----------|---------|-------|------|---------|------|-----------|
| Total Application | 115   | 590       | 19    | 4         | 26        | 61      | 268     | 251     | 128   | 4         | 27           | 8        | 254      | 920    | 132      | 10282    | 2       | 146   | 175  | 1       | 10   | 25        |
| Within Time       | 114   | 590       | 19    | 4         | 26        | 61      | 268     | 251     | 128   | 4         | 27           | 8        | 254      | 920    | 132      | 10282    | 2       | 146   | 175  | 1       | 10   | 25        |
| Beyond Time       | 1     | 0         | 0     | 0         | 0         | 0       | 0       | 0       | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0        | 0       | 0     | 0    | 0       | 0    | 0         |

**Analysis:** The service is not available in the seven districts of Merged Areas. In rest of the districts the service delivery is excellent.

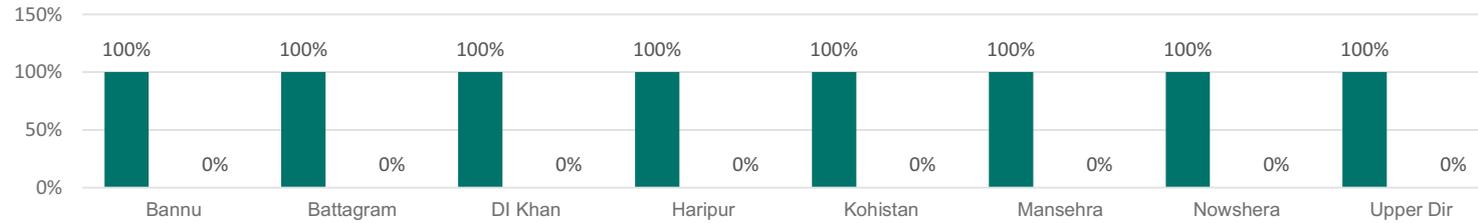
### C3. Transfer of Vehicles(PROVINCE)

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



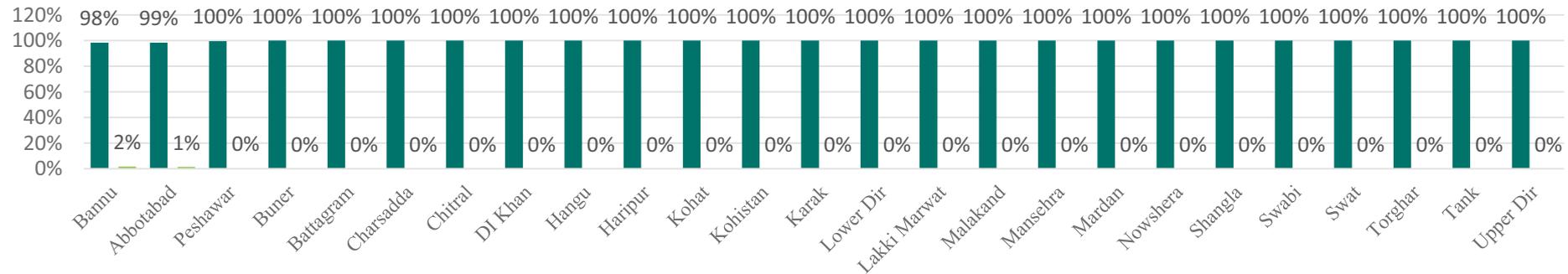
### Transfer of Vehicles (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| South Waziristan | Service Not Available |



| Districts         | Bannu | Battagram | DI Khan | Haripur | Kohistan | Mansehra | Nowshera | Upper Dir |
|-------------------|-------|-----------|---------|---------|----------|----------|----------|-----------|
| Total Application | 10    | 4         | 48      | 87      | 4        | 33       | 90       | 1         |
| Within Time       | 10    | 4         | 48      | 87      | 4        | 33       | 90       | 1         |
| Beyond Time       | 0     | 0         | 0       | 0       | 0        | 0        | 0        | 0         |

### (April-June, 2021 District Wise)



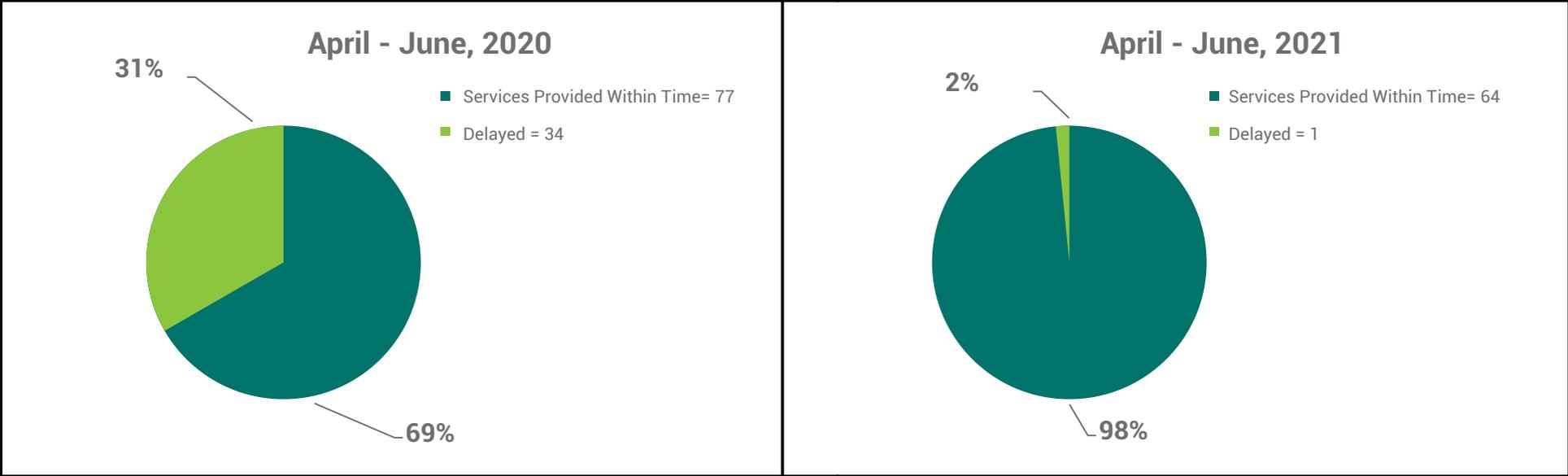
| District          | Bannu | Abbottabad | Peshawar | Buner | Battagram | Charsadda | Chitral | DI Khan | Hangu | Haripur | Kohat | Kohistan | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | Shangla | Swabi | Swat | Torghar | Tank | Upper Dir |
|-------------------|-------|------------|----------|-------|-----------|-----------|---------|---------|-------|---------|-------|----------|-------|-----------|--------------|----------|----------|--------|----------|---------|-------|------|---------|------|-----------|
| Total Application | 61    | 774        | 3817     | 6     | 8         | 19        | 7       | 58      | 6     | 173     | 98    | 16       | 5     | 30        | 29           | 37       | 230      | 843    | 33       | 1       | 100   | 134  | 1       | 14   | 10        |
| Within Time       | 60    | 763        | 3805     | 6     | 8         | 19        | 7       | 58      | 6     | 173     | 98    | 16       | 5     | 30        | 29           | 37       | 230      | 843    | 33       | 1       | 100   | 134  | 1       | 14   | 10        |
| Beyond Time       | 1     | 11         | 12       | 0     | 0         | 0         | 0       | 0       | 0     | 0       | 0     | 0        | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0       | 0     | 0    | 0       | 0    | 0         |

**Analysis:** Service is not available in the seven Merged Areas. The service delivery in rest of the districts is excellent.

# D. FOREST DEPARTMENT

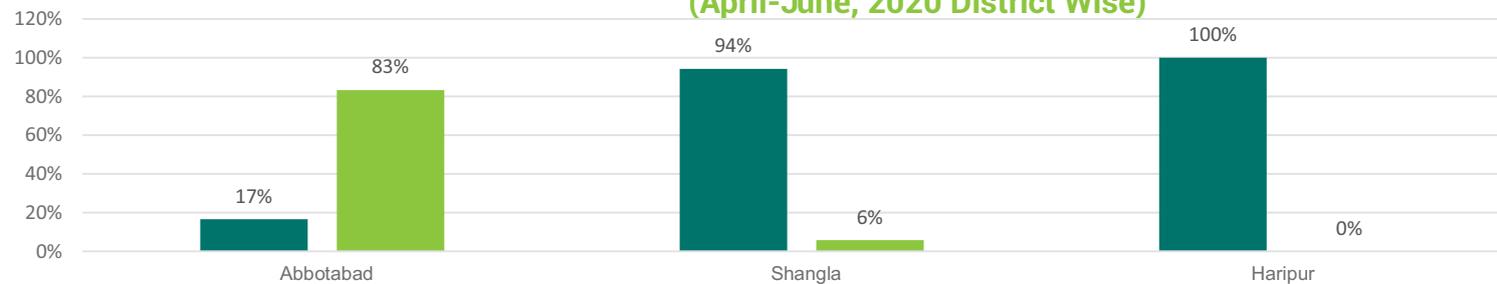
## D1. Grant of Trees (PROVINCE)

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



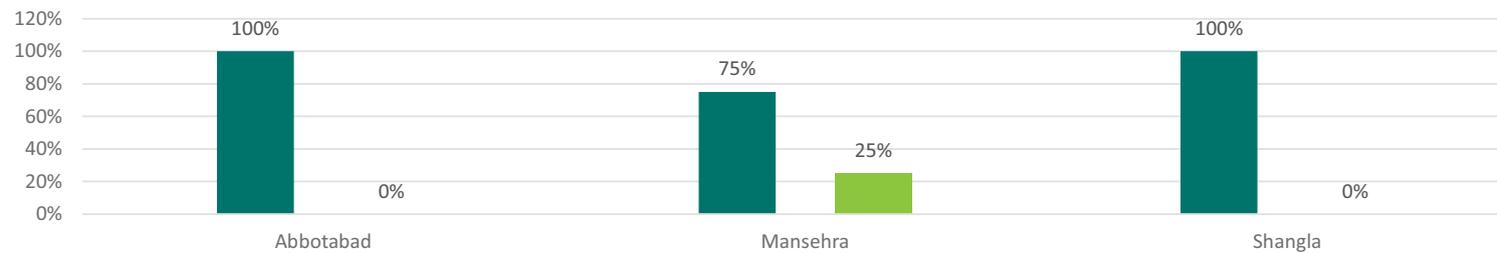
### Grant of Trees (April-June, 2020 District Wise)

| Reporting Status |            |
|------------------|------------|
| Chitral          | Nil Report |
| Haripur          | Nil Report |



| Districts         | Abbotabad | Shangla | Haripur |
|-------------------|-----------|---------|---------|
| Total Application | 36        | 69      | 6       |
| Within Time       | 6         | 65      | 6       |
| Beyond Time       | 30        | 4       | 0       |

### (April-June, 2021 District Wise)

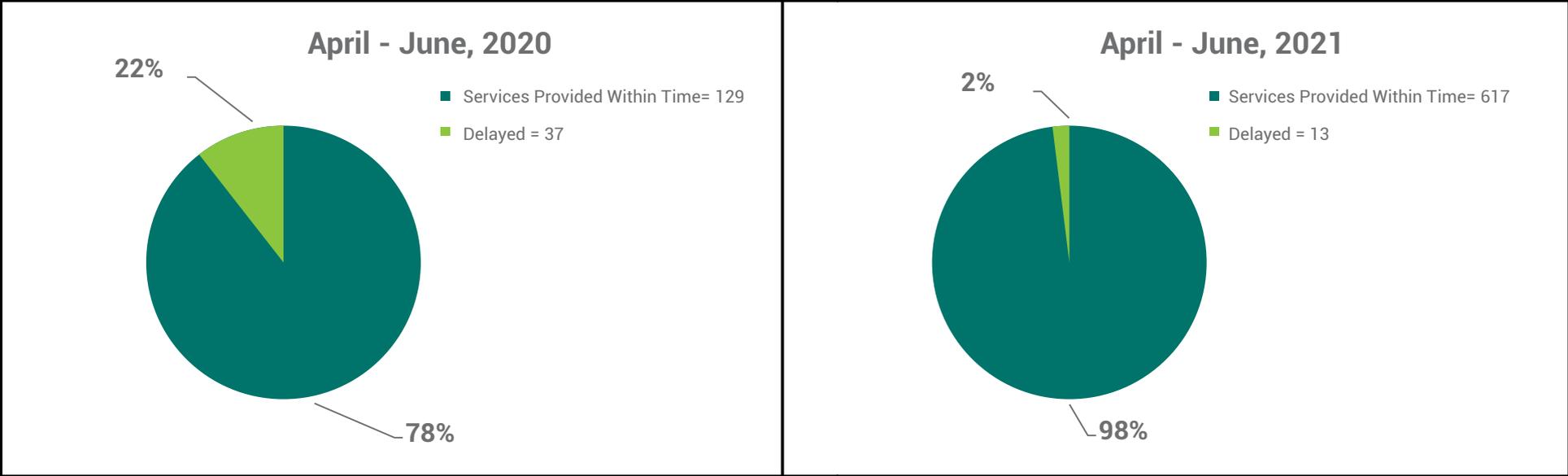


| Districts         | Abbotabad | Mansehra | Shangla |
|-------------------|-----------|----------|---------|
| Total Application | 22        | 4        | 39      |
| Within Time       | 22        | 3        | 39      |
| Beyond Time       | 0         | 1        | 0       |

**Analysis:** The service is available in 5 Districts only. There is delay of 25% in Mansehra which needs attention of the authorities.

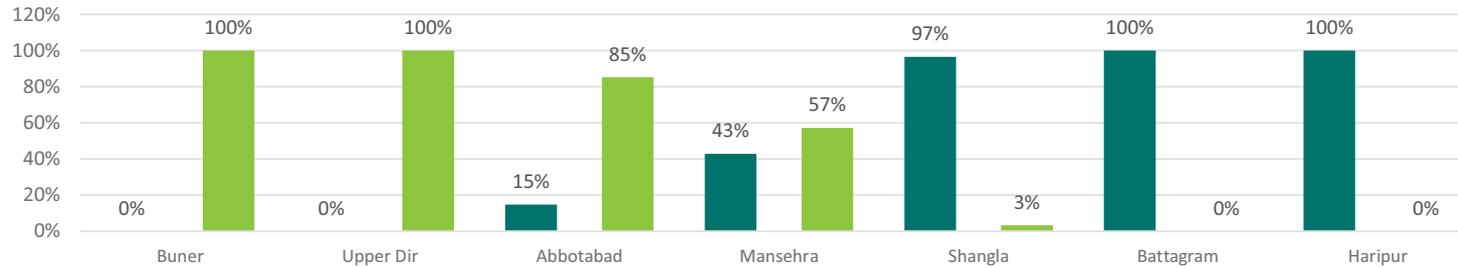
## D2. Issuance of Wood Permit (PROVINCE)

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



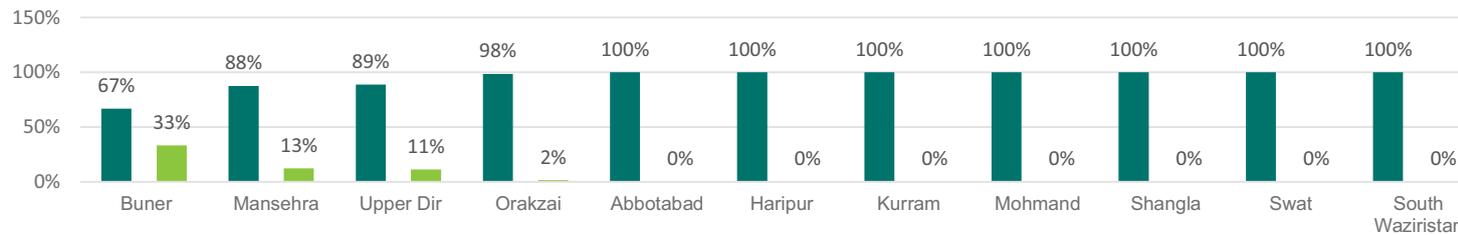
### Issuance of Wood Permit (April-June, 2020 District Wise)

| Reporting Status |            |
|------------------|------------|
| Chitral          | Nil Report |
| Battagram        | Nil Report |



| Districts         | Buner | Upper Dir | Abbottabad | Mansehra | Shangla | Battagram | Haripur |
|-------------------|-------|-----------|------------|----------|---------|-----------|---------|
| Total Application | 3     | 2         | 27         | 7        | 117     | 3         | 6       |
| Within Time       | 0     | 0         | 4          | 3        | 113     | 3         | 6       |
| Beyond Time       | 3     | 2         | 23         | 4        | 4       | 0         | 0       |

### (April-June, 2021 District Wise)



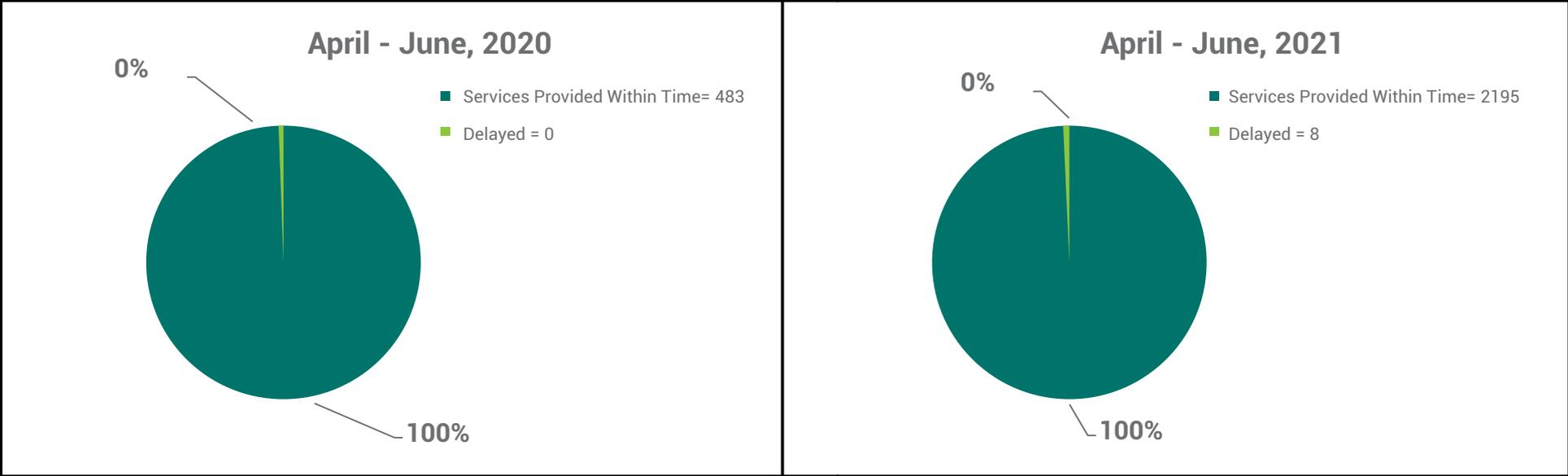
| Districts         | Buner | Mansehra | Upper Dir | Orakzai | Abbottabad | Haripur | Kurram | Mohmand | Shangla | Swat |
|-------------------|-------|----------|-----------|---------|------------|---------|--------|---------|---------|------|
| Total Application | 15    | 8        | 53        | 62      | 22         | 240     | 8      | 195     | 6       | 3    |
| Within Time       | 10    | 7        | 47        | 61      | 22         | 240     | 8      | 195     | 6       | 3    |
| Beyond Time       | 5     | 1        | 6         | 1       | 0          | 0       | 0      | 0       | 0       | 0    |

**Analysis:** Buner, Dir Upper, Abbottabad and Mansehra have minimized the delays but still there is enough room for improvement in Buner and Mansehra.

# E. HEALTH

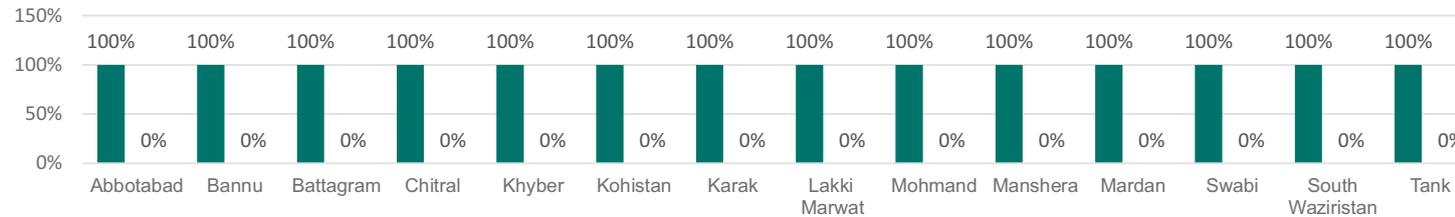
## E1.Copies of Post Mortem or Medico-Legal Report (PROVINCE)

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



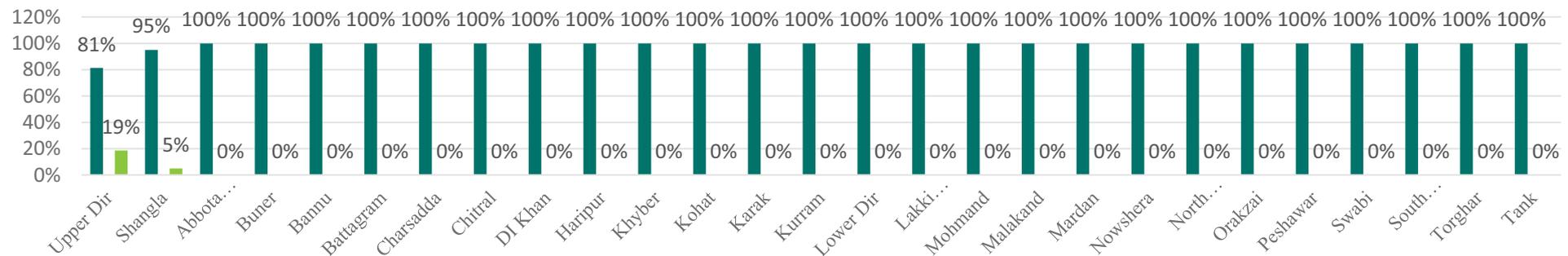
### Copies of Post Mortem or Medico-Legal Report (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Hangu            | Not Reported          |
| Kohistan         | Not Reported          |
| Swat             | Not Reported          |
| Mansehra         | Nil Report            |



| Districts         | Abbottabad | Bannu | Battagram | Chitral | Khyber | Kohistan | Karak | Lakki Marwat | Mohmand | Mansehra | Mardan | Swabi | South Waziristan | Tank |
|-------------------|------------|-------|-----------|---------|--------|----------|-------|--------------|---------|----------|--------|-------|------------------|------|
| Total Application | 1          | 3     | 188       | 5       | 17     | 6        | 34    | 46           | 4       | 1        | 1      | 84    | 19               | 74   |
| Within Time       | 1          | 3     | 188       | 5       | 17     | 6        | 34    | 46           | 4       | 1        | 1      | 84    | 19               | 74   |
| Beyond Time       | 0          | 0     | 0         | 0       | 0      | 0        | 0     | 0            | 0       | 0        | 0      | 0     | 0                | 0    |

### (April-June, 2021 District Wise)

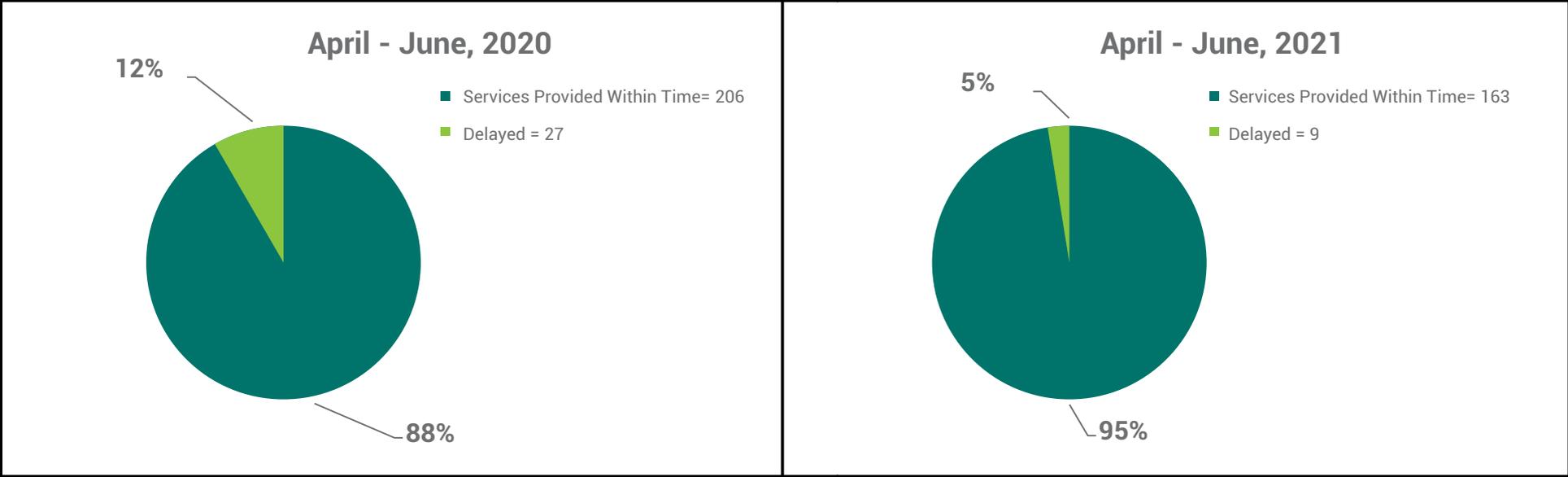


| Districts         | Upper Dir | Shangla | Abbottabad | Buner | Bannu | Battagram | Charsadda | Chitral | DI Khan | Haripur | Khyber | Kohat | Karak | Kurram | Lower Dir | Lakki Marwat | Mohmand | Malakand | Mardan | Nowshera | North Waziristan | Orakzai | Peshawar | Swabi | South Waziristan | Torghar | Tank |
|-------------------|-----------|---------|------------|-------|-------|-----------|-----------|---------|---------|---------|--------|-------|-------|--------|-----------|--------------|---------|----------|--------|----------|------------------|---------|----------|-------|------------------|---------|------|
| Total Application | 32        | 40      | 21         | 14    | 10    | 352       | 72        | 22      | 28      | 503     | 7      | 7     | 121   | 37     | 9         | 31           | 5       | 208      | 152    | 88       | 12               | 1       | 209      | 55    | 16               | 2       | 149  |
| Within Time       | 26        | 38      | 21         | 14    | 10    | 352       | 72        | 22      | 28      | 503     | 7      | 7     | 121   | 37     | 9         | 31           | 5       | 208      | 152    | 88       | 12               | 1       | 209      | 55    | 16               | 2       | 149  |
| Beyond Time       | 6         | 2       | 0          | 0     | 0     | 0         | 0         | 0       | 0       | 0       | 0      | 0     | 0     | 0      | 0         | 0            | 0       | 0        | 0      | 0        | 0                | 0       | 0        | 0     | 0                | 0       | 0    |

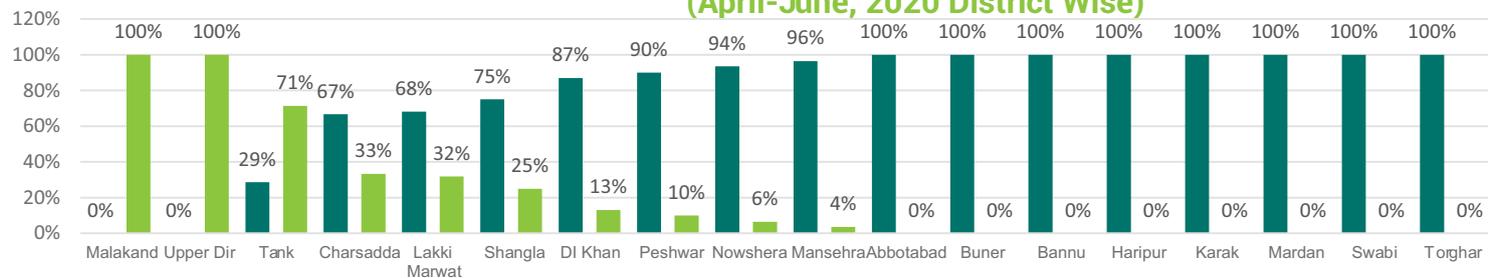
**Analysis:** The service is not available in Bajaur TD. Districts of Swat, Kohistan and Hangu have not reported the service while nil report is received from Mansehra. The overall service delivery is satisfactory. The Secretary Health is requested to improve the quality of service in the District of Dir Upper.

## E2. Issuance of Drug License (PROVINCE)

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



### Issuance of Drug License (April-June, 2020 District Wise)



| Districts         | Malakand | Upper Dir | Tank | Charsadda | Lakki Marwat | Shangla | DI Khan | Peshawar | Nowshera | Mansehra | Abbottabad | Buner | Bannu | Haripur | Karak | Mardan | Swabi | Torghar |
|-------------------|----------|-----------|------|-----------|--------------|---------|---------|----------|----------|----------|------------|-------|-------|---------|-------|--------|-------|---------|
| Total Application | 1        | 1         | 7    | 6         | 22           | 8       | 23      | 30       | 31       | 28       | 9          | 26    | 7     | 21      | 9     | 2      | 1     | 1       |
| Within Time       | 0        | 0         | 2    | 4         | 15           | 6       | 20      | 27       | 29       | 27       | 9          | 26    | 7     | 21      | 9     | 2      | 1     | 1       |
| Beyond Time       | 1        | 1         | 5    | 2         | 7            | 2       | 3       | 3        | 2        | 1        | 0          | 0     | 0     | 0       | 0     | 0      | 0     | 0       |

### (April-June, 2021 District Wise)



| Districts         | Lakki Marwat | Peshawar | Swat | Bannu | Charsadda | DI Khan | Lower Dir | Mardan | Nowshera | Shangla |
|-------------------|--------------|----------|------|-------|-----------|---------|-----------|--------|----------|---------|
| Total Application | 10           | 38       | 12   | 7     | 5         | 31      | 1         | 50     | 16       | 2       |
| Within Time       | 7            | 33       | 11   | 7     | 5         | 31      | 1         | 50     | 16       | 2       |
| Beyond Time       | 3            | 5        | 1    | 0     | 0         | 0       | 0         | 0      | 0        | 0       |

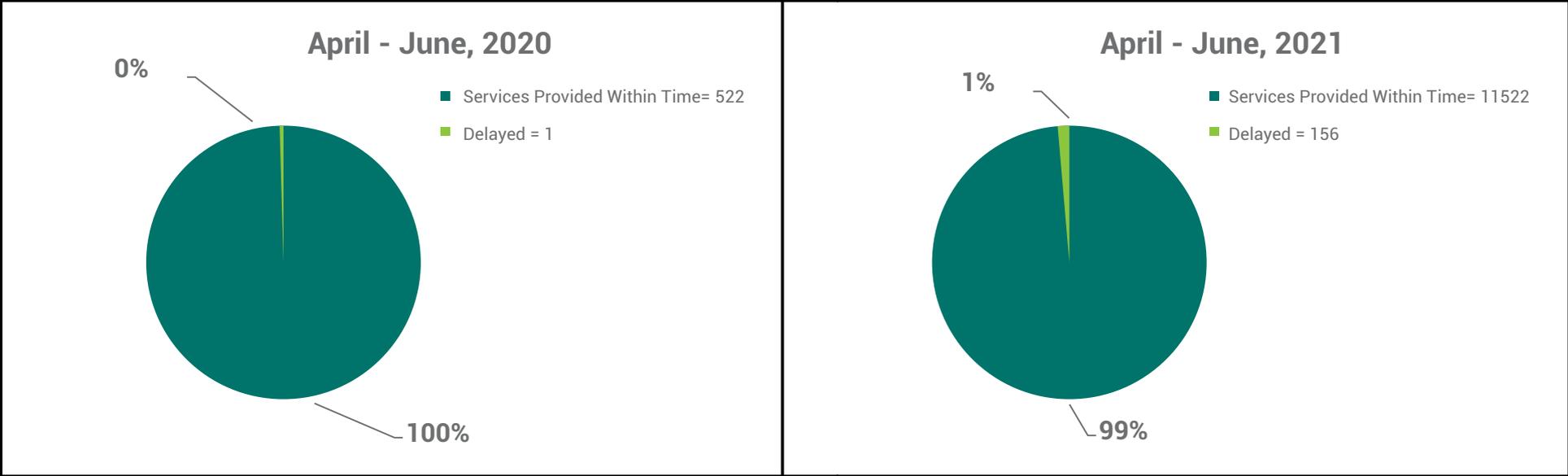
| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| South Waziristan | Service Not Available |
| Khyber           | Service Not Available |
| North Waziristan | Service Not Available |
| Kurram           | Service Not Available |
| Tank             | Service Not Available |
| Dir Upper        | Not Reported          |
| Buner            | Not Reported          |
| Dir Lower        | Not Reported          |
| Haripur          | Not Reported          |
| Karak            | Not Reported          |
| Kohat            | Not Reported          |
| Kohistan         | Not Reported          |
| Mansehra         | Not Reported          |
| Orakzai          | Nil Report            |
| Malakand         | Nil Report            |
| Mohmand          | Nil Report            |
| Hangu            | Nil Report            |
| Chitral          | Nil Report            |
| Torghar          | Nil Report            |
| Abbottabad       | Nil Report            |
| Battagram        | Nil Report            |

**Analysis:** The service is not available in six Merged Districts out of seven. No report from eight districts and Nil report from seven districts. The service delivery has improved as compared to the same period during 2020. Peshawar and Lakki Marwat needs attention of the authorities.

# F. HOME DEPARTMENT

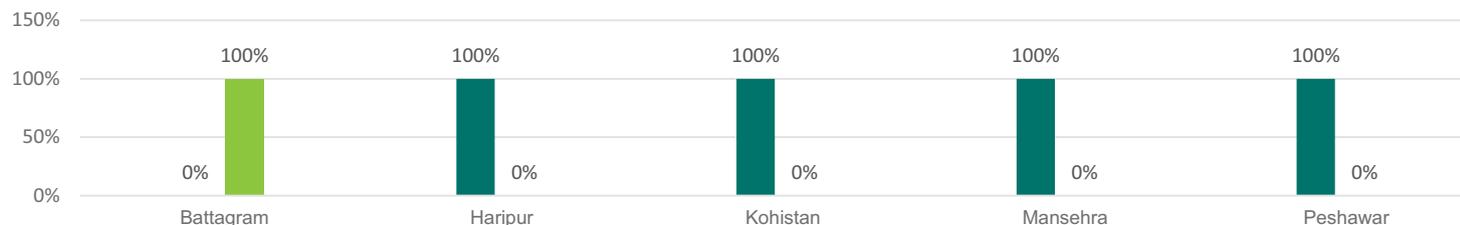
## F1. Processing of Arms License (Province)

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



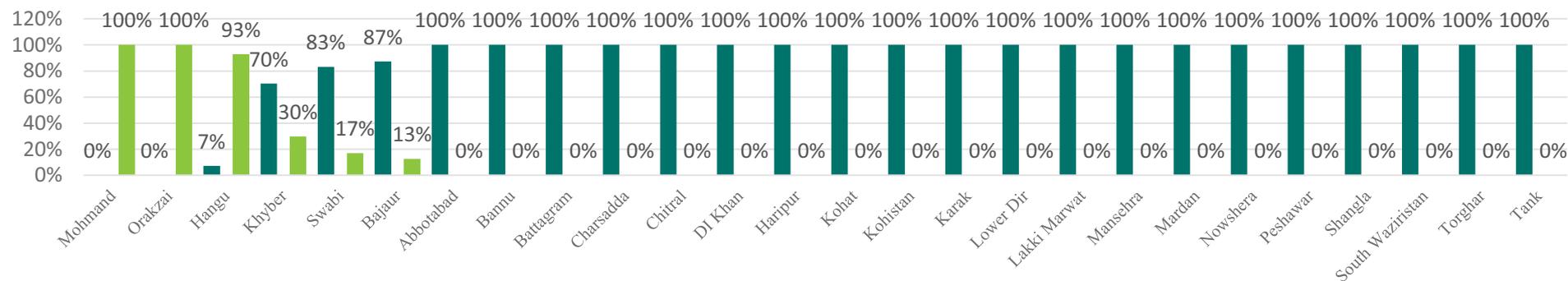
### Processing of Arms License (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Upper Dir        | Service Not Available |
| Buner            | Not Reported          |
| Kurram           | Not Reported          |
| Malakand         | Not Reported          |
| North Waziristan | Not Reported          |
| Swat             | Not Reported          |



| Districts         | Battagram | Haripur | Kohistan | Mansehra | Peshawar |
|-------------------|-----------|---------|----------|----------|----------|
| Total Application | 1         | 54      | 19       | 43       | 406      |
| Within Time       | 0         | 54      | 19       | 43       | 406      |
| Beyond Time       | 1         | 0       | 0        | 0        | 0        |

### (April-June, 2021 District Wise)

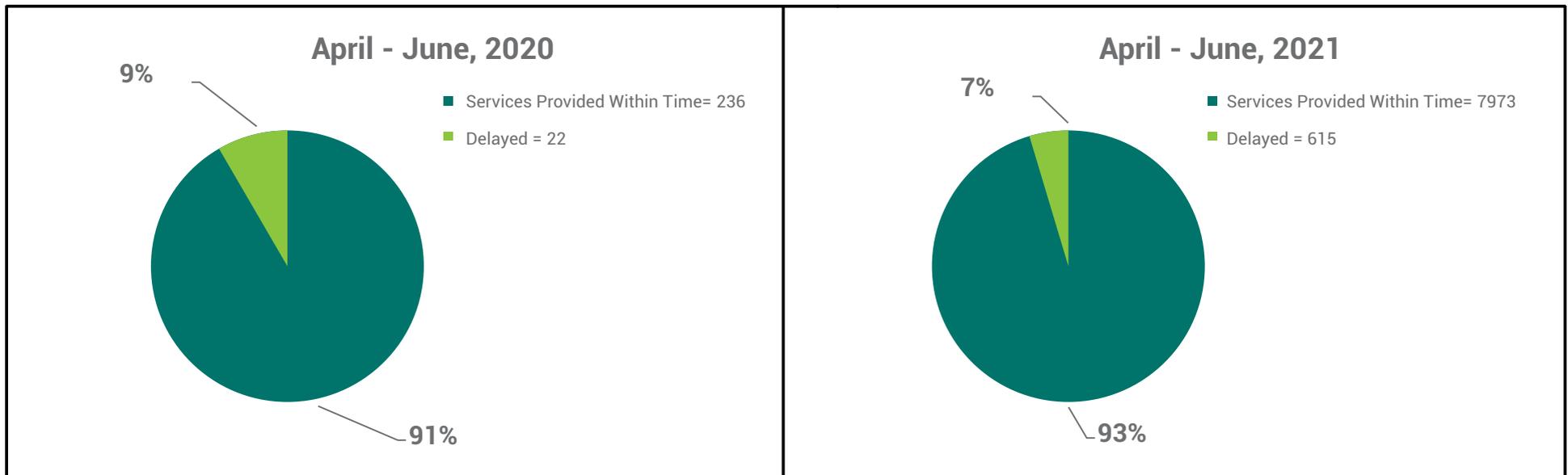


| Districts         | Mohmand | Orakzai | Hangu | Khyber | Swabi | Bajaur | Abbottabad | Bannu | Battagram | Charsadda | Chitral | DI Khan | Haripur | Kohat | Kohistan | Karak | Lower Dir | Lakki Marwat | Mansehra | Mardan | Nowshera | Peshawar | Shangla | South Waziristan | Torghar | Tank |
|-------------------|---------|---------|-------|--------|-------|--------|------------|-------|-----------|-----------|---------|---------|---------|-------|----------|-------|-----------|--------------|----------|--------|----------|----------|---------|------------------|---------|------|
| Total Application | 29      | 1       | 28    | 37     | 348   | 237    | 231        | 1801  | 104       | 17        | 50      | 873     | 359     | 77    | 1        | 766   | 762       | 9            | 603      | 1501   | 509      | 2839     | 334     | 57               | 76      | 29   |
| Within Time       | 0       | 0       | 2     | 26     | 289   | 207    | 231        | 1801  | 104       | 17        | 50      | 873     | 359     | 77    | 1        | 766   | 762       | 9            | 603      | 1501   | 509      | 2839     | 334     | 57               | 76      | 29   |
| Beyond Time       | 29      | 1       | 26    | 11     | 59    | 30     | 0          | 0     | 0         | 0         | 0       | 0       | 0       | 0     | 0        | 0     | 0         | 0            | 0        | 0      | 0        | 0        | 0       | 0                | 0       | 0    |

**Analysis:** The overall service delivery has improved however Mohmand, Orakzai, Khyber TDs and Hangu have to further improve the service delivery. It is worthwhile to mention that in the 1st quarter of the current year (January-March 2021) the performance of districts of Khyber TD and Hangu was very poor as well.

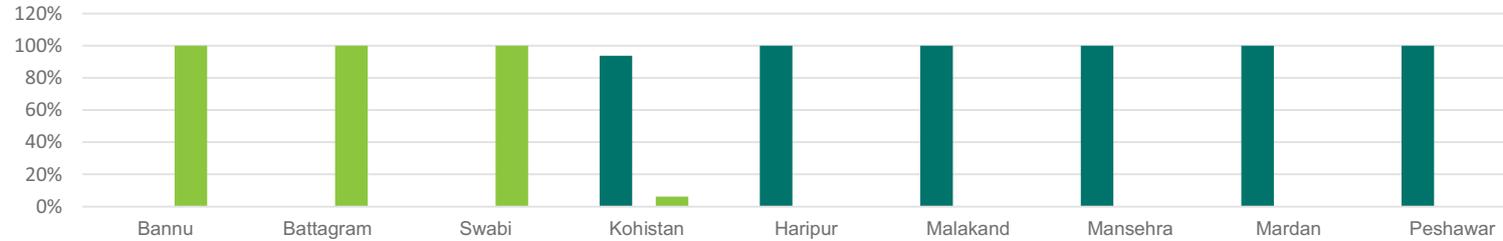
## F2. Verification of Arms Applicant (PROVINCE)

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



### Verification of Arms Applicant (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Upper Dir        | Service Not Available |
| Bajaur           | Service Not Available |
| Khyber           | Service Not Available |
| North Waziristan | Not Reported          |
| Swat             | Not Reported          |
| Kurram           | Not Reported          |
| Charsadda        | Not Reported          |
| Orakzai          | Not Reported          |



| Districts                | Bannu | Battagram | Swat | Kohistan | Haripur | Malakand | Mansehra | Mardan | Peshawar |
|--------------------------|-------|-----------|------|----------|---------|----------|----------|--------|----------|
| <b>Total Application</b> | 16    | 1         | 1    | 65       | 3       | 1        | 26       | 58     | 87       |
| <b>Within Time</b>       | 0     | 0         | 0    | 61       | 3       | 1        | 26       | 58     | 87       |
| <b>Beyond Time</b>       | 16    | 1         | 1    | 4        | 0       | 0        | 0        | 0      | 0        |

### (April-June, 2021 District Wise)

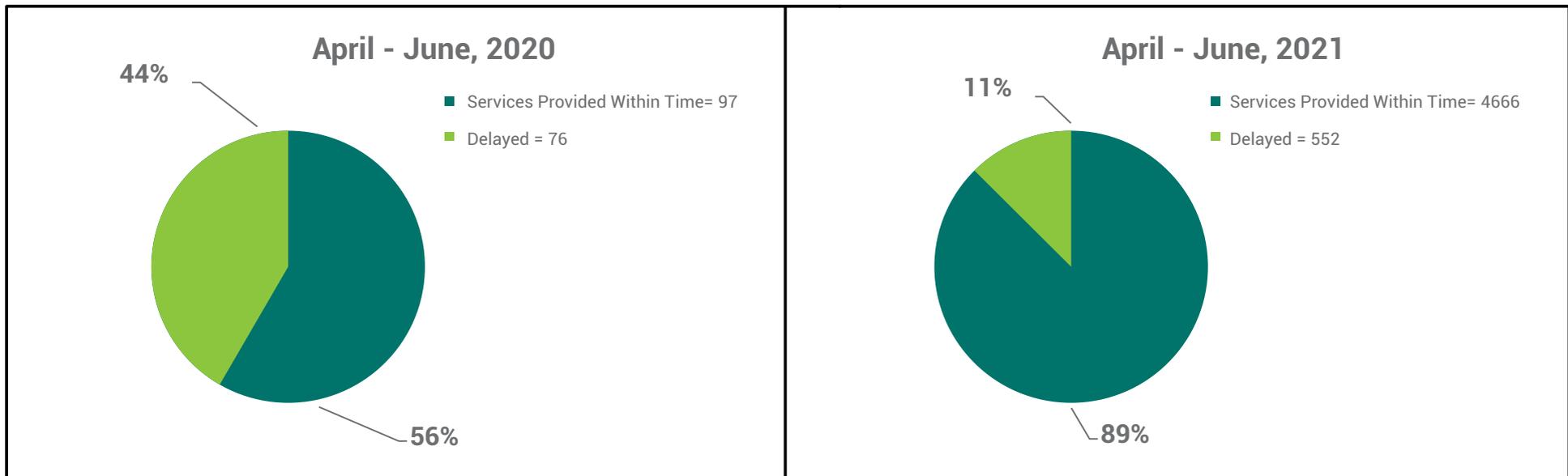


| Districts                | Buner | Mohmand | Hangu | Battagram | Haripur | Kohistan | Swabi | DI Khan | Lower Dir | Karak | Nowshera | Bannu | Peshawar | Abbottabad | Chitral | Kohat | Lakki Marwat | Malakand | Mansehra | Mardan | Shangla | South Waziristan | Torghar | Tank |
|--------------------------|-------|---------|-------|-----------|---------|----------|-------|---------|-----------|-------|----------|-------|----------|------------|---------|-------|--------------|----------|----------|--------|---------|------------------|---------|------|
| <b>Total Application</b> | 15    | 9       | 14    | 141       | 192     | 112      | 537   | 258     | 481       | 362   | 82       | 1553  | 1808     | 261        | 26      | 181   | 802          | 244      | 441      | 737    | 216     | 26               | 43      | 47   |
| <b>Within Time</b>       | 0     | 1       | 6     | 64        | 109     | 83       | 399   | 194     | 406       | 314   | 73       | 1507  | 1793     | 261        | 26      | 181   | 802          | 244      | 441      | 737    | 216     | 26               | 43      | 47   |
| <b>Beyond Time</b>       | 15    | 8       | 8     | 77        | 83      | 29       | 138   | 64      | 75        | 48    | 9        | 46    | 15       | 0          | 0       | 0     | 0            | 0        | 0        | 0      | 0       | 0                | 0       | 0    |

**Analysis:** The service delivery is Highly poor in **Buner (100% delay)**. Mohmand TD, Hangu, Battagram and Haripur have delays of more than 50%. The authorities have to put in extra efforts to minimize the back log. The Home Secretary is requested to hold meeting of the stakeholders and find solutions.

### F3. Issuance of Arms License (PROVINCE)

|                     |                     |
|---------------------|---------------------|
| Notified Time       | 15 Days             |
| Designated officer  | Deputy Commissioner |
| Appellate Authority | Commissioner        |

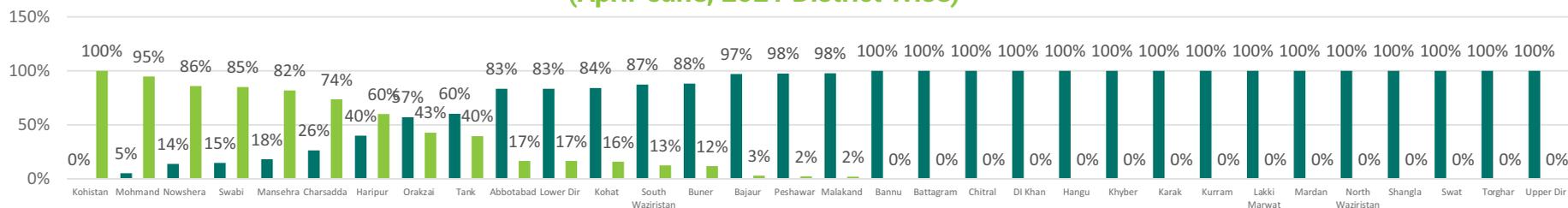


### ISSUANCE OF ARMS LICENSE (April-June, 2020 District Wise)



| Districts                | Abbottabad | Buner | Bannu | Battagram | Malakand | North Waziristan | Peshawar | South Waziristan | Chitral | Haripur | Kohistan | Mohmand |
|--------------------------|------------|-------|-------|-----------|----------|------------------|----------|------------------|---------|---------|----------|---------|
| <b>Total Application</b> | 1          | 40    | 18    | 1         | 3        | 4                | 2        | 7                | 1       | 17      | 67       | 12      |
| <b>Within Time</b>       | 0          | 0     | 0     | 0         | 0        | 0                | 0        | 0                | 1       | 17      | 67       | 12      |
| <b>Beyond Time</b>       | 1          | 40    | 18    | 1         | 3        | 4                | 2        | 7                | 0       | 0       | 0        | 0       |

### (April-June, 2021 District Wise)

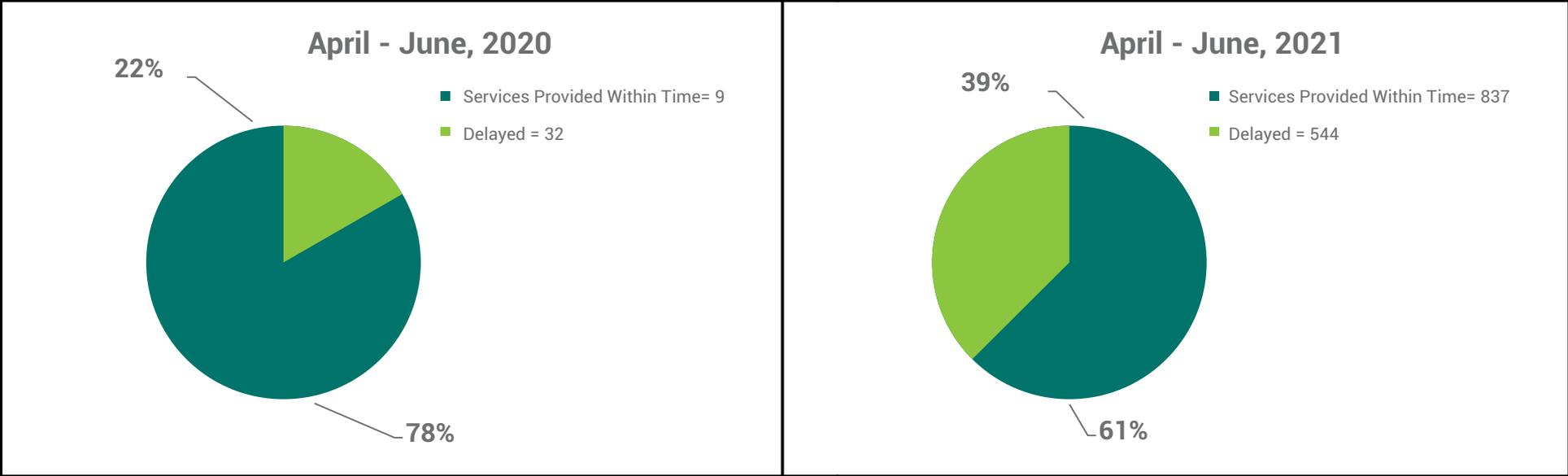


| Districts                | Kohistan | Mohmand | Nowshera | Swabi | Mansehra | Charsadda | Haripur | Orakzai | Tank | Abbottabad | Lower Dir | Kohat | South Waziristan | Buner | Bajaur | Peshawar | Malakand | Bannu | Battagram | Chitral | DI Khan | Hangu | Khyber | Karrak | Kurram | Lakki Mardan | Mardan | North Waziristan | Shangla | Swat | Torghar | Upper Dir |
|--------------------------|----------|---------|----------|-------|----------|-----------|---------|---------|------|------------|-----------|-------|------------------|-------|--------|----------|----------|-------|-----------|---------|---------|-------|--------|--------|--------|--------------|--------|------------------|---------|------|---------|-----------|
| <b>Total Application</b> | 1        | 19      | 43       | 221   | 143      | 19        | 25      | 7       | 68   | 60         | 271       | 107   | 127              | 59    | 237    | 717      | 228      | 974   | 181       | 48      | 28      | 2     | 37     | 184    | 50     | 2            | 227    | 56               | 21      | 486  | 63      | 495       |
| <b>Within Time</b>       | 0        | 1       | 6        | 33    | 26       | 5         | 10      | 4       | 41   | 50         | 226       | 90    | 111              | 52    | 230    | 700      | 223      | 974   | 181       | 48      | 28      | 2     | 37     | 184    | 50     | 2            | 227    | 56               | 21      | 486  | 63      | 495       |
| <b>Beyond Time</b>       | 1        | 18      | 37       | 188   | 117      | 14        | 15      | 3       | 27   | 10         | 45        | 17    | 16               | 7     | 7      | 17       | 5        | 0     | 0         | 0       | 0       | 0     | 0      | 0      | 0      | 0            | 0      | 0                | 0       | 0    | 0       | 0         |

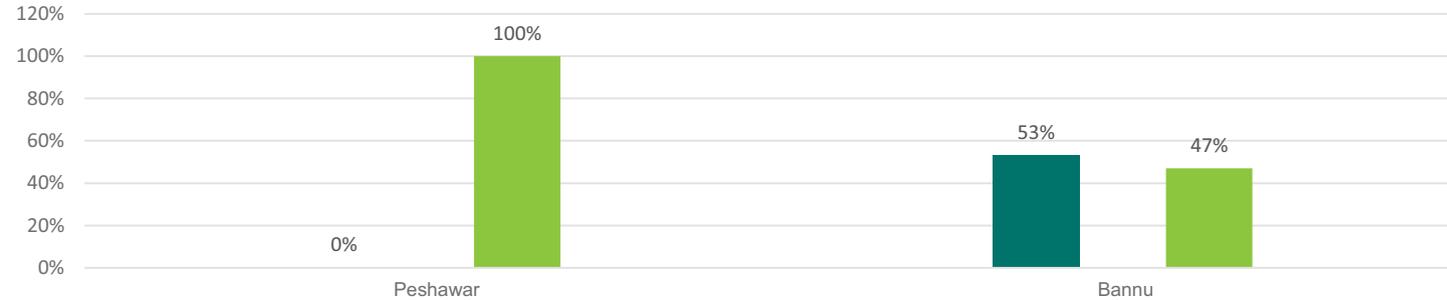
**Analysis:** Though the service delivery shows slight improvement but there is delay of more than 50% in districts of Kohistan, Mohmand TD, Nowshera, Mansehra, Charsada and Haripur as compared to previous year (April-June 2020). But the situation remains alarming even comparing with the first quarter of the current year (January-March 2021). The Home Secretary is requested to take note and improve the situation.

**F4. All Pakistan Cartridge Increase (PROVINCE)**

|                            |                              |
|----------------------------|------------------------------|
| <b>Notified Time</b>       | <b>10 Days</b>               |
| <b>Designated officer</b>  | <b>Deputy Secretary Home</b> |
| <b>Appellate Authority</b> | <b>Secretary Home</b>        |



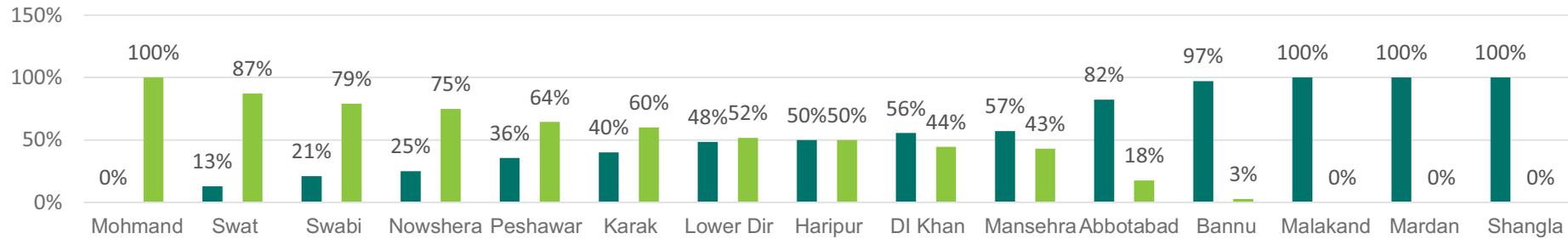
### All Pakistan Cartridge Increase (April-June, 2020 District Wise)



| Districts         | Peshawar | Bannu |
|-------------------|----------|-------|
| Total Application | 24       | 17    |
| Within Time       | 0        | 9     |
| Beyond Time       | 24       | 8     |

| Reporting Status |                       |
|------------------|-----------------------|
| Tank             | Service Not Available |
| South Waziristan | Service Not Available |
| North Waziristan | Service Not Available |
| Orakzai          | Service Not Available |
| Kurram           | Service Not Available |
| Khyber           | Service Not Available |
| Dir Upper        | Service Not Available |
| Bajaur           | Service Not Available |
| Battagram        | Service Not Available |
| Lakki Marwat     | Not Reported          |
| Kohat            | Not Reported          |
| Kohistan         | Not Reported          |
| Charsadda        | Not Reported          |
| Buner            | Not Reported          |
| Chitral          | Not Reported          |
| Torghar          | Not Reported          |
| Hangu            | Nil Report            |

### (April-June, 2021 District Wise)

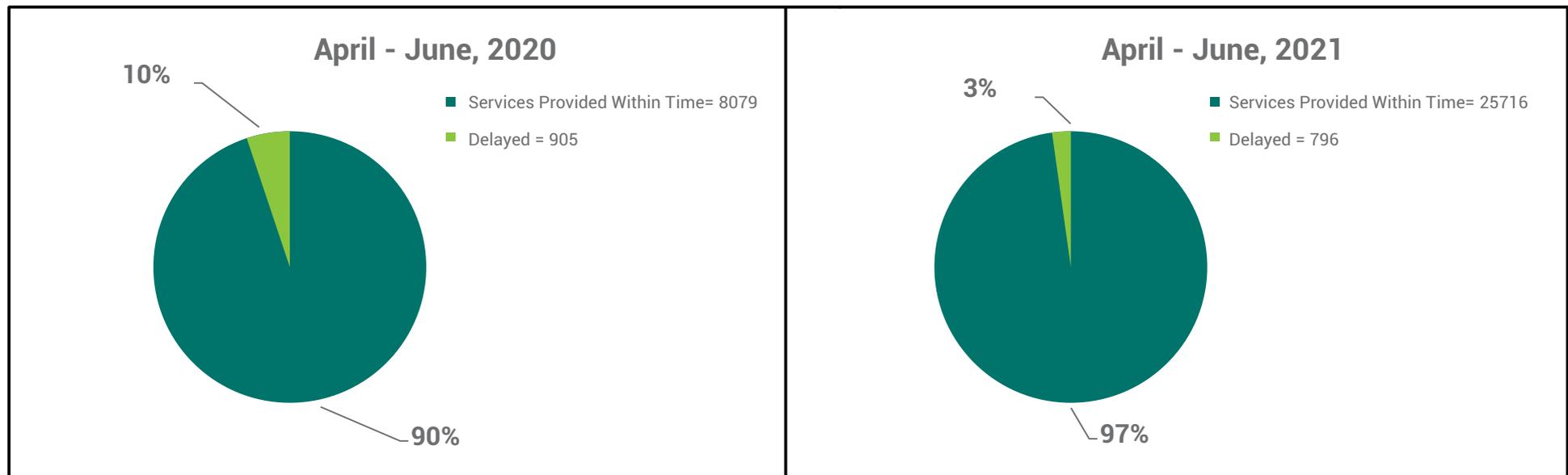


| Districts         | Mohmand | Swat | Swabi | Nowshera | Peshawar | Karak | Lower Dir | Haripur | DI Khan | Mansehra | Abbottabad | Bannu | Malakand | Mardan | Shangla |
|-------------------|---------|------|-------|----------|----------|-------|-----------|---------|---------|----------|------------|-------|----------|--------|---------|
| Total Application | 9       | 47   | 81    | 20       | 343      | 50    | 178       | 8       | 18      | 93       | 102        | 73    | 149      | 175    | 35      |
| Within Time       | 0       | 6    | 17    | 5        | 122      | 20    | 86        | 4       | 10      | 53       | 84         | 71    | 149      | 175    | 35      |
| Beyond Time       | 9       | 41   | 64    | 15       | 221      | 30    | 92        | 4       | 8       | 40       | 18         | 2     | 0        | 0      | 0       |

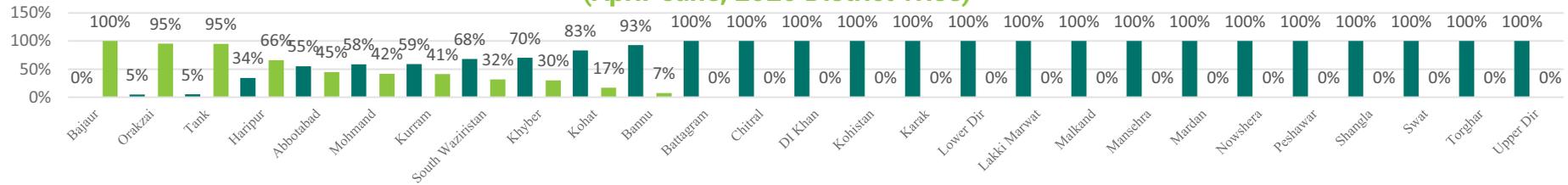
**Analysis:** The service is not available in Nine districts; seven districts have not reported while Hangu has submitted Nil report. The delay in service delivery in the districts of Swabi, Mohmand TD and Nowshera is more than 70 % ; Swat, Peshawar and Karak is more than 50% delay. In the districts of Swabi, Nowshera and Peshawar the delays were more than 50% during the first quarter of the current year (January-March 2021) as well. Authorities have to take concrete steps to ensure availability and timely delivery of the service.

## F5. Domicile Certificate (PROVINCE)

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

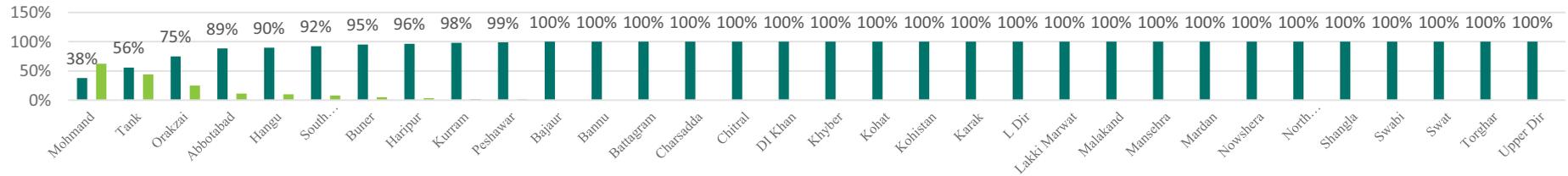


### Domicile Certificate (April-June, 2020 District Wise)



| Districts         | Bajaur | Orakzai | Tank | Haripur | Abbottabad | Mohmand | Kurram | South Waziristan | Khyber | Kohat | Bannu | Battagram | Chitral | DI Khan | Kohistan | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | Peshawar | Shangla | Swat | Torghar | Upper Dir |
|-------------------|--------|---------|------|---------|------------|---------|--------|------------------|--------|-------|-------|-----------|---------|---------|----------|-------|-----------|--------------|----------|----------|--------|----------|----------|---------|------|---------|-----------|
| Total Application | 196    | 66      | 78   | 320     | 87         | 77      | 197    | 22               | 623    | 6     | 192   | 74        | 6       | 673     | 39       | 346   | 202       | 547          | 296      | 741      | 1075   | 877      | 44       | 1851    | 66   | 58      | 225       |
| Within Time       | 0      | 3       | 4    | 109     | 48         | 45      | 116    | 15               | 436    | 5     | 178   | 74        | 6       | 673     | 39       | 346   | 202       | 547          | 296      | 741      | 1075   | 877      | 44       | 1851    | 66   | 58      | 225       |
| Beyond Time       | 196    | 63      | 74   | 211     | 39         | 32      | 81     | 7                | 187    | 1     | 14    | 0         | 0       | 0       | 0        | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0        | 0       | 0    | 0       | 0         |

### Domicile Certificate (April-June, 2021 District Wise)



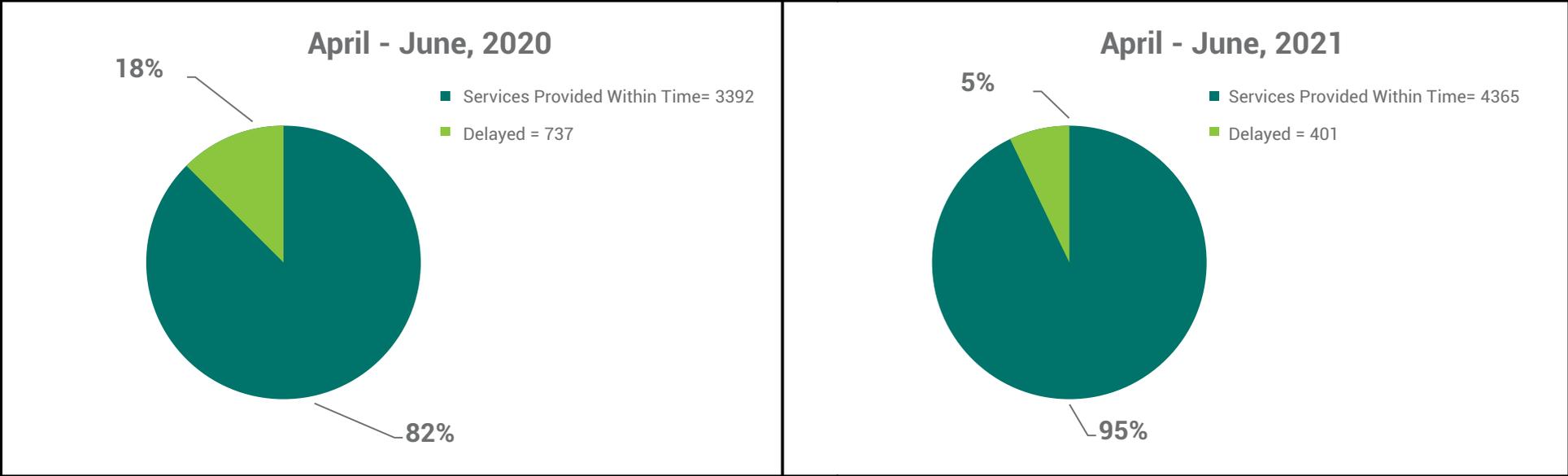
| Districts         | Mohmand | Tank | Orakzai | Abbottabad | Hangu | South Waziristan | Buner | Haripur | Kurram | Peshawar | Bajaur | Bannu | Battagram | Charsadda | Chitral | DI Khan | Khyber | Kohat | Kohistan | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Shangla | Swabi | Swat | Torghar | Upper Dir |
|-------------------|---------|------|---------|------------|-------|------------------|-------|---------|--------|----------|--------|-------|-----------|-----------|---------|---------|--------|-------|----------|-------|-----------|--------------|----------|----------|--------|----------|------------------|---------|-------|------|---------|-----------|
| Total Application | 82      | 569  | 404     | 322        | 20    | 3717             | 81    | 1046    | 55     | 1682     | 911    | 1415  | 242       | 2290      | 248     | 392     | 106    | 57    | 265      | 316   | 110       | 435          | 232      | 1777     | 1627   | 817      | 5359             | 462     | 457   | 479  | 105     | 398       |
| Within time       | 31      | 318  | 303     | 285        | 18    | 3425             | 77    | 1009    | 54     | 1662     | 911    | 1415  | 242       | 2290      | 248     | 392     | 106    | 57    | 265      | 316   | 110       | 435          | 232      | 1777     | 1627   | 817      | 5359             | 462     | 457   | 479  | 105     | 398       |
| Beyond Time       | 51      | 251  | 101     | 37         | 2     | 292              | 4     | 37      | 1      | 20       | 0      | 0     | 0         | 0         | 0       | 0       | 0      | 0     | 0        | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0                | 0       | 0     | 0    | 0       | 0         |

**Analysis:** The overall service delivery is satisfactory. Tank, Mohmand and Orakzai TDs have to minimize the delays. Tank district needs special attention of the District Administration as it has delay of 41% during the first quarter of the current year (January-March 2021) as well.

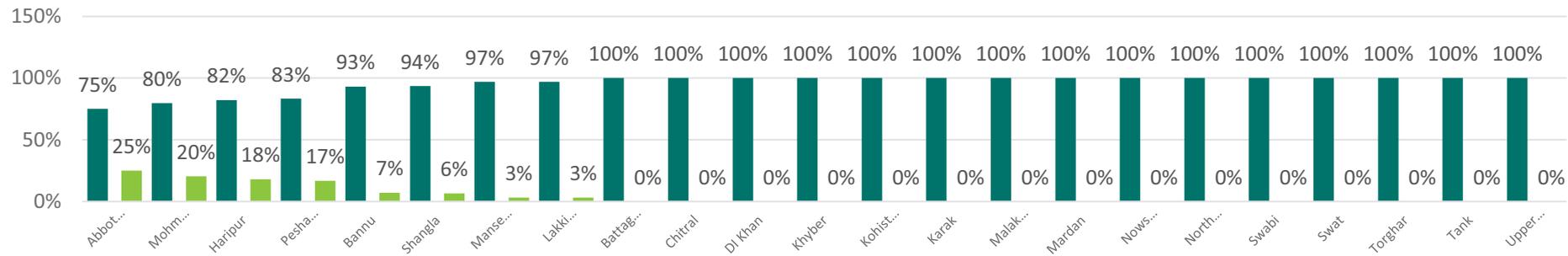
# G. LOCAL GOVERNMENT

## G1.Birth Certificate (PROVINCE)

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

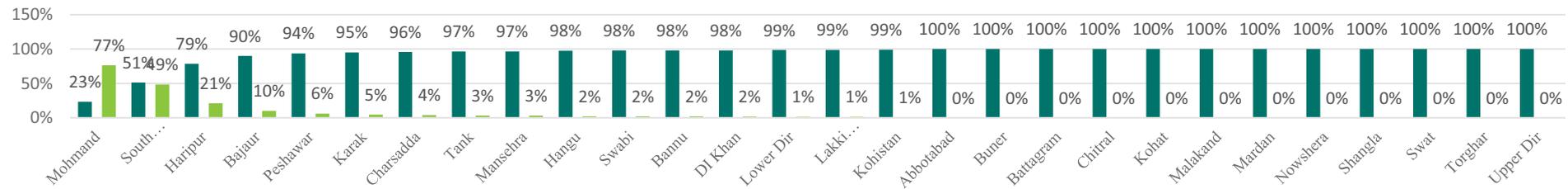


### Birth Certificate (April-June, 2020 District Wise)



| Districts                | Abbottabad | Mohmand | Haripur | Peshawar | Bannu | Shangla | Mansehra | Lakki Marwat | Battagram | Chitral | DI Khan | Khyber | Kohistan | Karak | Malakand | Mardan | Nowshera | North Waziristan | Swabi | Swat | Torghar | Tank | Upper Dir |
|--------------------------|------------|---------|---------|----------|-------|---------|----------|--------------|-----------|---------|---------|--------|----------|-------|----------|--------|----------|------------------|-------|------|---------|------|-----------|
| <b>Total Application</b> | 8          | 3449    | 84      | 18       | 86    | 31      | 65       | 66           | 20        | 4       | 28      | 63     | 6        | 31    | 10       | 50     | 58       | 3                | 1     | 6    | 21      | 16   | 2         |
| <b>Within Time</b>       | 6          | 2744    | 69      | 15       | 80    | 29      | 63       | 64           | 20        | 4       | 28      | 63     | 6        | 31    | 10       | 50     | 58       | 3                | 1     | 6    | 21      | 16   | 2         |
| <b>Beyond Time</b>       | 2          | 705     | 15      | 3        | 6     | 2       | 2        | 2            | 0         | 0       | 0       | 0      | 0        | 0     | 0        | 0      | 0        | 0                | 0     | 0    | 0       | 0    | 0         |

### Birth Certificate (April-June, 2021 District Wise)

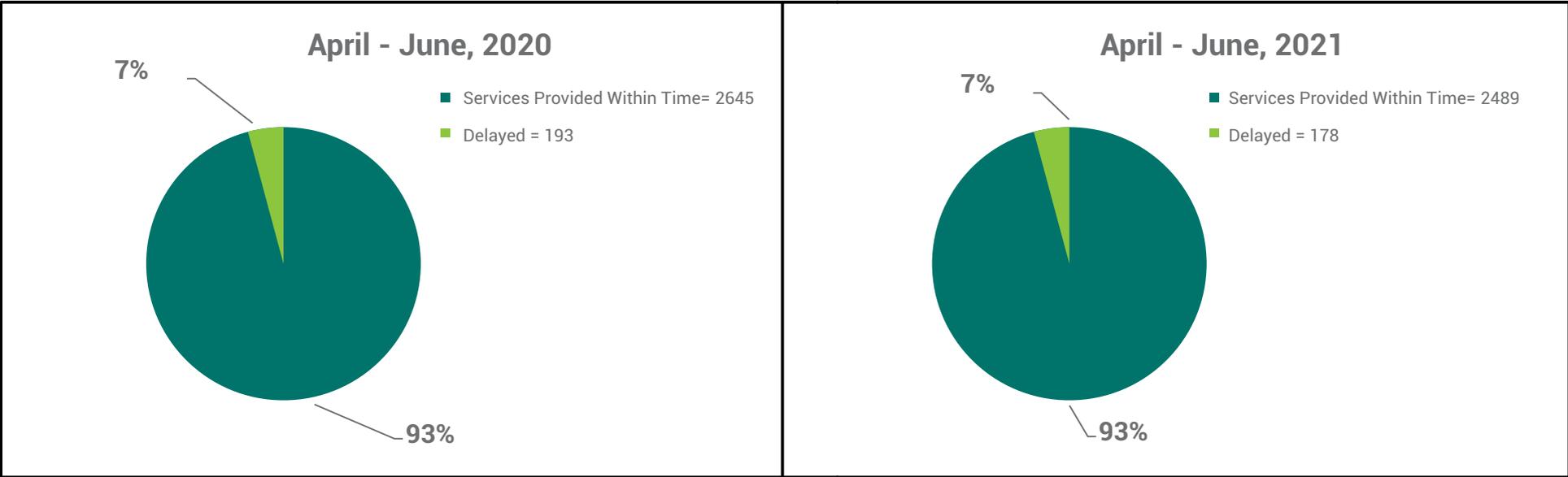


| Districts                | Mohmand | South Waziristan | Haripur | Bajaur | Peshawar | Karak | Charsadda | Tank | Mansehra | Hangu | Swabi | Bannu | DI Khan | Lower Dir | Lakki Marwat | Kohistan | Abbottabad | Buner | Battagram | Chitral | Kohat | Malakand | Mardan | Nowshera | Shangla | Swat | Torghar | Upper Dir |
|--------------------------|---------|------------------|---------|--------|----------|-------|-----------|------|----------|-------|-------|-------|---------|-----------|--------------|----------|------------|-------|-----------|---------|-------|----------|--------|----------|---------|------|---------|-----------|
| <b>Total Application</b> | 158     | 35               | 427     | 10     | 1067     | 351   | 704       | 30   | 888      | 43    | 329   | 143   | 716     | 70        | 75           | 397      | 85         | 67    | 343       | 61      | 130   | 73       | 783    | 161      | 1123    | 34   | 206     | 257       |
| <b>Within Time</b>       | 37      | 18               | 336     | 9      | 1001     | 334   | 676       | 29   | 859      | 42    | 322   | 140   | 702     | 69        | 74           | 394      | 85         | 67    | 343       | 61      | 130   | 73       | 783    | 161      | 1123    | 34   | 206     | 257       |
| <b>Beyond Time</b>       | 121     | 17               | 91      | 1      | 66       | 17    | 28        | 1    | 29       | 1     | 7     | 3     | 14      | 1         | 1            | 3        | 0          | 0     | 0         | 0       | 0     | 0        | 0      | 0        | 0       | 0    | 0       | 0         |

**Analysis:** The service is not available in Khyber and North Waziristan TDs while Kurram and Orakzai TDs Not reported. The overall service delivery is satisfactory but in Mohmand and South Waziristan TDs the delay is more than 50%. Delay of 39% was recorded in the first quarter of 2021 in respect of Haripur. The authorities have to further minimize it.

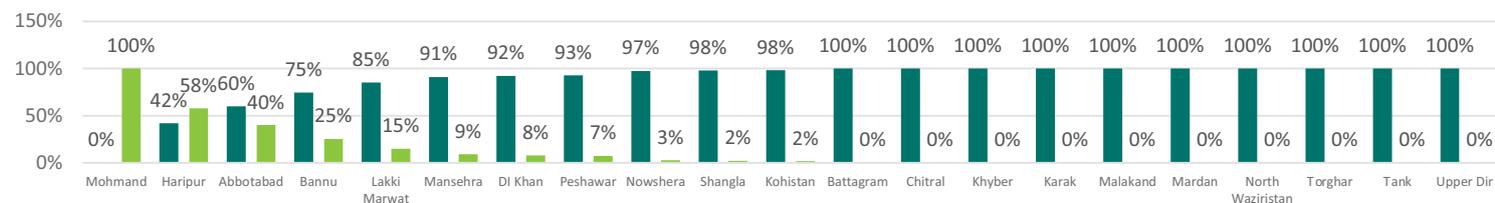
## G2. Death Certificate (PROVINCE)

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



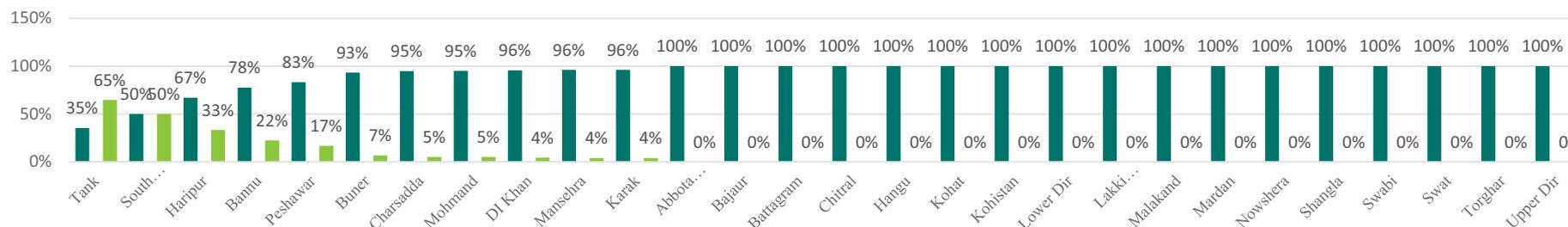
### Death Certificate (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Khyber           | Service Not Available |
| North Waziristan | Service Not Available |
| Kurram           | Service Not Available |
| Orakzai          | Nil Report            |



| Districts                | Mohmand | Haripur | Abbotabad | Bannu | Lakki Marwat | Mansehra | DI Khan | Peshawar | Nowshera | Shangla | Kohistan | Battagram | Chitral | Khyber | Karak | Malakand | Mardan | North Waziristan | Torghar | Tank | Upper Dir |
|--------------------------|---------|---------|-----------|-------|--------------|----------|---------|----------|----------|---------|----------|-----------|---------|--------|-------|----------|--------|------------------|---------|------|-----------|
| <b>Total Application</b> | 12      | 19      | 15        | 138   | 88           | 222      | 1019    | 56       | 150      | 275     | 117      | 268       | 70      | 62     | 34    | 4        | 215    | 1                | 60      | 10   | 3         |
| <b>Within Time</b>       | 0       | 8       | 9         | 103   | 75           | 202      | 939     | 52       | 146      | 269     | 115      | 268       | 70      | 62     | 34    | 4        | 215    | 1                | 60      | 10   | 3         |
| <b>Beyond Time</b>       | 12      | 11      | 6         | 35    | 13           | 20       | 80      | 4        | 4        | 6       | 2        | 0         | 0       | 0      | 0     | 0        | 0      | 0                | 0       | 0    | 0         |

### (April-June, 2021 District Wise)

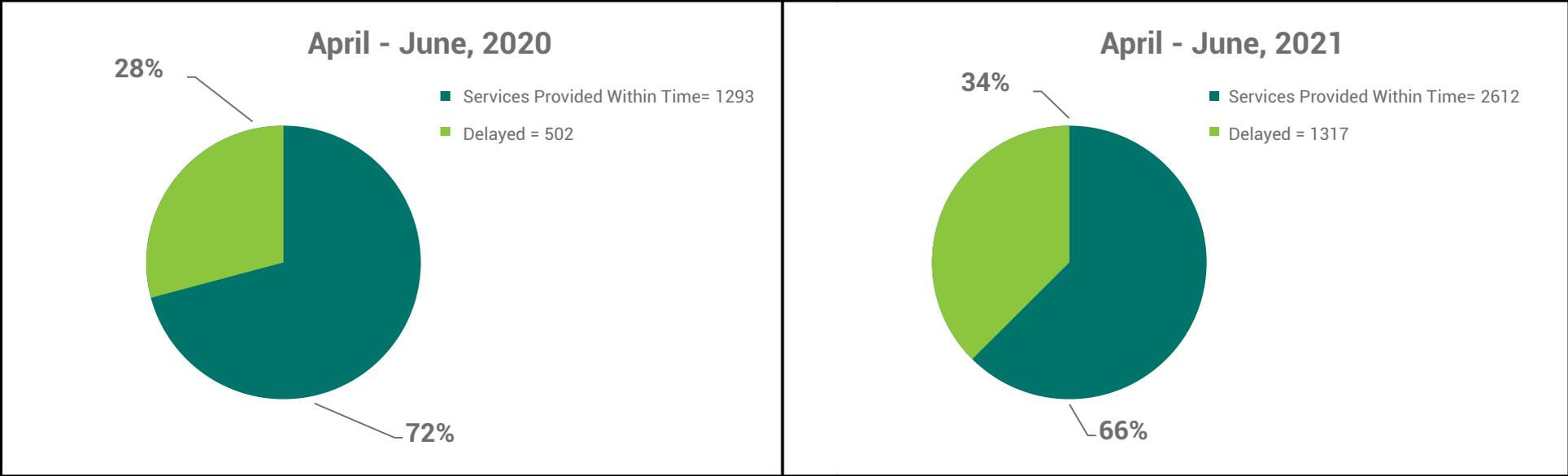


| Districts                | Tank | South Waziristan | Haripur | Bannu | Peshawar | Buner | Charsadda | Mohmand | DI Khan | Mansehra | Karak | Abbottabad | Bajaur | Battagram | Chitral | Hangu | Kohat | Kohistan | Lower Dir | Lakki Marwat | Malakand | Mardan | Nowshera | Shangla | Swabi | Swat | Torghar | Upper Dir |
|--------------------------|------|------------------|---------|-------|----------|-------|-----------|---------|---------|----------|-------|------------|--------|-----------|---------|-------|-------|----------|-----------|--------------|----------|--------|----------|---------|-------|------|---------|-----------|
| <b>Total Application</b> | 17   | 12               | 142     | 107   | 252      | 15    | 355       | 20      | 234     | 364      | 105   | 125        | 5      | 40        | 43      | 8     | 90    | 59       | 31        | 49           | 37       | 220    | 21       | 243     | 40    | 2    | 24      | 7         |
| <b>Within Time</b>       | 6    | 6                | 95      | 83    | 210      | 14    | 337       | 19      | 224     | 350      | 101   | 125        | 5      | 40        | 43      | 8     | 90    | 59       | 31        | 49           | 37       | 220    | 21       | 243     | 40    | 2    | 24      | 7         |
| <b>Beyond Time</b>       | 11   | 6                | 47      | 24    | 42       | 1     | 18        | 1       | 10      | 14       | 4     | 0          | 0      | 0         | 0       | 0     | 0     | 0        | 0         | 0            | 0        | 0      | 0        | 0       | 0     | 0    | 0       | 0         |

**Analysis:** The service is not available in Khyber, North Waziristan and Kurram TDs while Orakzai TD has nil report. The overall service delivery is satisfactory but there is need to improve the service delivery in Tank, South Waziristan TD and Haripur. It worth while to mention here that the service delivery in Tank and Haripur was not satisfactory in the first quarter of the current year (January-March 2021) as well.

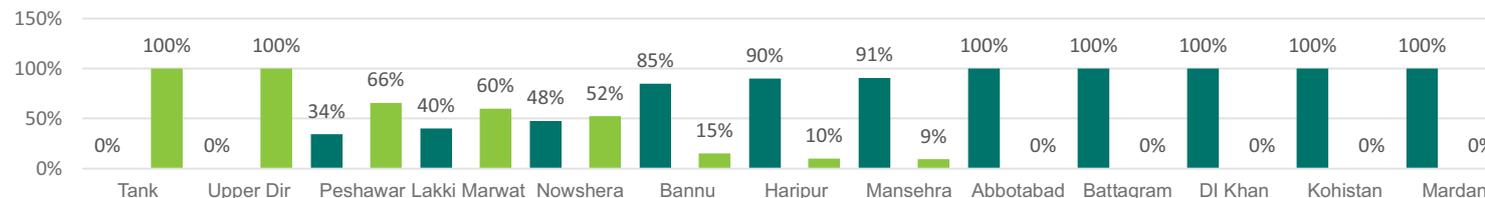
### G3. Disposal of Garbage and Solid Waste (PROVINCE)

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



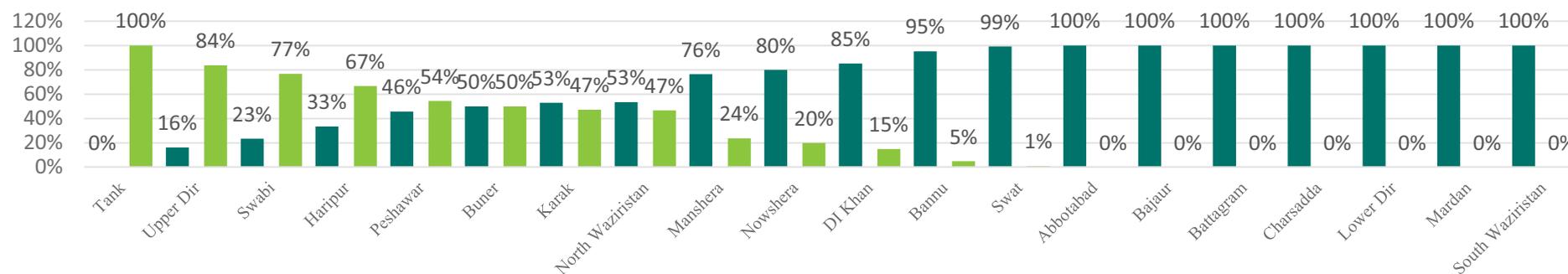
### Disposal of Garbage and Solid Waste (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Khyber           | Service Not Available |
| Hangu            | Not Reported          |
| Kohat            | Not Reported          |
| Kurram           | Not Reported          |
| Lakki Marwat     | Not Reported          |
| Mohmand          | Not Reported          |
| Malakand         | Not Reported          |
| Orakzai          | Not Reported          |
| Torghar          | Not Reported          |
| Shangla          | Nil Report            |
| Chitral          | Nil Report            |
| Kohistan         | Nil Report            |



| Districts                | Tank | Upper Dir | Peshawar | Lakki Marwat | Nowshera | Bannu | Haripur | Mansehra | Abbottabad | Battagram | DI Khan | Kohistan | Mardan |
|--------------------------|------|-----------|----------|--------------|----------|-------|---------|----------|------------|-----------|---------|----------|--------|
| <b>Total Application</b> | 1    | 17        | 651      | 5            | 84       | 20    | 20      | 43       | 49         | 24        | 6       | 12       | 863    |
| <b>Within Time</b>       | 0    | 0         | 223      | 2            | 40       | 17    | 18      | 39       | 49         | 24        | 6       | 12       | 863    |
| <b>Beyond Time</b>       | 1    | 17        | 428      | 3            | 44       | 3     | 2       | 4        | 0          | 0         | 0       | 0        | 0      |

### (April-June, 2021 District Wise)

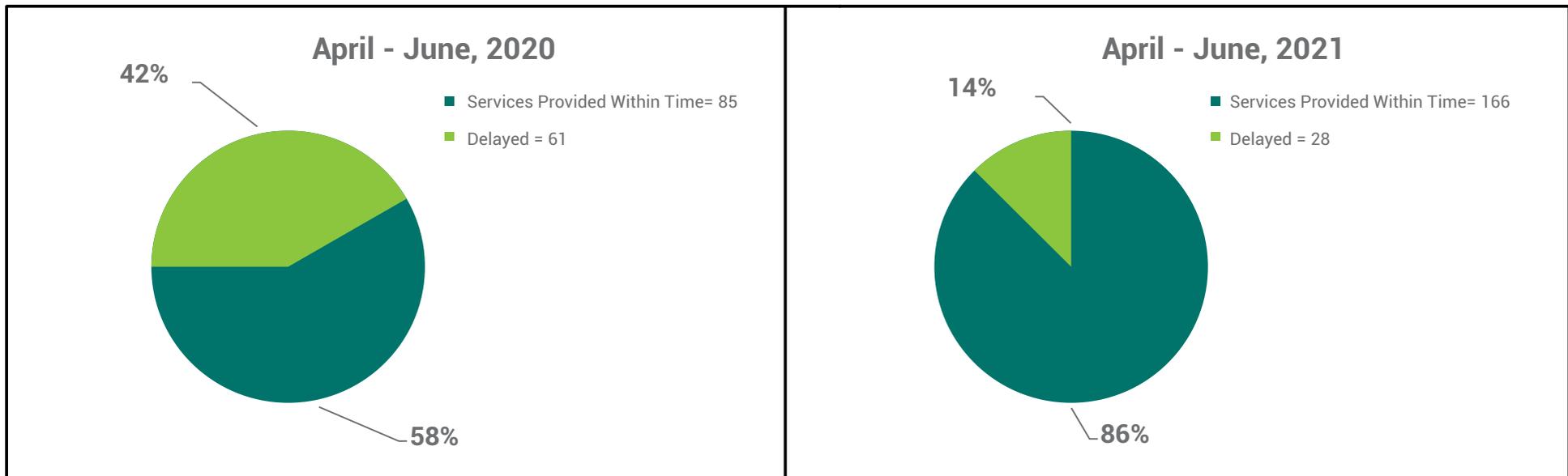


| Districts                | Tank | Upper Dir | Swabi | Haripur | Peshawar | Buner | Karak | North Waziristan | Mansehra | Nowshera | DI Khan | Bannu | Swat | Abbottabad | Bajaur | Battagram | Charsadda | Lower Dir | Mardan | South Waziristan |
|--------------------------|------|-----------|-------|---------|----------|-------|-------|------------------|----------|----------|---------|-------|------|------------|--------|-----------|-----------|-----------|--------|------------------|
| <b>Total Application</b> | 3    | 37        | 30    | 12      | 2203     | 4     | 17    | 15               | 34       | 55       | 108     | 21    | 119  | 52         | 92     | 72        | 1         | 23        | 956    | 75               |
| <b>Within Time</b>       | 0    | 6         | 7     | 4       | 1005     | 2     | 9     | 8                | 26       | 44       | 92      | 20    | 118  | 52         | 92     | 72        | 1         | 23        | 956    | 75               |
| <b>Beyond Time</b>       | 3    | 31        | 23    | 8       | 1198     | 2     | 8     | 7                | 8        | 11       | 16      | 1     | 1    | 0          | 0      | 0         | 0         | 0         | 0      | 0                |

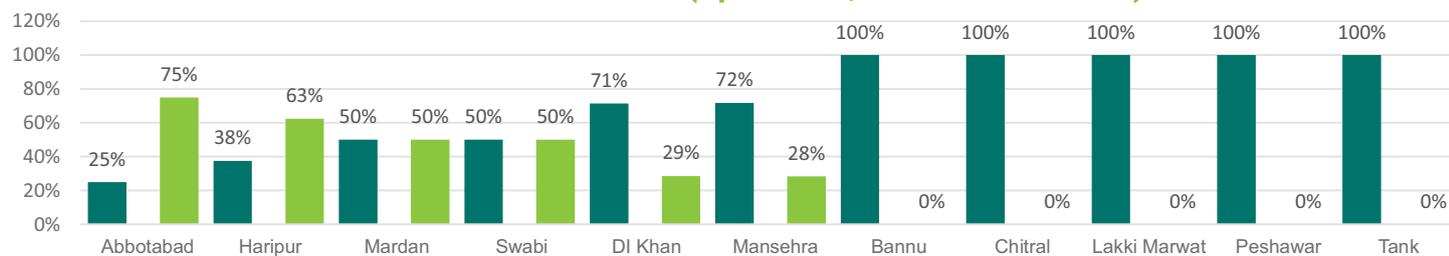
**Analysis:** The service is not available in Khyber TD and Kohistan. Eight districts have not submitted any report while Chitral, Shangla and Kohistan have nil reports. The overall service delivery is average. Swabi, Tank, North Waziristan TD, Dir Upper, Peshawar, Buner and Haripur have delays of more than 50%. Lakki Marwat, Nowshera and Bannu have slightly improved. The authorities of Tank, Dir Upper and Peshawar have to focus on the timely provision of the service as in these districts substantial delays were reported during the first quarter (January-March) of 2021.

### G3. Building Plan (PROVINCE)

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



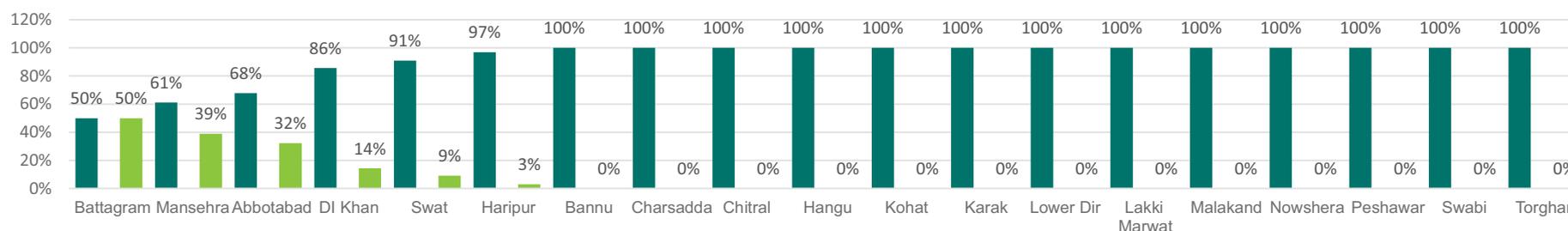
### Building Plan (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Upper Dir        | Service Not Available |
| Khyber           | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| South Waziristan | Service Not Available |
| Buner            | Not Reported          |
| Kurram           | Not Reported          |
| Mardan           | Not Reported          |
| Tank             | Not Reported          |
| Orakzai          | Not Reported          |
| Shangla          | Nil Report            |

| Districts                | Abbottabad | Haripur | Mardan | Swabi | DI Khan | Mansehra | Bannu | Chitral | Lakki Marwat | Peshawar | Tank |
|--------------------------|------------|---------|--------|-------|---------|----------|-------|---------|--------------|----------|------|
| <b>Total Application</b> | 28         | 32      | 2      | 2     | 7       | 53       | 1     | 9       | 2            | 8        | 1    |
| <b>Within Time</b>       | 7          | 12      | 1      | 1     | 5       | 38       | 1     | 9       | 2            | 8        | 1    |
| <b>Beyond Time</b>       | 21         | 20      | 1      | 1     | 2       | 15       | 0     | 0       | 0            | 0        | 0    |

### (April-June, 2021 District Wise)

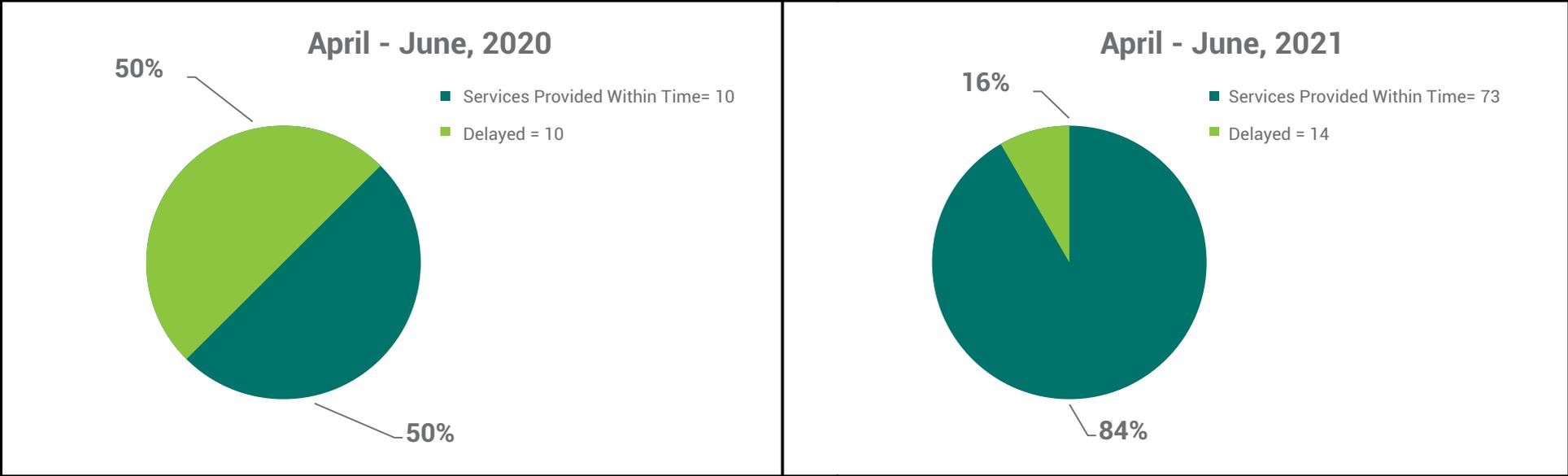


| Districts                | Battagram | Mansehra | Abbottabad | DI Khan | Swat | Haripur | Bannu | Charsadda | Chitral | Hangu | Kohat | Karak | Lower Dir | Lakki Marwat | Malakand | Nowshera | Peshawar | Swabi | Torghar |
|--------------------------|-----------|----------|------------|---------|------|---------|-------|-----------|---------|-------|-------|-------|-----------|--------------|----------|----------|----------|-------|---------|
| <b>Total Application</b> | 2         | 36       | 28         | 14      | 11   | 33      | 1     | 2         | 2       | 1     | 6     | 5     | 13        | 2            | 11       | 1        | 20       | 5     | 1       |
| <b>Within Time</b>       | 1         | 22       | 19         | 12      | 10   | 32      | 1     | 2         | 2       | 1     | 6     | 5     | 13        | 2            | 11       | 1        | 20       | 5     | 1       |
| <b>Beyond Time</b>       | 1         | 14       | 9          | 2       | 1    | 1       | 0     | 0         | 0       | 0     | 0     | 0     | 0         | 0            | 0        | 0        | 0        | 0     | 0       |

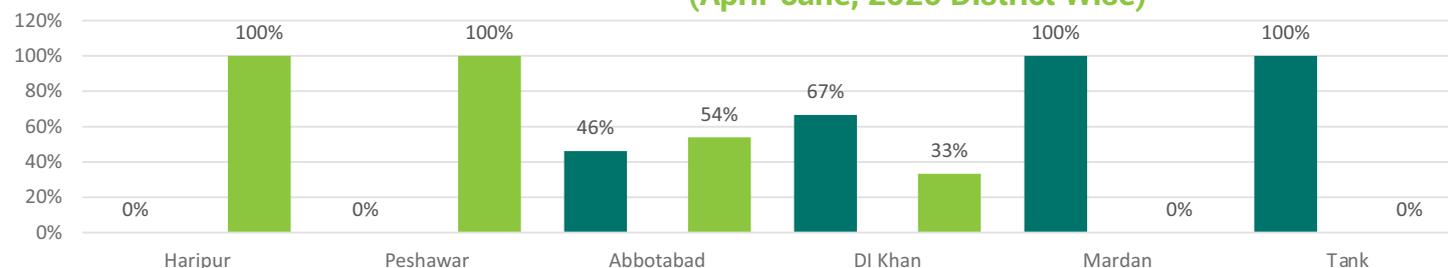
**Analysis:** The service is not available in seven merged districts; five districts have not reported the service while Shangla has nil report. Abbottabad has slightly improved while Battagram has reported 50% delays, Mansehra has 39% delay. The authorities concerned are required to improve.

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

|                            |                                 |
|----------------------------|---------------------------------|
| <b>Notified Time</b>       | <b>60 Days</b>                  |
| <b>Designated officer</b>  | <b>Tehsil Planning Officer</b>  |
| <b>Appellate Authority</b> | <b>Tehsil Municipal Officer</b> |



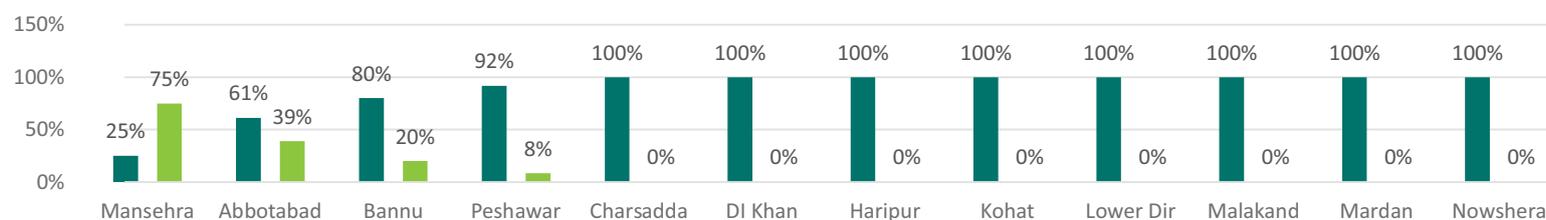
### Plan of Commercial Building Outside City Wall (April-June, 2020 District Wise)



| Districts         | Haripur | Peshawar | Abbottabad | DI Khan | Mardan | Tank |
|-------------------|---------|----------|------------|---------|--------|------|
| Total Application | 1       | 1        | 13         | 3       | 1      | 1    |
| Within Time       | 0       | 0        | 6          | 2       | 1      | 1    |
| Beyond Time       | 1       | 1        | 7          | 1       | 0      | 0    |

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Battagram        | Service Not Available |
| Upper Dir        | Service Not Available |
| Khyber           | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Swabi            | Service Not Available |
| South Waziristan | Service Not Available |
| Tank             | Service Not Available |
| Torghar          | Service Not Available |
| Kurram           | Service Not Available |
| Buner            | Not Reported          |
| Lakki Marwat     | Not Reported          |
| Swat             | Nil Report            |
| Shangla          | Nil Report            |
| Orakzai          | Nil Report            |
| Karak            | Nil Report            |
| Hangu            | Nil Report            |
| Chitral          | Nil Report            |

### (April-June, 2021 District Wise)

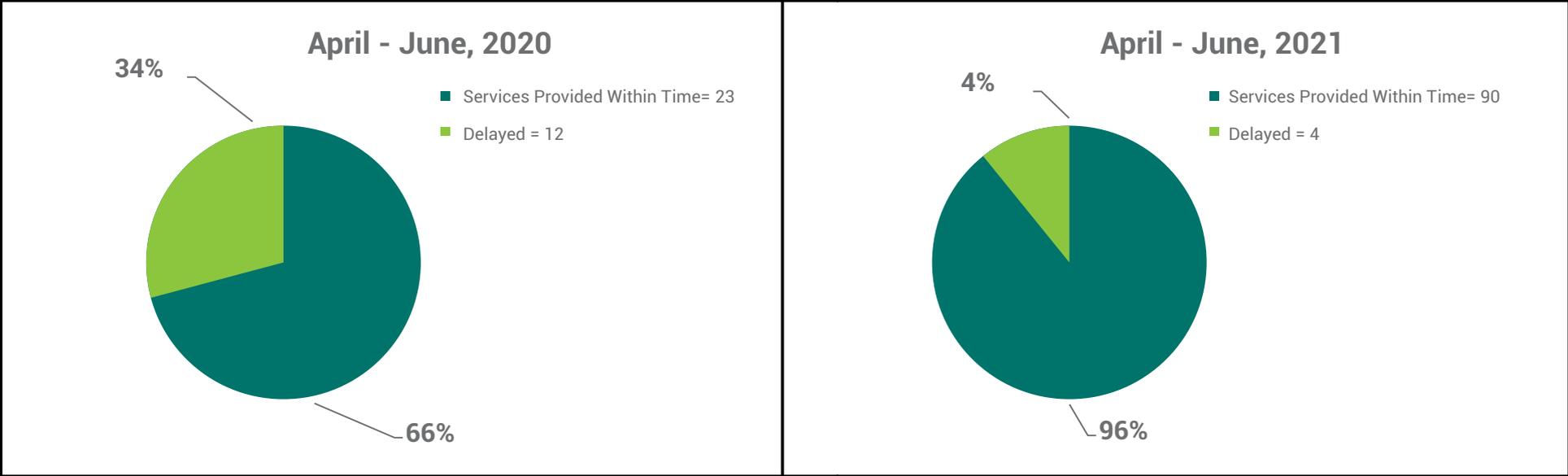


| Districts         | Mansehra | Abbottabad | Bannu | Peshawar | Charsadda | DI Khan | Haripur | Kohat | Lower Dir | Malakand | Mardan | Nowshera |
|-------------------|----------|------------|-------|----------|-----------|---------|---------|-------|-----------|----------|--------|----------|
| Total Application | 4        | 18         | 5     | 36       | 2         | 4       | 2       | 2     | 6         | 1        | 5      | 2        |
| Within Time       | 1        | 11         | 4     | 33       | 2         | 4       | 2       | 2     | 6         | 1        | 5      | 2        |
| Beyond Time       | 3        | 7          | 1     | 3        | 0         | 0       | 0       | 0     | 0         | 0        | 0      | 0        |

**Analysis:** The service is not available in 12 districts, Buner and Lakki Marwat have not reported while Swat, Shangla, Orakzai TD, Karak, Hangu and Chitral have nil reports. Authorities of Abbottabad have to minimize the delays. (January-March 2021 Abbottabad has delay of 50 %)

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

|                            |                                 |
|----------------------------|---------------------------------|
| <b>Notified Time</b>       | <b>30 Days</b>                  |
| <b>Designated officer</b>  | <b>Tehsil Planning Officer</b>  |
| <b>Appellate Authority</b> | <b>Tehsil Municipal Officer</b> |

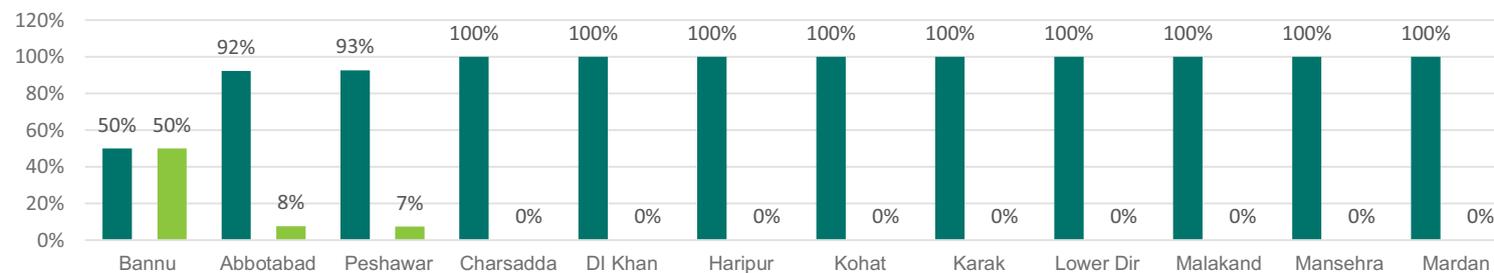


### Plan of Commercial Building Plan within City Wall (April-June, 2020 District Wise)



| Districts                | Haripur | Abbottabad | Bannu | DI Khan | Lower Dir | Mardan | Nowshera | Tank |
|--------------------------|---------|------------|-------|---------|-----------|--------|----------|------|
| <b>Total Application</b> | 1       | 15         | 2     | 2       | 2         | 3      | 8        | 1    |
| <b>Within Time</b>       | 0       | 5          | 2     | 2       | 2         | 3      | 8        | 1    |
| <b>Beyond Time</b>       | 1       | 10         | 0     | 0       | 0         | 0      | 0        | 0    |

### (April-June, 2021 District Wise)



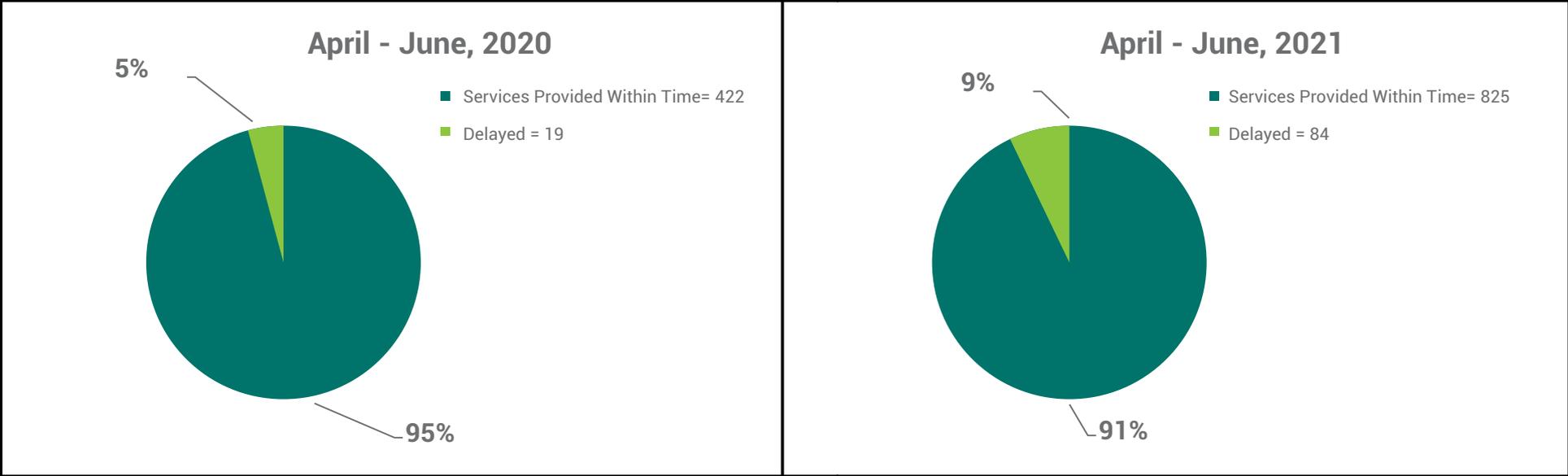
| Districts                | Bannu | Abbottabad | Peshawar | Charsadda | DI Khan | Haripur | Kohat | Karak | Lower Dir | Malakand | Mansehra | Mardan |
|--------------------------|-------|------------|----------|-----------|---------|---------|-------|-------|-----------|----------|----------|--------|
| <b>Total Application</b> | 2     | 13         | 27       | 2         | 4       | 12      | 1     | 5     | 4         | 2        | 9        | 13     |
| <b>Within Time</b>       | 1     | 12         | 25       | 2         | 4       | 12      | 1     | 5     | 4         | 2        | 9        | 13     |
| <b>Beyond Time</b>       | 1     | 1          | 2        | 0         | 0       | 0       | 0     | 0     | 0         | 0        | 0        | 0      |

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Battagram        | Service Not Available |
| Upper Dir        | Service Not Available |
| Khyber           | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Swabi            | Service Not Available |
| South Waziristan | Service Not Available |
| Tank             | Service Not Available |
| Torghar          | Service Not Available |
| Kurram           | Service Not Available |
| Buner            | Not Reported          |
| Lakki Marwat     | Not Reported          |
| Swat             | Nil Report            |
| Shangla          | Nil Report            |
| Orakzai          | Nil Report            |
| Hangu            | Nil Report            |
| Chitral          | Nil Report            |
| Nowshera         | Nil Report            |

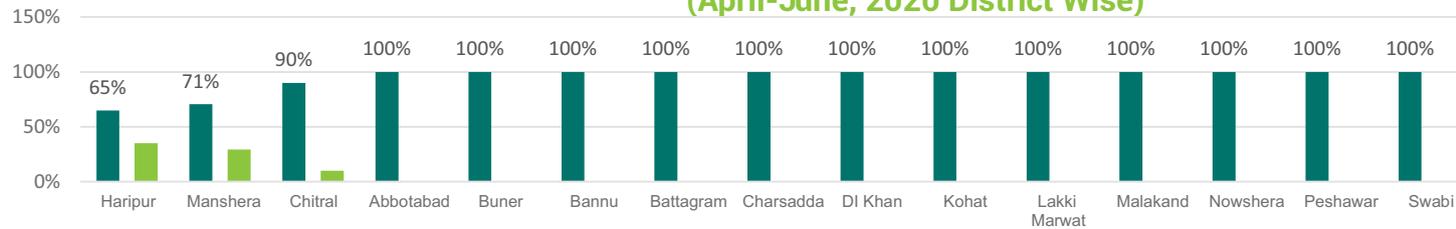
**Analysis:** The service is not available in 12 districts; two districts have not reported while six districts have nil reports. Authorities of district Bannu have to put in more efforts to reduce the number of delays.

# 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 |



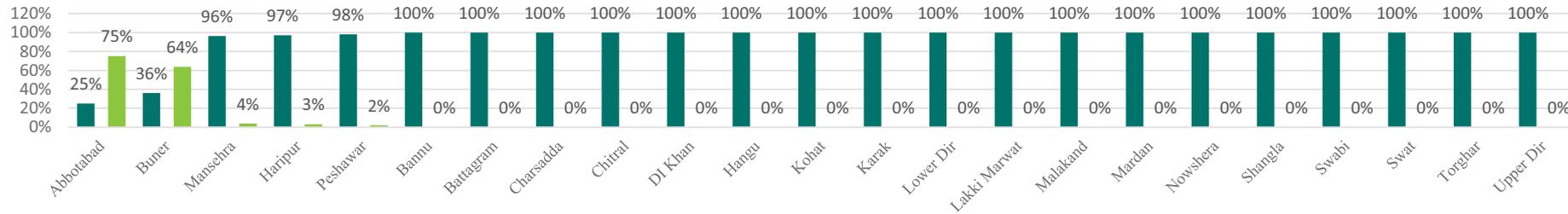
### Water Connection (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Tank             | Service Not Available |
| South Waziristan | Service Not Available |
| Kohistan         | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Kurram           | Not Reported          |
| Khyber           | Not Reported          |
| Orakzai          | Nil Report            |

| Districts         | Haripur | Mansehra | Chitral | Abbottabad | Buner | Bannu | Battagram | Charsadda | DI Khan | Kohat | Lakki Marwat | Malakand | Nowshera | Peshawar | Swabi |
|-------------------|---------|----------|---------|------------|-------|-------|-----------|-----------|---------|-------|--------------|----------|----------|----------|-------|
| Total Application | 37      | 17       | 10      | 75         | 58    | 35    | 7         | 14        | 90      | 7     | 1            | 10       | 39       | 15       | 7     |
| Within Time       | 24      | 12       | 9       | 75         | 58    | 35    | 7         | 14        | 90      | 7     | 1            | 10       | 39       | 15       | 7     |
| Beyond Time       | 13      | 5        | 1       | 0          | 0     | 0     | 0         | 0         | 0       | 0     | 0            | 0        | 0        | 0        | 0     |

### (April-June, 2021 District Wise)

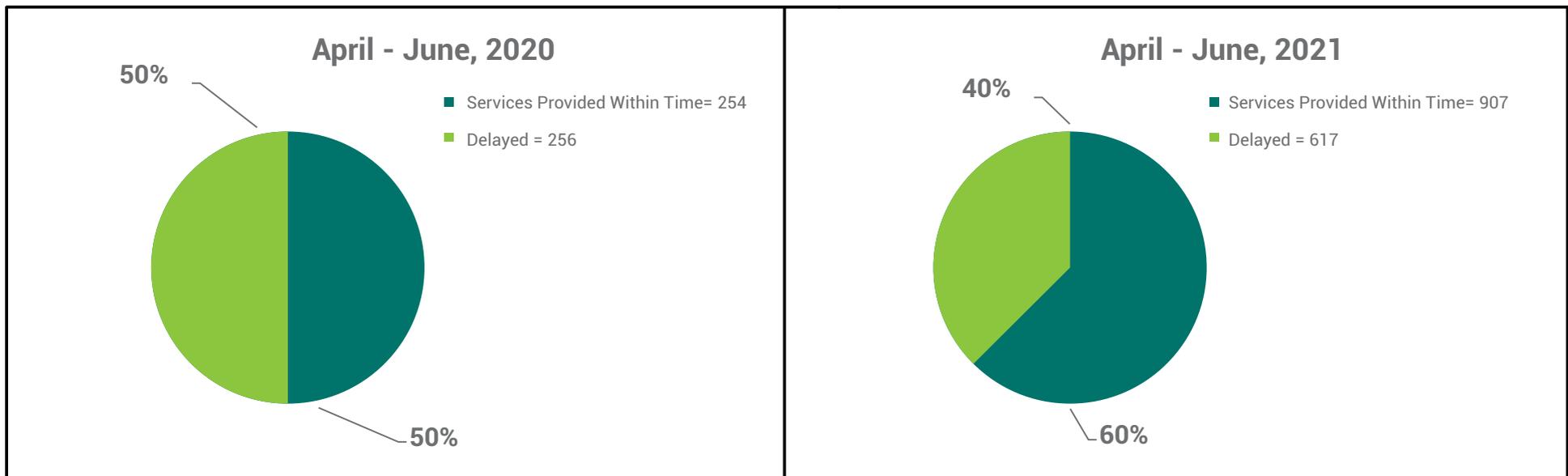


| Districts         | Abbottabad | Buner | Mansehra | Haripur | Peshawar | Bannu | Battagram | Charsadda | Chitral | DI Khan | Hangu | Kohat | Karak | Lower Dir | Lakki Marwat | Malakand | Mardan | Nowshera | Shangla | Swabi | Swat | Torgar | Upper Dir |
|-------------------|------------|-------|----------|---------|----------|-------|-----------|-----------|---------|---------|-------|-------|-------|-----------|--------------|----------|--------|----------|---------|-------|------|--------|-----------|
| Total Application | 64         | 47    | 54       | 68      | 102      | 11    | 9         | 12        | 10      | 39      | 2     | 81    | 15    | 10        | 13           | 25       | 251    | 7        | 7       | 45    | 5    | 5      | 27        |
| Within Time       | 16         | 17    | 52       | 66      | 100      | 11    | 9         | 12        | 10      | 39      | 2     | 81    | 15    | 10        | 13           | 25       | 251    | 7        | 7       | 45    | 5    | 5      | 27        |
| Beyond Time       | 48         | 30    | 2        | 2       | 2        | 0     | 0         | 0         | 0       | 0       | 0     | 0     | 0     | 0         | 0            | 0        | 0      | 0        | 0       | 0     | 0    | 0      | 0         |

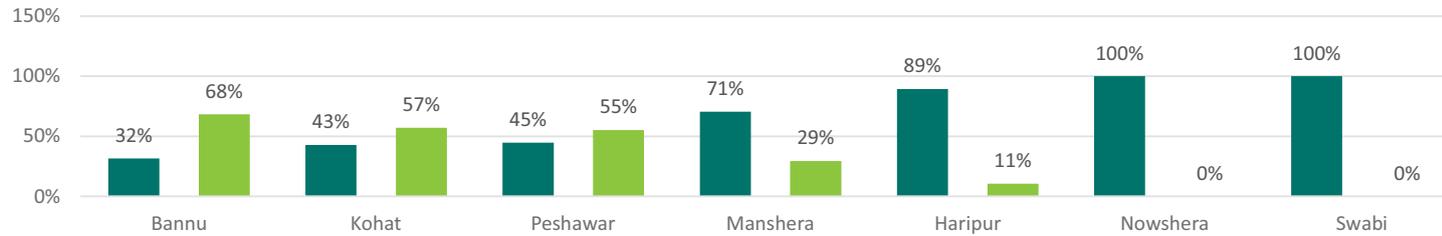
**Analysis:** Six districts have reported that the service is not available, two districts have not reported while Orakzai TD has nil report. During the 1st quarter of the 2021 Abbottabad had delays of 43% which has increased to 75%. The Deputy Commissioner Abbottabad should look into the issue and find a solution

## G8. Supply of Clean Drinking Water (PROVINCE)

|                            |                                       |
|----------------------------|---------------------------------------|
| <b>Notified Time</b>       | <b>As per Govt Policy</b>             |
| <b>Designated officer</b>  | <b>GM Opr WSSC, TPO TMA, XEN PHED</b> |
| <b>Appellate Authority</b> | <b>Tehsil Municipal Officer</b>       |

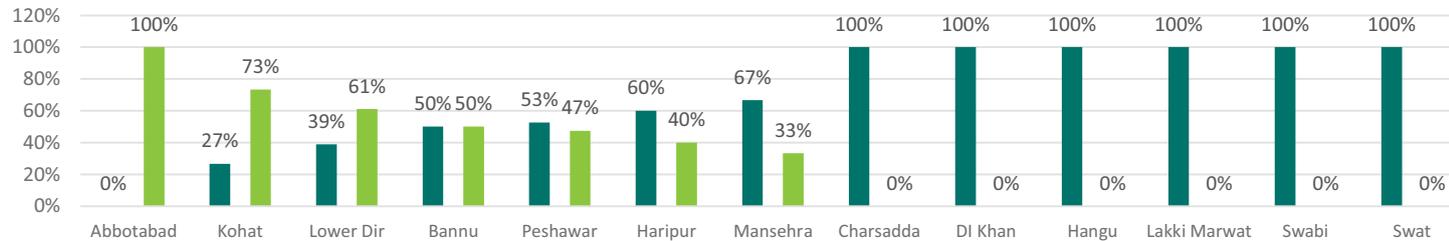


### Supply of Clean Drinking Water (April-June, 2020 District Wise)



| Districts         | Bannu | Kohat | Peshawar | Mansehra | Haripur | Nowshera | Swabi |
|-------------------|-------|-------|----------|----------|---------|----------|-------|
| Total Application | 19    | 7     | 409      | 17       | 47      | 6        | 2     |
| Within Time       | 6     | 3     | 183      | 12       | 42      | 6        | 2     |
| Beyond Time       | 13    | 4     | 226      | 5        | 5       | 0        | 0     |

### (April-June, 2021 District Wise)



| Districts         | Abbottabad | Kohat | Lower Dir | Bannu | Peshawar | Haripur | Mansehra | Charsadda | DI Khan | Hangu | Lakki Marwat | Swabi | Swat |
|-------------------|------------|-------|-----------|-------|----------|---------|----------|-----------|---------|-------|--------------|-------|------|
| Total Application | 17         | 30    | 18        | 16    | 1078     | 75      | 57       | 17        | 22      | 16    | 9            | 45    | 124  |
| Within Time       | 0          | 8     | 7         | 8     | 568      | 45      | 38       | 17        | 22      | 16    | 9            | 45    | 124  |
| Beyond Time       | 17         | 22    | 11        | 8     | 510      | 30      | 19       | 0         | 0       | 0     | 0            | 0     | 0    |

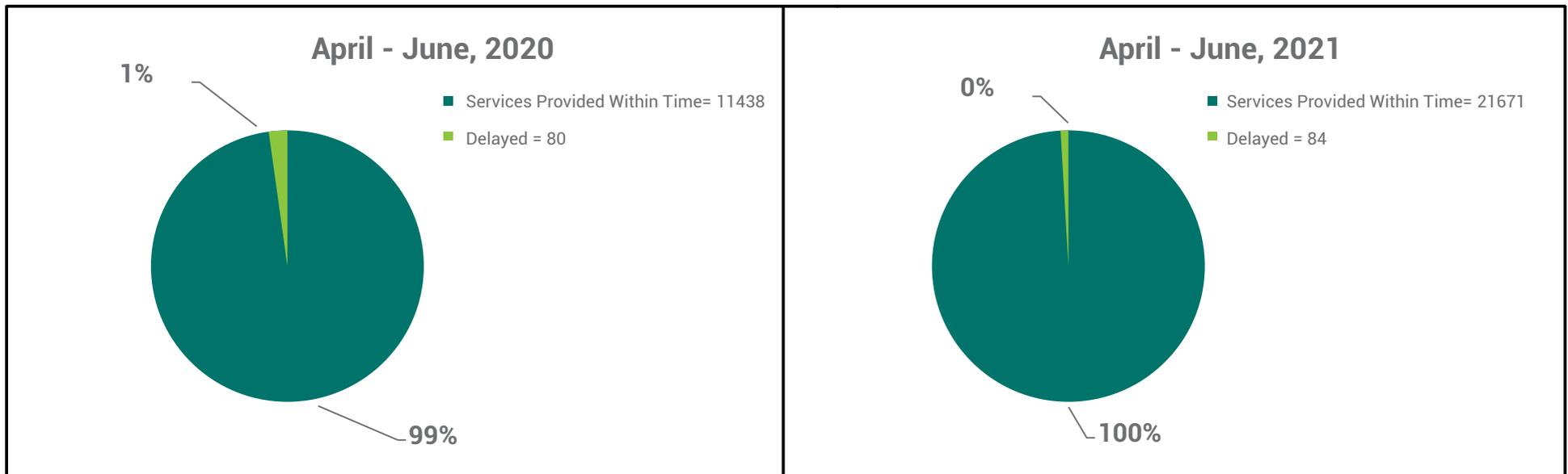
| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Upper Dir        | Service Not Available |
| Mohmand          | Service Not Available |
| North Waziristan | Service Not Available |
| Shangla          | Service Not Available |
| South Waziristan | Service Not Available |
| Tank             | Service Not Available |
| Kurram           | Service Not Available |
| Khyber           | Service Not Available |
| Orakzai          | Not Reported          |
| Torghar          | Not Reported          |
| Buner            | Not Reported          |
| Chitral          | Not Reported          |
| Malakand         | Not Reported          |
| Mardan           | Not Reported          |
| Nowshera         | Nil Report            |
| Karak            | Nil Report            |
| Battagram        | Nil Report            |
| Kohistan         | Nil Report            |

**Analysis:** The service is not available in Nine districts; six districts have not reported while four districts have nil reports. District Abbottabad 100% delay followed by Kohat 73%, Dir Lower 61% and Bannu 50%. The situation is not up to the mark. The concerned district authorities are urged to take concrete steps for provision of the service in their respective districts.

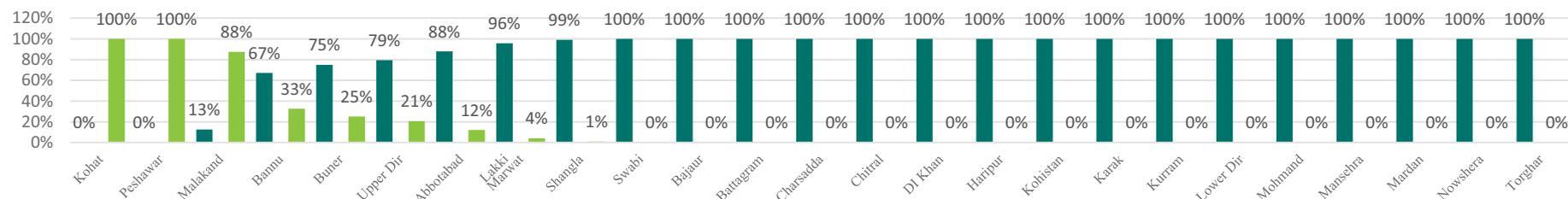
## H. POLICE

### H1.FIR (PROVINCE)

|                     |                         |
|---------------------|-------------------------|
| Notified Time       | Instantly               |
| Designated officer  | SHO                     |
| Appellate Authority | District Police Officer |

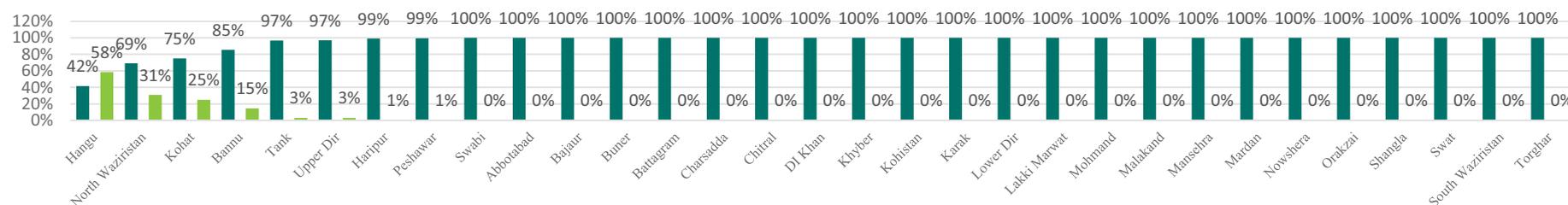


### FIR (April-June, 2020 District Wise)



| Districts         | Kohat | Peshawar | Malakan | Bannu | Buner | Upper Dir | Abbottabad | Lakki Marwat | Shangla | Swat | Bajaur | Battagram | Charsadda | Chitral | DI Khan | Haripur | Kohistan | Karak | Kurram | Lower Dir | Mohmand | Mansehra | Mardan | Nowshera | Torghar |
|-------------------|-------|----------|---------|-------|-------|-----------|------------|--------------|---------|------|--------|-----------|-----------|---------|---------|---------|----------|-------|--------|-----------|---------|----------|--------|----------|---------|
| Total Application | 1     | 7        | 8       | 58    | 4     | 102       | 124        | 24           | 301     | 3367 | 2      | 55        | 295       | 5       | 232     | 362     | 308      | 8     | 34     | 52        | 19      | 994      | 641    | 2322     | 3       |
| Within Time       | 0     | 0        | 1       | 39    | 3     | 81        | 109        | 23           | 298     | 3363 | 2      | 55        | 295       | 5       | 232     | 362     | 308      | 8     | 34     | 52        | 19      | 994      | 641    | 2322     | 3       |
| Beyond Time       | 1     | 7        | 7       | 19    | 1     | 21        | 15         | 1            | 3       | 4    | 0      | 0         | 0         | 0       | 0       | 0       | 0        | 0     | 0      | 0         | 0       | 0        | 0      | 0        | 0       |

### FIR (April-June, 2021 District Wise)

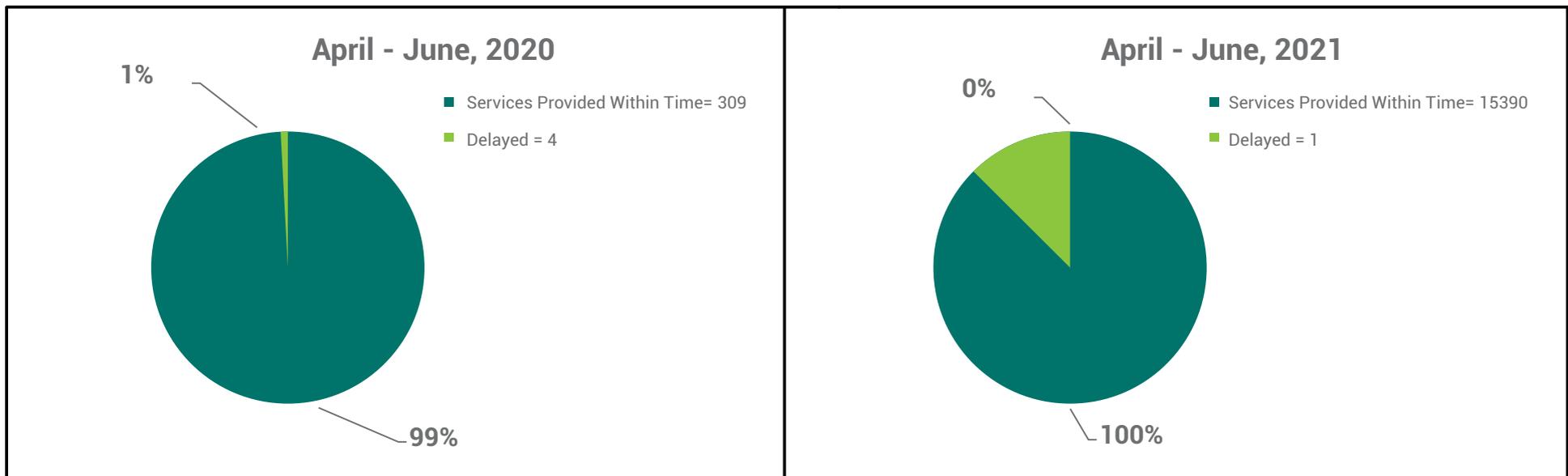


| Districts         | Hangu | North Waziristan | Kohat | Bannu | Tank | Upper Dir | Haripur | Peshawar | Swat | Abbottad | Bajaur | Buner | Battagram | Charsadda | Chitral | DI Khan | Khyber | Kohistan | Karak | Lower Dir | Lakki Marwat | Mohmand | Malakand | Mansehra | Mardan | Nowshera | Orakzai | Shangla | Swabi | South Waziristan | Torghar |
|-------------------|-------|------------------|-------|-------|------|-----------|---------|----------|------|----------|--------|-------|-----------|-----------|---------|---------|--------|----------|-------|-----------|--------------|---------|----------|----------|--------|----------|---------|---------|-------|------------------|---------|
| Total Application | 12    | 13               | 52    | 199   | 32   | 260       | 1451    | 1056     | 2031 | 156      | 28     | 144   | 56        | 2450      | 50      | 1763    | 125    | 271      | 50    | 48        | 65           | 32      | 439      | 444      | 2415   | 1827     | 70      | 2430    | 3771  | 12               | 3       |
| Within Time       | 5     | 9                | 39    | 170   | 31   | 252       | 1438    | 1049     | 2029 | 156      | 28     | 144   | 56        | 2450      | 50      | 1763    | 125    | 271      | 50    | 48        | 65           | 32      | 439      | 444      | 2415   | 1827     | 70      | 2430    | 3771  | 12               | 3       |
| Beyond Time       | 7     | 4                | 13    | 29    | 1    | 8         | 13      | 7        | 2    | 0        | 0      | 0     | 0         | 0         | 0       | 0       | 0      | 0        | 0     | 0         | 0            | 0       | 0        | 0        | 0      | 0        | 0       | 0       | 0     | 0                | 0       |

**Analysis:** The overall service delivery has improved except Hangu, North Waziristan TD and Kohat.

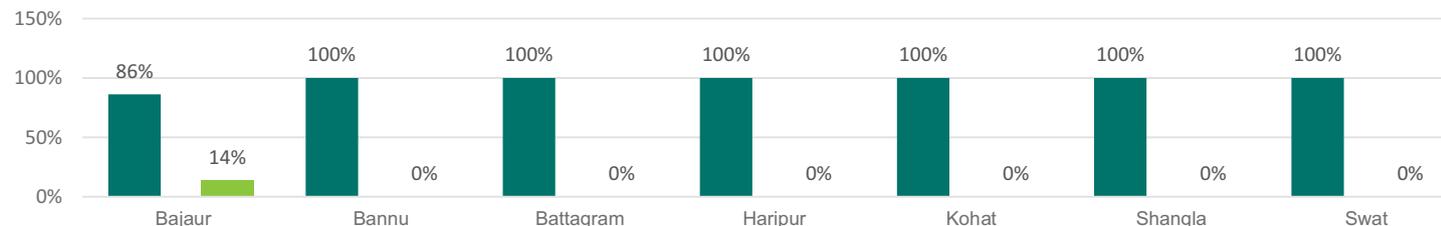
## H2. Issuance of Learner Permit Motorcar/Jeep (PROVINCE)

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



### Learner Permit Motor Car Jeep (April-June, 2020 District Wise)

| Reporting Status |              |
|------------------|--------------|
| Swabi            | Not Reported |
| Kohistan         | Not Reported |
| Karak            | Not Reported |
| Hangu            | Not Reported |
| Lower Dir        | Not Reported |
| Kurram           | Nil Report   |



| Districts         | Bajaur | Bannu | Battagram | Haripur | Kohat | Shangla | Swat |
|-------------------|--------|-------|-----------|---------|-------|---------|------|
| Total Application | 29     | 1     | 114       | 147     | 2     | 19      | 1    |
| Within Time       | 25     | 1     | 114       | 147     | 2     | 19      | 1    |
| Beyond Time       | 4      | 0     | 0         | 0       | 0     | 0       | 0    |

### (April-June, 2021 District Wise)

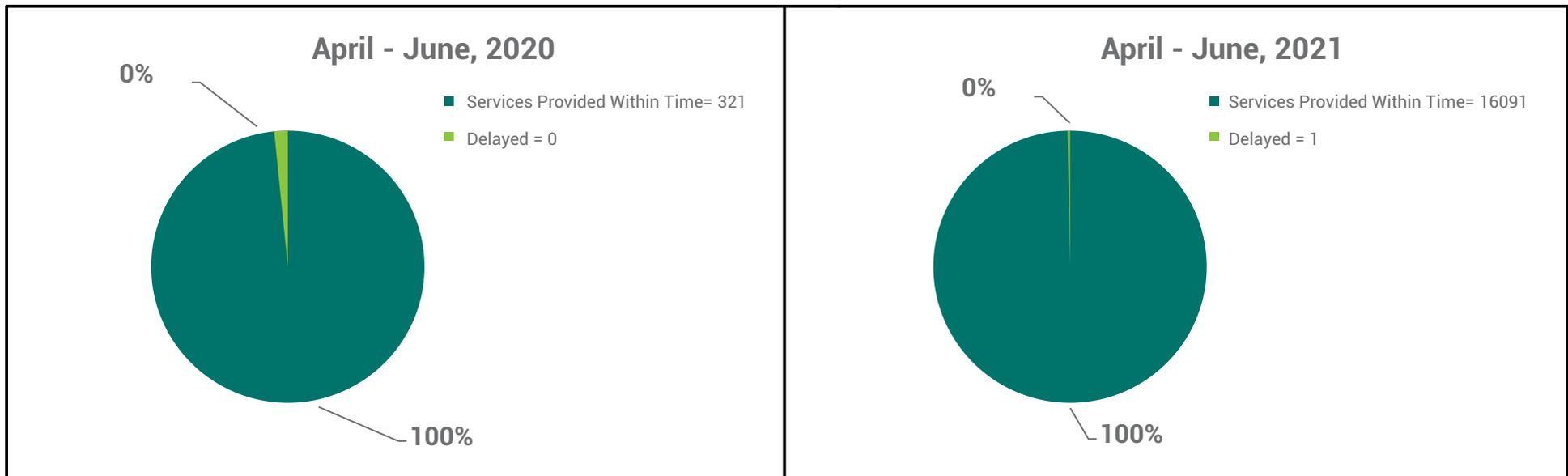


| Districts         | Khyber | Abbottabad | Bajaur | Bannu | Battagram | Charsadda | Chitral | DI Khan | Haripur | Kohat | Lakki Marwat | Mohmand | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Orakzai | Peshawar | Shangla | Swat | South Waziristan | Torghar | Tank | Upper Dir | Buner |
|-------------------|--------|------------|--------|-------|-----------|-----------|---------|---------|---------|-------|--------------|---------|----------|----------|--------|----------|------------------|---------|----------|---------|------|------------------|---------|------|-----------|-------|
| Total Application | 312    | 2395       | 281    | 675   | 213       | 172       | 414     | 90      | 660     | 1006  | 158          | 201     | 299      | 21       | 1      | 1420     | 294              | 23      | 4668     | 480     | 908  | 92               | 206     | 199  | 203       | 48    |
| Within Time       | 311    | 2395       | 281    | 675   | 213       | 172       | 414     | 90      | 660     | 1006  | 158          | 201     | 299      | 21       | 1      | 1420     | 294              | 23      | 4668     | 480     | 908  | 92               | 206     | 199  | 203       | 48    |
| Beyond Time       | 1      | 0          | 0      | 0     | 0         | 0         | 0       | 0       | 0       | 0     | 0            | 0       | 0        | 0        | 0      | 0        | 0                | 0       | 0        | 0       | 0    | 0                | 0       | 0    | 0         | 0     |

**Analysis:** The Districts of Swabi, Kohistan, Karak, Hangu and Dir Lower have not reported the service. Kurram TD has nil report. The service delivery is 100% all over the province.

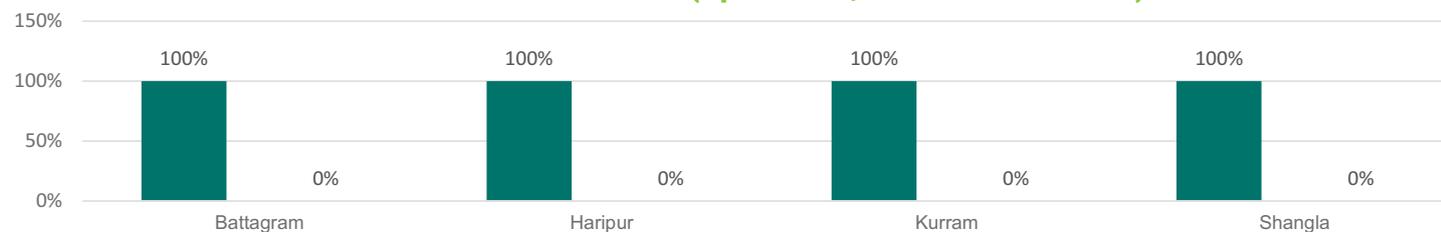
### H3. Issuance of Fresh Driving License Motorcar/Jeep (PROVINCE)

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



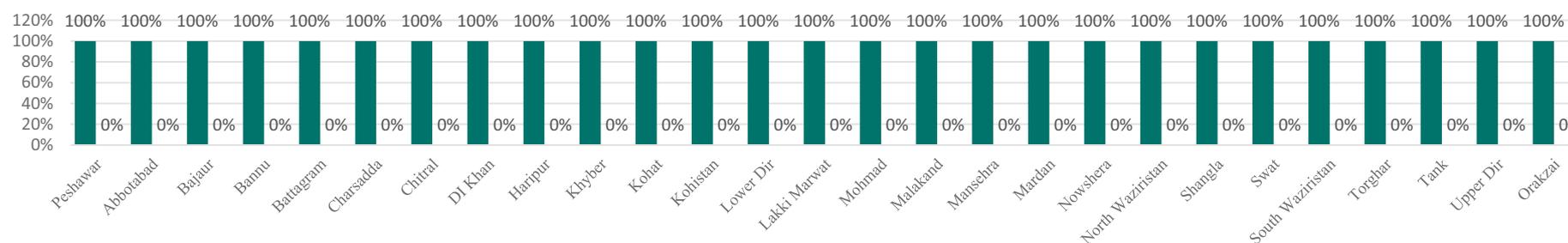
### Issuance of Driving License Motor Car Jeep (April-June, 2020 District Wise)

| Reporting Status |              |
|------------------|--------------|
| Swabi            | Not Reported |
| Karak            | Not Reported |
| Hangu            | Not Reported |
| Buner            | Not Reported |
| Kurram           | Nil Report   |



| Districts         | Battagram | Haripur | Kurram | Shangla |
|-------------------|-----------|---------|--------|---------|
| Total Application | 67        | 186     | 30     | 38      |
| Within Time       | 67        | 186     | 30     | 38      |
| Beyond Time       | 0         | 0       | 0      | 0       |

### (April-June, 2021 District Wise)

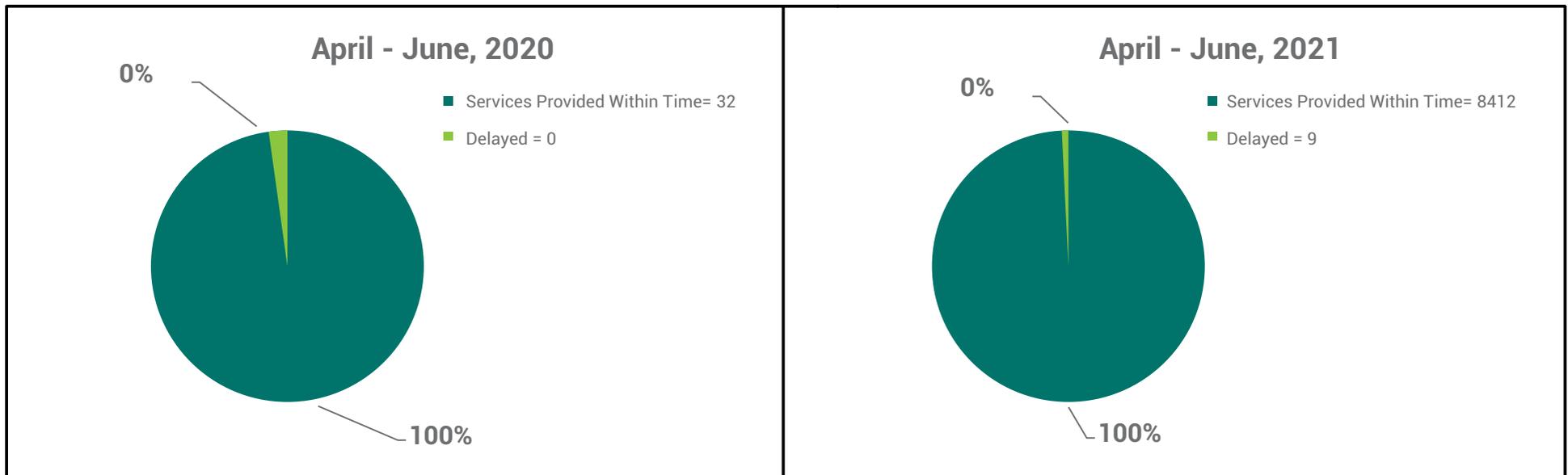


| Districts         | Peshawar | Abbottabad | Bajaur | Bannu | Battagram | Charsadda | Chitral | DI Khan | Haripur | Khyber | Kohat | Kohistan | Lower Dir | Lakki Marwat | Mohamad | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Shangla | Swat | South Waziristan | Torghar | Tank | Upper Dir | Orakzai |
|-------------------|----------|------------|--------|-------|-----------|-----------|---------|---------|---------|--------|-------|----------|-----------|--------------|---------|----------|----------|--------|----------|------------------|---------|------|------------------|---------|------|-----------|---------|
| Total Application | 5202     | 1866       | 281    | 6     | 272       | 762       | 260     | 443     | 368     | 368    | 1205  | 148      | 32        | 65           | 227     | 254      | 389      | 15     | 833      | 342              | 470     | 1181 | 111              | 297     | 338  | 309       | 43      |
| Within Time       | 5201     | 1866       | 281    | 6     | 272       | 762       | 260     | 443     | 368     | 368    | 1205  | 148      | 32        | 65           | 227     | 254      | 389      | 15     | 833      | 342              | 470     | 1181 | 111              | 297     | 338  | 309       | 43      |
| Beyond Time       | 1        | 0          | 0      | 0     | 0         | 0         | 0       | 0       | 0       | 0      | 0     | 0        | 0         | 0            | 0       | 0        | 0        | 0      | 0        | 0                | 0       | 0    | 0                | 0       | 0    | 0         | 0       |

**Analysis:** Data reporting has appreciably improved as only four districts (Swabi, Karak, Hangu and Buner) have not reported in the 2nd quarter of 2021; while in the rest of the districts the service delivery is 100%. The Kurram TD has nil report.

#### 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                      |



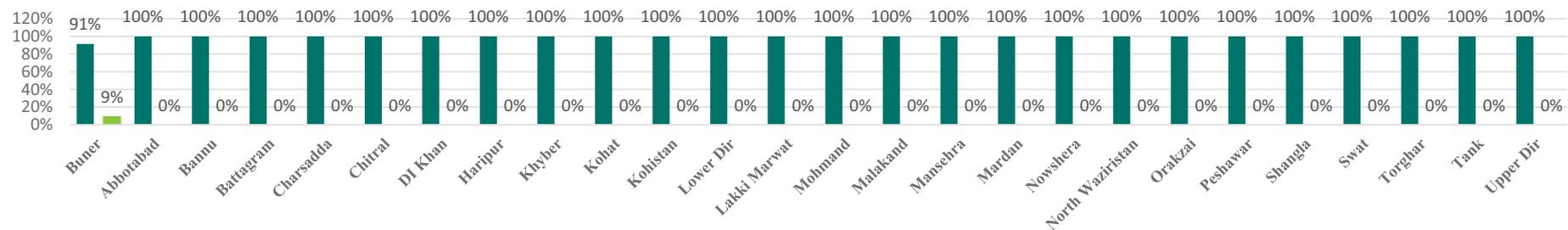
### Renewal of Driving License Motor Car Jeep (April-June, 2020 District Wise)

| Reporting Status |              |
|------------------|--------------|
| Swabi            | Not Reported |
| Karak            | Not Reported |
| Hangu            | Not Reported |
| Bajaur           | Not Reported |
| South Waziristan | Nil Report   |
| Kurram           | Nil Report   |



| Districts         | DI Khan | Haripur |
|-------------------|---------|---------|
| Total Application | 10      | 22      |
| Within Time       | 10      | 22      |
| Beyond Time       | 0       | 0       |

### (April-June, 2021 District Wise)

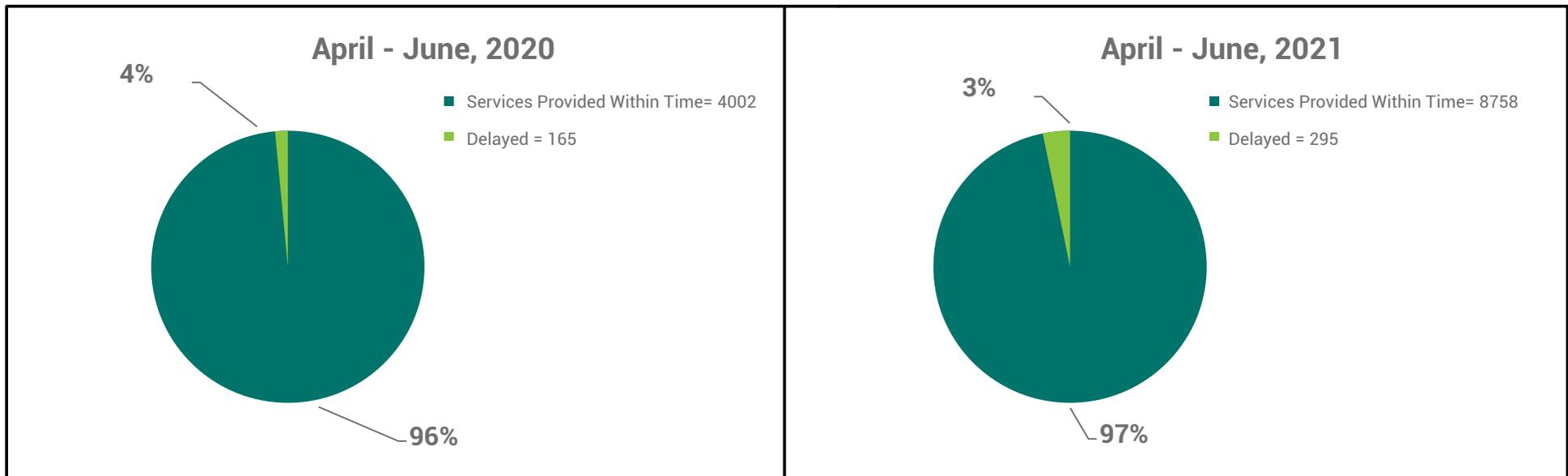


| Districts         | Buner | Abbottabad | Bannu | Battagram | Charsadda | Chitral | DI Khan | Haripur | Khyber | Kohat | Kohistan | Lower Dir | Lakki Marwat | Mohmand | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Orakzai | Peshawar | Shangla | Swat | Torghar | Tank | Upper Dir |
|-------------------|-------|------------|-------|-----------|-----------|---------|---------|---------|--------|-------|----------|-----------|--------------|---------|----------|----------|--------|----------|------------------|---------|----------|---------|------|---------|------|-----------|
| Total Application | 103   | 1388       | 60    | 37        | 527       | 178     | 314     | 288     | 35     | 1     | 148      | 45        | 103          | 43      | 95       | 98       | 4      | 1372     | 2                | 2       | 2198     | 98      | 1166 | 8       | 46   | 62        |
| Within Time       | 94    | 1388       | 60    | 37        | 527       | 178     | 314     | 288     | 35     | 1     | 148      | 45        | 103          | 43      | 95       | 98       | 4      | 1372     | 2                | 2       | 2198     | 98      | 1166 | 8       | 46   | 62        |
| Beyond Time       | 9     | 0          | 0     | 0         | 0         | 0       | 0       | 0       | 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 except Buner which has 9% delay. Data reporting has improved for the service as compared to 2nd quarter of 2020.

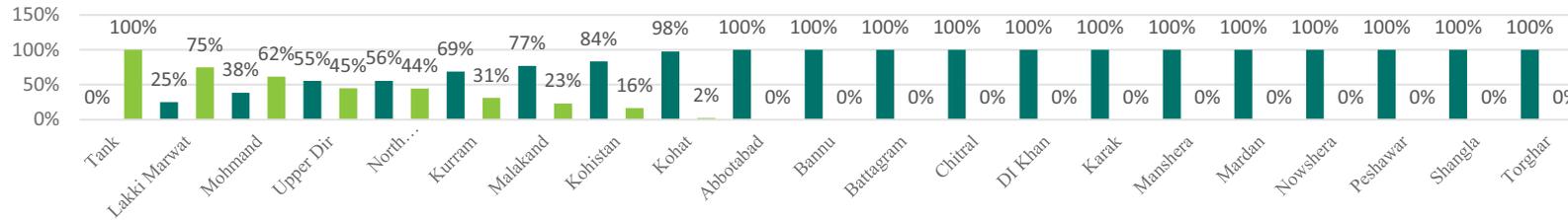
## H5. Police Verification (PROVINCE)

|                     |                 |
|---------------------|-----------------|
| Notified Time       | 7 Days          |
| Designated officer  | SHO             |
| Appellate Authority | DSP Headquarter |



### Police Verification (April-June, 2020 District Wise)

| Reporting Status |              |
|------------------|--------------|
| Kurram           | Not Reported |



| Districts         | Tank | Lakki Marwat | Mohmand | Upper Dir | North Waziristan | Kurram | Malakand | Kohistan | Kohat | Abbottabad | Bannu | Battagram | Chitral | DI Khan | Karak | Mansehra | Mardan | Nowshera | Peshawar | Shangla | Torghar |
|-------------------|------|--------------|---------|-----------|------------------|--------|----------|----------|-------|------------|-------|-----------|---------|---------|-------|----------|--------|----------|----------|---------|---------|
| Total Application | 1    | 44           | 91      | 38        | 36               | 16     | 13       | 61       | 47    | 60         | 35    | 12        | 47      | 3       | 7     | 2453     | 465    | 229      | 51       | 62      | 23      |
| Within Time       | 0    | 11           | 35      | 21        | 20               | 11     | 10       | 51       | 46    | 60         | 35    | 12        | 47      | 3       | 7     | 2453     | 465    | 229      | 51       | 62      | 23      |
| Beyond Time       | 1    | 33           | 56      | 17        | 16               | 5      | 3        | 10       | 1     | 0          | 0     | 0         | 0       | 0       | 0     | 0        | 0      | 0        | 0        | 0       | 0       |

### (April-June, 2021 District Wise)



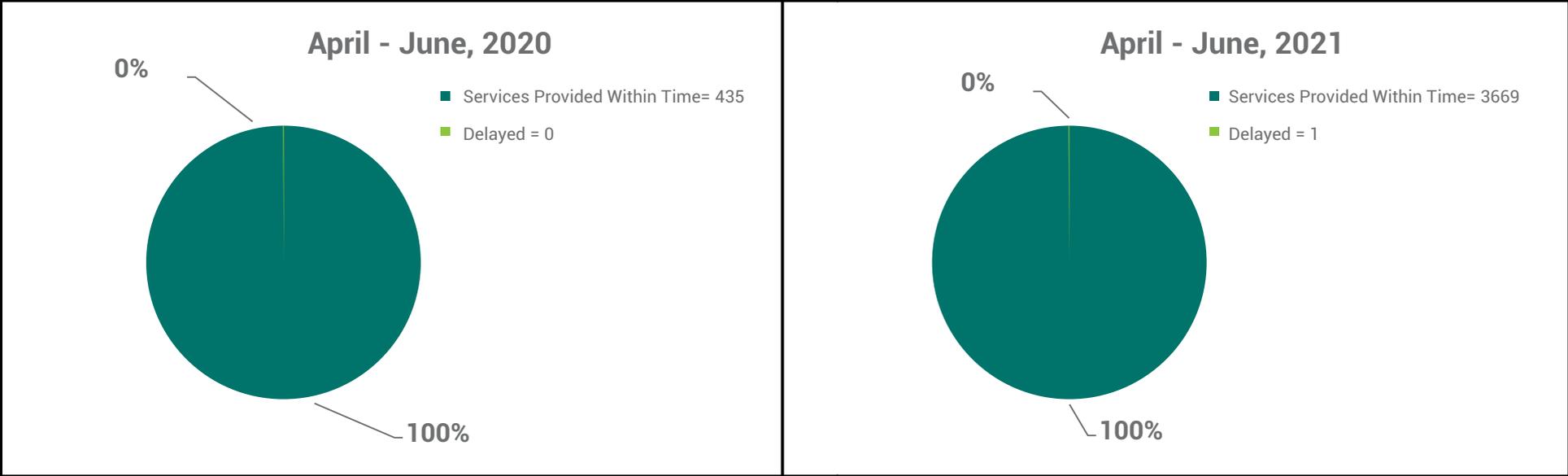
| Districts         | Mohmand | Kohistan | Lakki Marwat | DI Khan | Upper Dir | Battagram | Hangu | North Waziristan | Lower Dir | South Waziristan | Bajaur | Shangla | Haripur | Bannu | Abbottabad | Buner | Charsadda | Chitral | Khyber | Kohistan | Karak | Malakand | Mansehra | Mardan | Nowshera | Orakzai | Peshawar | Swabi | Swat | Torghar | Tank |
|-------------------|---------|----------|--------------|---------|-----------|-----------|-------|------------------|-----------|------------------|--------|---------|---------|-------|------------|-------|-----------|---------|--------|----------|-------|----------|----------|--------|----------|---------|----------|-------|------|---------|------|
| Total Application | 221     | 90       | 20           | 19      | 104       | 156       | 166   | 101              | 562       | 92               | 160    | 252     | 151     | 166   | 266        | 1     | 308       | 214     | 88     | 207      | 27    | 186      | 1328     | 881    | 572      | 10      | 973      | 313   | 1301 | 14      | 104  |
| Within Time       | 99      | 46       | 11           | 16      | 89        | 134       | 145   | 94               | 524       | 86               | 157    | 249     | 150     | 165   | 266        | 1     | 308       | 214     | 88     | 207      | 27    | 186      | 1328     | 881    | 572      | 10      | 973      | 313   | 1301 | 14      | 104  |
| Beyond Time       | 122     | 44       | 9            | 3       | 15        | 22        | 21    | 7                | 38        | 6                | 3      | 3       | 1       | 1     | 0          | 0     | 0         | 0       | 0      | 0        | 0     | 0        | 0        | 0      | 0        | 0       | 0        | 0     | 0    | 0       | 0    |

**Analysis:** The districts of Tank and Dir Upper have overcome the delays but Mohmand TD, Lakki Marwat and Kohistan are lagging behind which shall be looked into by the concerned District Police Officers.

# I. TRANSPORT & MASS TRANSIT DEPARTMENT

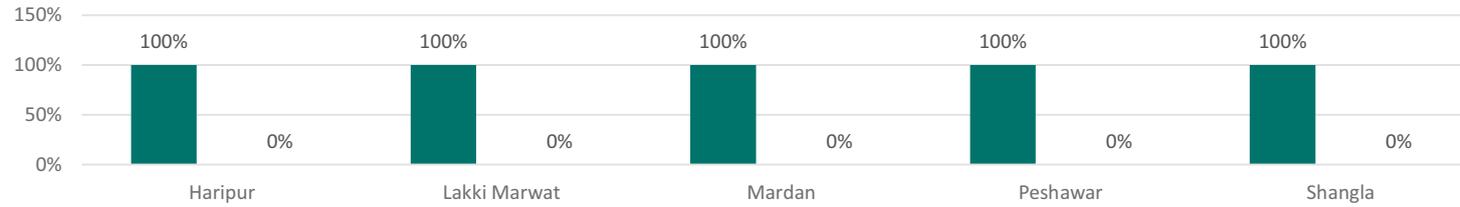
## 11. Issuance of Learner HTV (PROVINCE)

|                            |  |
|----------------------------|--|
| <b>Notified Time</b>       | <b>Same Day</b>                                      |
| <b>Designated officer</b>  | <b>Director Transport Peshawar, ADC/AC for other</b> |
| <b>Appellate Authority</b> | <b>Secretary Transport</b>                           |



### Issuance of Learner Permit HTV (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Not Reported          |
| North Waziristan | Not Reported          |
| Buner            | Not Reported          |
| Kurram           | Not Reported          |
| Orakzai          | Not Reported          |
| Torghar          | Not Reported          |



| Districts         | Haripur | Lakki Marwat | Mardan | Peshawar | Shangla |
|-------------------|---------|--------------|--------|----------|---------|
| Total Application | 69      | 9            | 17     | 332      | 8       |
| Within Time       | 69      | 9            | 17     | 332      | 8       |
| Beyond Time       | 0       | 0            | 0      | 0        | 0       |

### (April-June, 2021 District Wise)

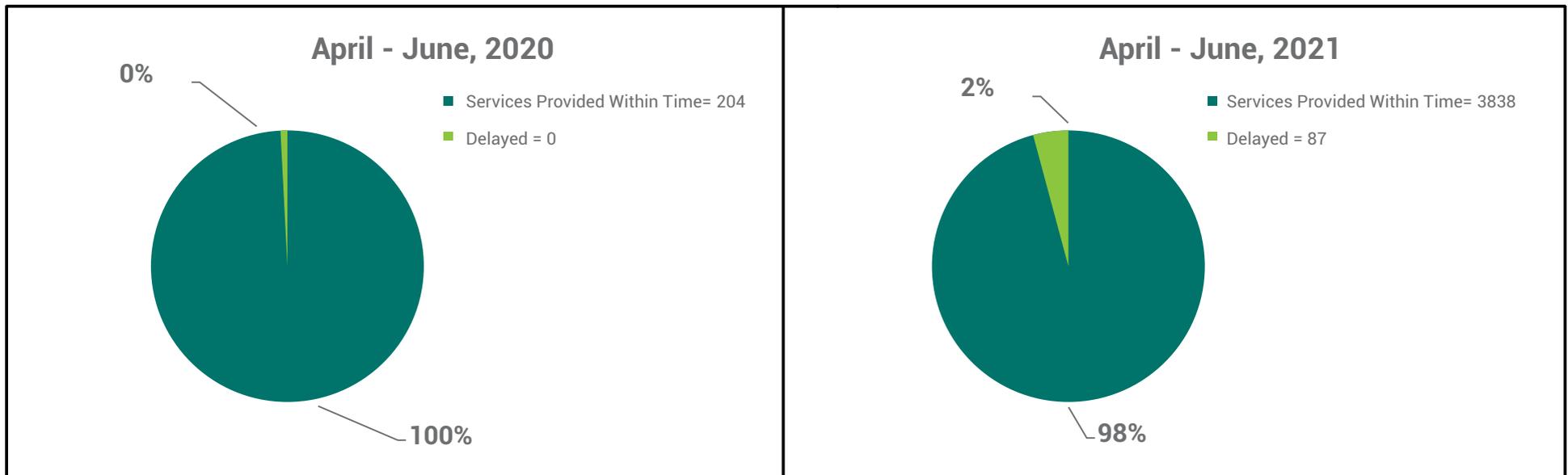


| Districts         | Lakki Marwat | Abbottabad | Bannu | Battagram | Charsadda | Chitral | DI Khan | Hangu | Haripur | Kohat | Kohistan | Karak | Lower Dir | Malakand | Mansehra | Mardan | Nowshera | Peshawar | Shangla | Swabi | Swat | South Waziristan | Tank | Upper Dir |
|-------------------|--------------|------------|-------|-----------|-----------|---------|---------|-------|---------|-------|----------|-------|-----------|----------|----------|--------|----------|----------|---------|-------|------|------------------|------|-----------|
| Total Application | 71           | 169        | 280   | 39        | 448       | 20      | 231     | 12    | 198     | 89    | 110      | 114   | 121       | 13       | 166      | 228    | 7        | 404      | 150     | 155   | 287  | 153              | 165  | 40        |
| Within Time       | 70           | 169        | 280   | 39        | 448       | 20      | 231     | 12    | 198     | 89    | 110      | 114   | 121       | 13       | 166      | 228    | 7        | 404      | 150     | 155   | 287  | 153              | 165  | 40        |
| Beyond Time       | 1            | 0          | 0     | 0         | 0         | 0       | 0       | 0     | 0       | 0     | 0        | 0     | 0         | 0        | 0        | 0      | 0        | 0        | 0       | 0     | 0    | 0                | 0    | 0         |

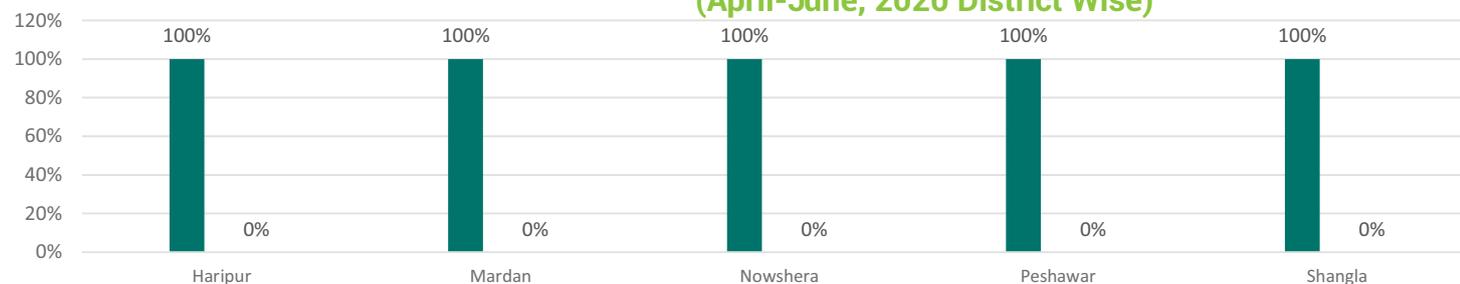
**Analysis:** The service is not available in Bajaur and Mohmand TDs while Khyber, North Waziristan, Kurram, Orakzai TDs, Buner and Torghar have not reported the service. It is appreciated that the department has maintained 100% service delivery as reported in the 1st Quarterly Report (Jan-March 2021).

## 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                           |



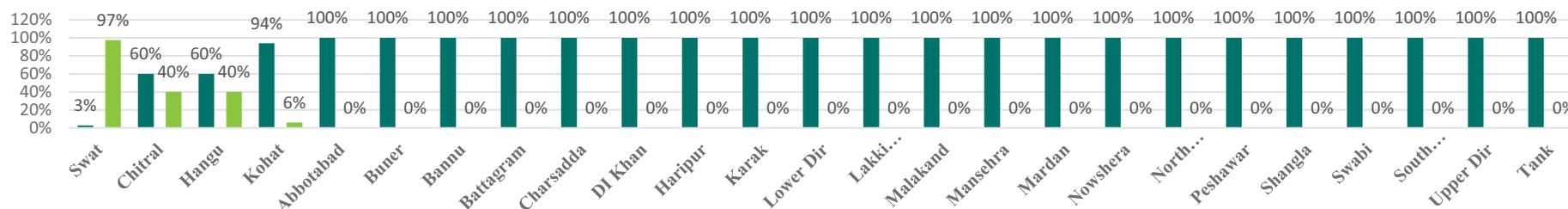
### Issuance of Fresh Driving License HTV (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Not Reported          |
| Kohistan         | Not Reported          |
| Orakzai          | Not Reported          |
| Torgar           | Not Reported          |

| Districts         | Haripur | Mardan | Nowshera | Peshawar | Shangla |
|-------------------|---------|--------|----------|----------|---------|
| Total Application | 115     | 4      | 3        | 63       | 19      |
| Within Time       | 115     | 4      | 3        | 63       | 19      |
| Beyond Time       | 0       | 0      | 0        | 0        | 0       |

### (April-June, 2021 District Wise)

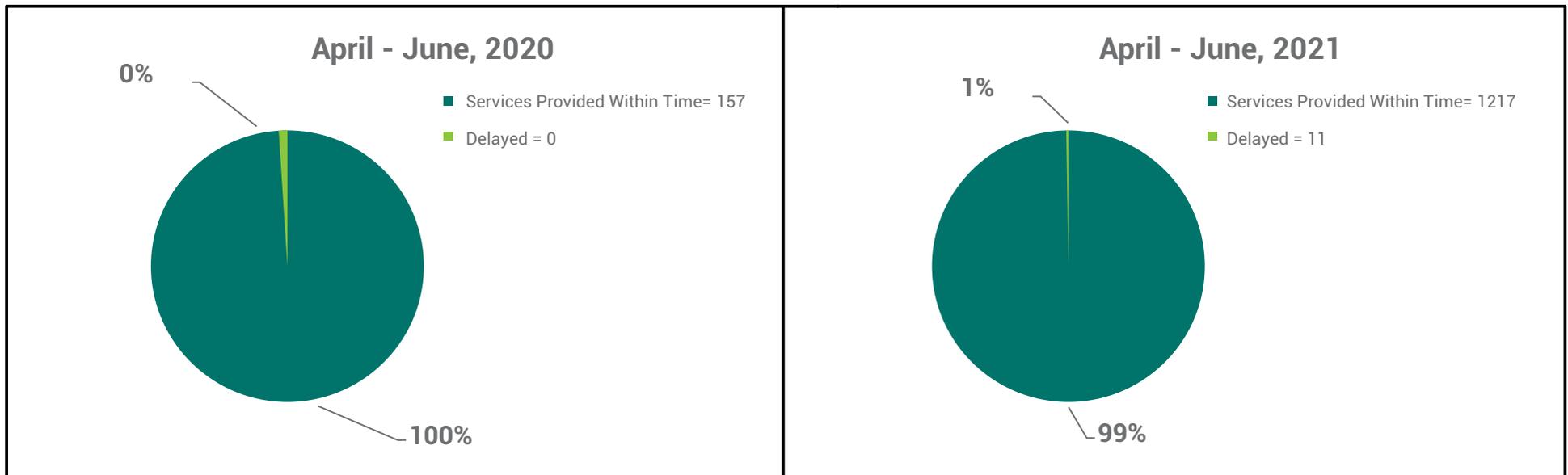


| Districts         | Swat | Chitral | Hangu | Kohat | Abbottabad | Buner | Bannu | Battagram | Charsadda | DI Khan | Haripur | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Peshawar | Shangla | Swabi | South Waziristan | Upper Dir | Tank |
|-------------------|------|---------|-------|-------|------------|-------|-------|-----------|-----------|---------|---------|-------|-----------|--------------|----------|----------|--------|----------|------------------|----------|---------|-------|------------------|-----------|------|
| Total Application | 76   | 10      | 15    | 50    | 94         | 66    | 153   | 45        | 712       | 458     | 175     | 82    | 95        | 20           | 45       | 267      | 394    | 97       | 2                | 447      | 25      | 157   | 114              | 89        | 236  |
| Within Time       | 2    | 6       | 9     | 47    | 94         | 66    | 153   | 45        | 712       | 458     | 175     | 82    | 95        | 20           | 45       | 267      | 394    | 97       | 2                | 447      | 25      | 157   | 114              | 89        | 236  |
| Beyond Time       | 74   | 4       | 6     | 3     | 0          | 0     | 0     | 0         | 0         | 0       | 0       | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0                | 0        | 0       | 0     | 0                | 0         | 0    |

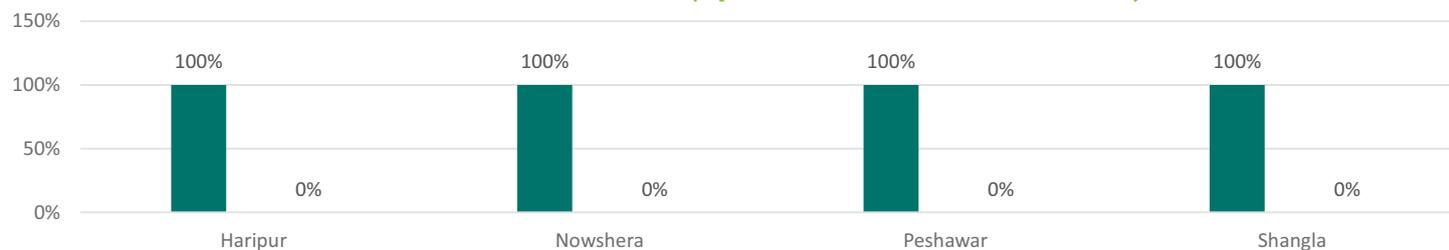
**Analysis:** The service is not available in three Tribal Districts of Bajaur, Mohmand and Khyber. Four districts have not reported the service. The delay in service delivery in Swat district is alarmingly 97%, Chitral and Hangu have 40% delay each. The overall service delivery is satisfactory.

### 13. 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                           |



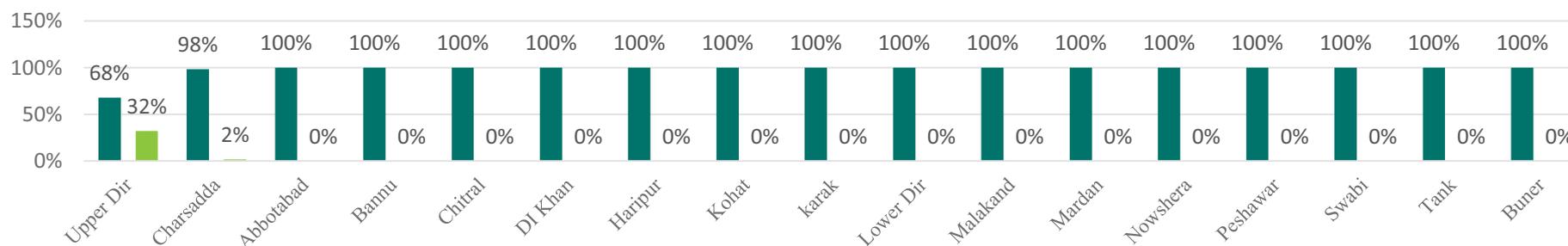
### Renewal of Driving License HTV (April-June, 2020 District Wise)



| Districts         | Haripur | Nowshera | Peshawar | Shangla |
|-------------------|---------|----------|----------|---------|
| Total Application | 35      | 5        | 98       | 19      |
| Within Time       | 35      | 5        | 98       | 19      |
| Beyond Time       | 0       | 0        | 0        | 0       |

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Not Reported          |
| Kohistan         | Not Reported          |
| Orakzai          | Not Reported          |
| Torghar          | Not Reported          |
| Lakki Marwat     | Not Reported          |
| North Waziristan | Not Reported          |
| Mansehra         | Nil Report            |
| Hangu            | Nil Report            |
| South Waziristan | Nil Report            |
| Shangla          | Nil Report            |
| Swat             | Nil Report            |
| Battagram        | Nil Report            |

### (April-June, 2021 District Wise)

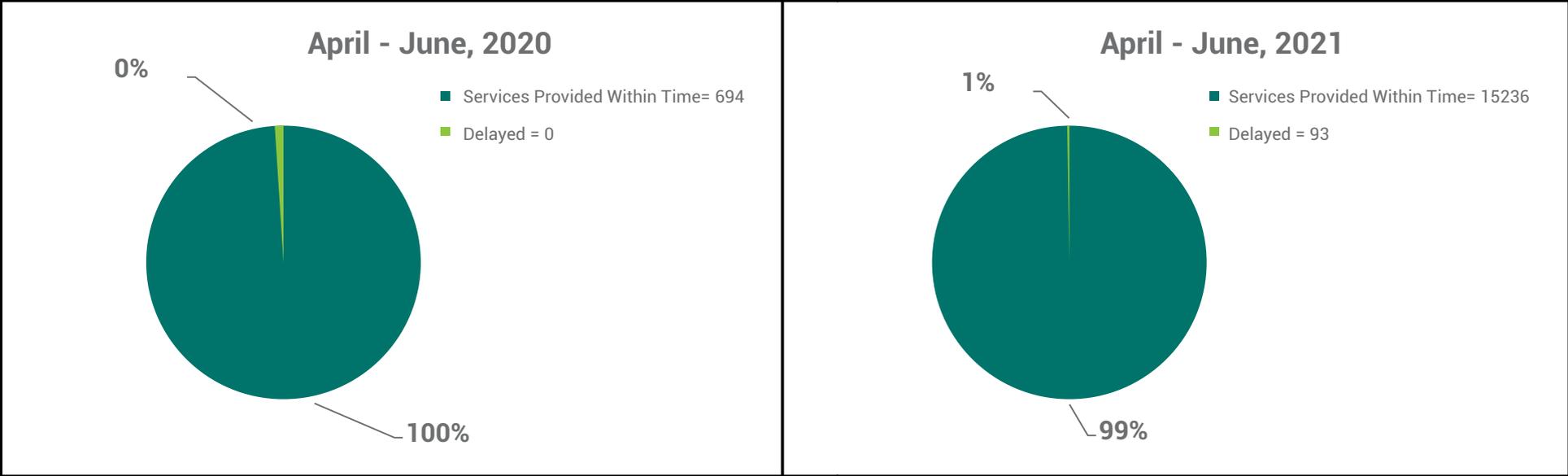


| Districts         | Upper Dir | Charsadda | Abbottabad | Bannu | Chitral | DI Khan | Haripur | Kohat | Karak | Lower Dir | Malakand | Mardan | Nowshera | Peshawar | Swabi | Tank | Buner |
|-------------------|-----------|-----------|------------|-------|---------|---------|---------|-------|-------|-----------|----------|--------|----------|----------|-------|------|-------|
| Total Application | 25        | 176       | 16         | 5     | 1       | 306     | 11      | 1     | 37    | 80        | 5        | 1      | 27       | 430      | 2     | 104  | 1     |
| Within Time       | 17        | 173       | 16         | 5     | 1       | 306     | 11      | 1     | 37    | 80        | 5        | 1      | 27       | 430      | 2     | 104  | 1     |
| Beyond Time       | 8         | 3         | 0          | 0     | 0       | 0       | 0       | 0     | 0     | 0         | 0        | 0      | 0        | 0        | 0     | 0    | 0     |

**Analysis:** The service is not available in three districts; six districts have not reported while nil report is submitted by six districts. Dir Upper has a delay of 32% which can be minimized by putting in more efforts. The authorities may take concrete steps to make the service available in the districts where it is not available and improve where it is not up to the mark.

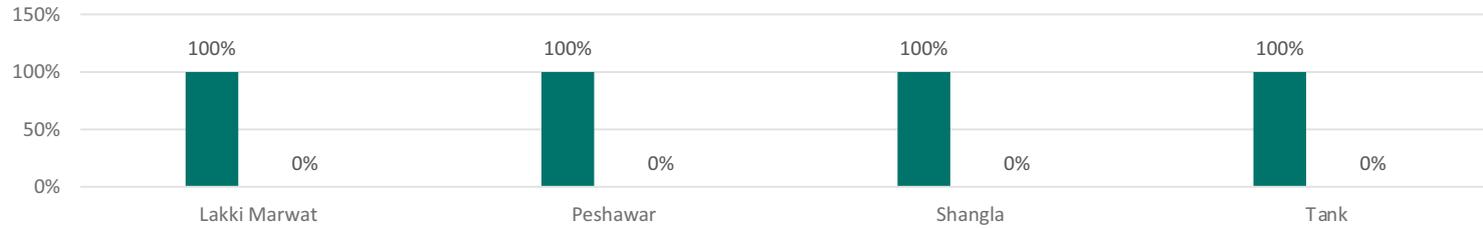
### 14. Issuance of Learner LTV (PROVINCE)

|                            |  |
|----------------------------|--|
| <b>Notified Time</b>       | <b>Same Day</b>                                      |
| <b>Designated officer</b>  | <b>Director Transport Peshawar, ADC/AC for other</b> |
| <b>Appellate Authority</b> | <b>Secretary Transport</b>                           |



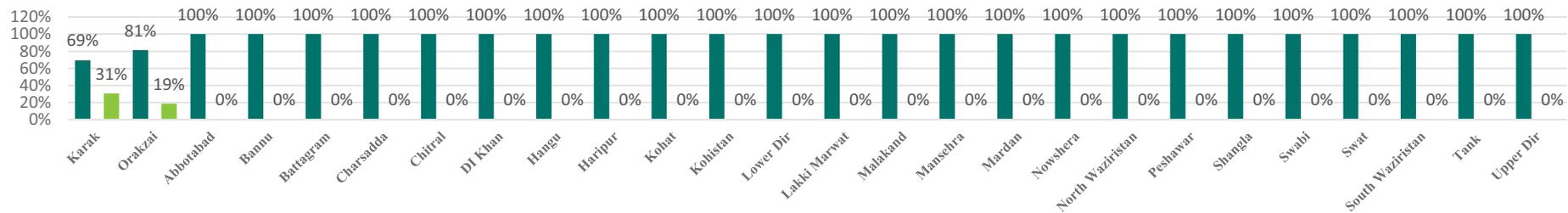
### Issuance of Learner Permit LTV (April-June, 2020 District Wise)

| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Not Reported          |
| Buner            | Not Reported          |
| Kurram           | Not Reported          |
| Torghar          | Not Reported          |



| Districts         | Lakki Marwat | Peshawar | Shangla | Tank |
|-------------------|--------------|----------|---------|------|
| Total Application | 13           | 615      | 38      | 28   |
| Within Time       | 13           | 615      | 38      | 28   |
| Beyond Time       | 0            | 0        | 0       | 0    |

### (April-June, 2021 District Wise)

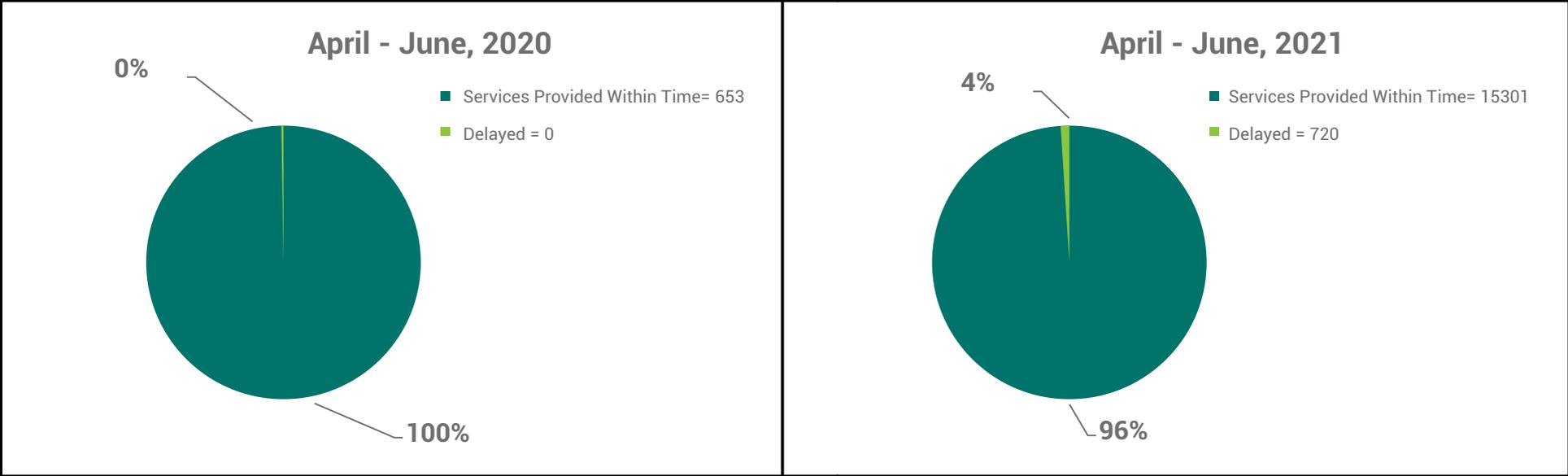


| Districts         | Karak | Orakzai | Abbotabad | Bannu | Battagram | Charsadda | Chitral | DI Khan | Hangu | Haripur | Kohat | Kohistan | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Peshawar | Shangla | Swabi | Swat | South Waziristan | Tank | Upper Dir |
|-------------------|-------|---------|-----------|-------|-----------|-----------|---------|---------|-------|---------|-------|----------|-----------|--------------|----------|----------|--------|----------|------------------|----------|---------|-------|------|------------------|------|-----------|
| Total Application | 295   | 16      | 1177      | 537   | 450       | 426       | 71      | 506     | 43    | 980     | 407   | 264      | 1059      | 107          | 265      | 870      | 1922   | 24       | 435              | 1285     | 646     | 1589  | 1544 | 109              | 85   | 217       |
| Within Time       | 205   | 13      | 1177      | 537   | 450       | 426       | 71      | 506     | 43    | 980     | 407   | 264      | 1059      | 107          | 265      | 870      | 1922   | 24       | 435              | 1285     | 646     | 1589  | 1544 | 109              | 85   | 217       |
| Beyond Time       | 90    | 3       | 0         | 0     | 0         | 0         | 0       | 0       | 0     | 0       | 0     | 0        | 0         | 0            | 0        | 0        | 0      | 0        | 0                | 0        | 0       | 0     | 0    | 0                | 0    | 0         |

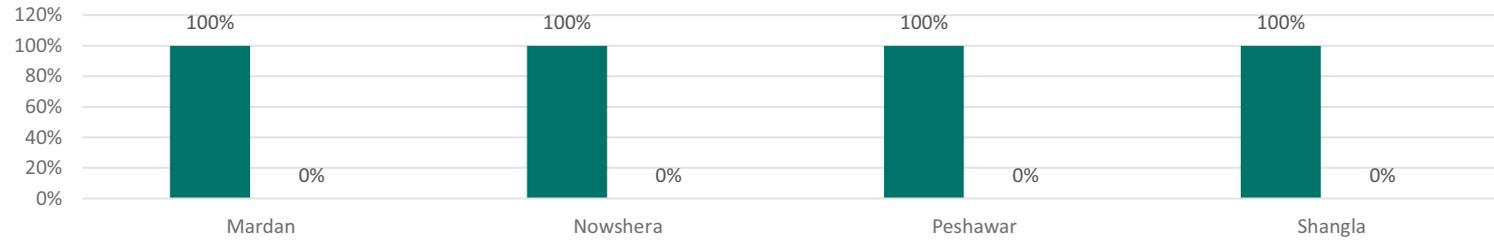
**Analysis:** In the tribal districts of Bajaur and Mohmand the service may be made available. Khyber TD, Buner, Kurram TD and Torghar have not reported the service. Karak and Orakzai have delays of 31% and 19% respectively. The overall service delivery is satisfactory.

### 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                           |



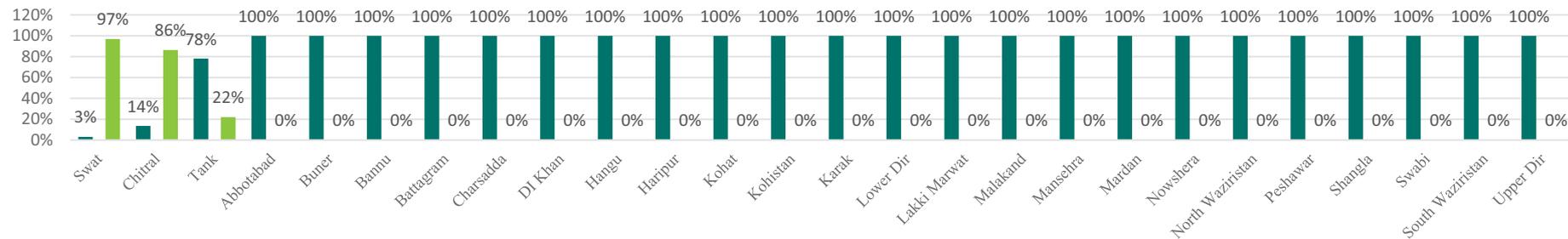
### Issance of Fresh Driving License LTV (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Not Reported          |
| Kurram           | Not Reported          |
| Torghar          | Not Reported          |
| Orakzai          | Nil Report            |

| Districts         | Mardan | Nowshera | Peshawar | Shangla |
|-------------------|--------|----------|----------|---------|
| Total Application | 41     | 30       | 488      | 94      |
| Within Time       | 41     | 30       | 488      | 94      |
| Beyond Time       | 0      | 0        | 0        | 0       |

### (April-June, 2021 District Wise)

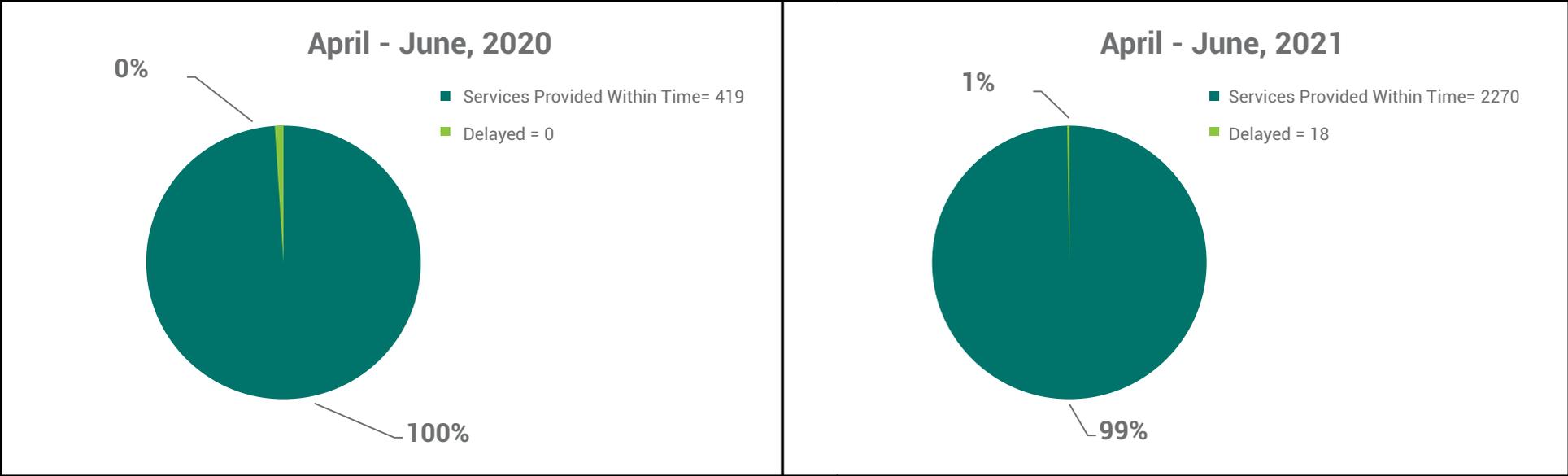


| Districts         | Swat | Chitral | Tank | Abbottabad | Buner | Bannu | Battagram | Charsadda | DI Khan | Hangu | Haripur | Kohat | Kohistan | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Peshawar | Shangla | Swabi | South Waziristan | Upper Dir |
|-------------------|------|---------|------|------------|-------|-------|-----------|-----------|---------|-------|---------|-------|----------|-------|-----------|--------------|----------|----------|--------|----------|------------------|----------|---------|-------|------------------|-----------|
| Total Application | 676  | 44      | 123  | 1203       | 370   | 724   | 441       | 707       | 764     | 12    | 907     | 160   | 206      | 219   | 877       | 59           | 613      | 1120     | 2441   | 70       | 586              | 1386     | 152     | 1666  | 86               | 409       |
| Within Time       | 21   | 6       | 96   | 1203       | 370   | 724   | 441       | 707       | 764     | 12    | 907     | 160   | 206      | 219   | 877       | 59           | 613      | 1120     | 2441   | 70       | 586              | 1386     | 152     | 1666  | 86               | 409       |
| Beyond Time       | 655  | 38      | 27   | 0          | 0     | 0     | 0         | 0         | 0       | 0     | 0       | 0     | 0        | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0                | 0        | 0       | 0     | 0                | 0         |

**Analysis:** The service may be made available in Bajaur and Mohmand TDs. Khyber, Kurram TDs and Torghar have not reported the service while Orakzai TD has nil report. The service may be made available for the benefit of the general public and revenue generation. The overall service delivery is satisfactory except Swat 97%, Chitral 86% and Tank 22% delays. It is worthwhile to mention that Chitral had delays of 62% during the 1st quarter of the current year (Jan-Mar 2021) as well.

### 16.Renewal of 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                           |



### Rnewal of Driving License LTV (April-June, 2020 District Wise)



| Reporting Status |                       |
|------------------|-----------------------|
| Bajaur           | Service Not Available |
| Mohmand          | Service Not Available |
| Khyber           | Service Not Available |
| Kurram           | Not Reported          |
| Kohistan         | Not Reported          |
| Orakzai          | Not Reported          |
| Torghar          | Not Reported          |
| Hangu            | Nil Report            |
| South Waziristan | Nil Report            |

| Districts         | DI Khan | Peshawar |
|-------------------|---------|----------|
| Total Application | 11      | 408      |
| Within Time       | 11      | 408      |
| Beyond Time       | 0       | 0        |

### (April-June, 2021 District Wise)



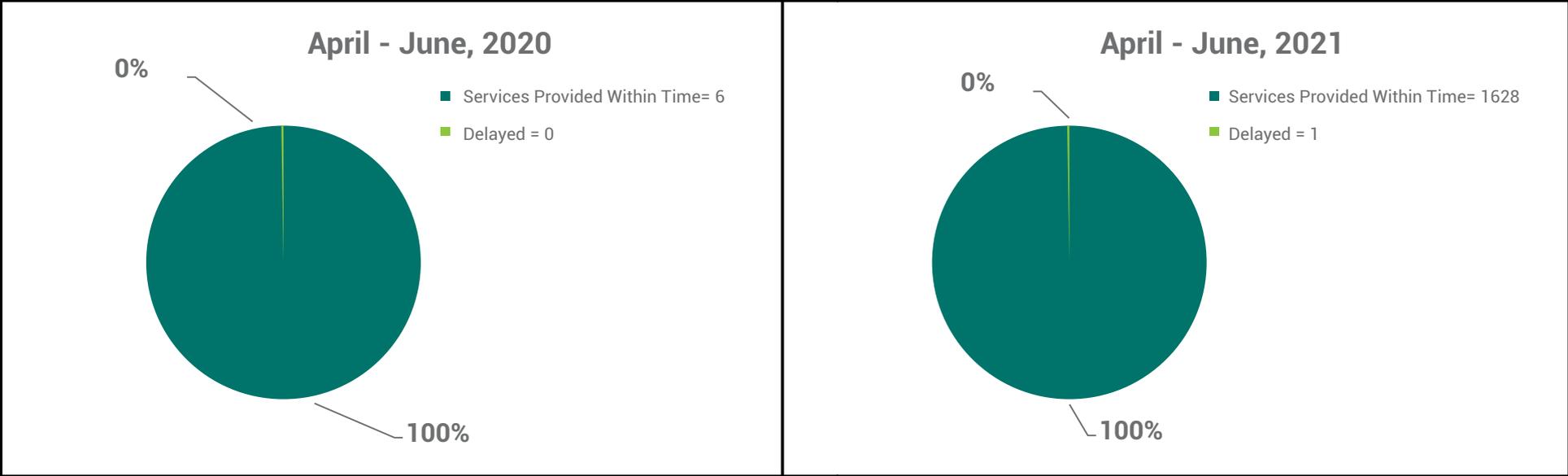
| Districts         | Swat | Chitral | Upper Dir | Buner | Charsadda | Abbottabad | Bannu | Battagram | DI Khan | Haripur | Kohat | Karak | Lower Dir | Lakki Marwat | Malakand | Mansehra | Mardan | Nowshera | North Waziristan | Peshawar | Shangla | Swabi | Tank |
|-------------------|------|---------|-----------|-------|-----------|------------|-------|-----------|---------|---------|-------|-------|-----------|--------------|----------|----------|--------|----------|------------------|----------|---------|-------|------|
| Total Application | 1    | 4       | 29        | 57    | 288       | 24         | 6     | 37        | 151     | 67      | 1     | 16    | 54        | 94           | 39       | 2        | 12     | 3        | 14               | 1315     | 8       | 5     | 61   |
| Within Time       | 0    | 2       | 26        | 55    | 278       | 24         | 6     | 37        | 151     | 67      | 1     | 16    | 54        | 94           | 39       | 2        | 12     | 3        | 14               | 1315     | 8       | 5     | 61   |
| Beyond Time       | 1    | 2       | 3         | 2     | 10        | 0          | 0     | 0         | 0       | 0       | 0     | 0     | 0         | 0            | 0        | 0        | 0      | 0        | 0                | 0        | 0       | 0     | 0    |

**Analysis:** It is worthwhile to note that for the 2nd quarter of 2020 only two districts reported the service and this time (April-June 2021) appreciably 22 districts have reported the service. The district of Swat has 100% delays and Chitral has 50%. The authorities have to look into why the performance of the two districts is very poor.

## J. ZAKAT, SOCIAL WELFARE AND WOMEN EMPOWERMENT

### J1. Release of Fund from District Committee to Local Committee (PROVINCE)

|                     |                                   |
|---------------------|-----------------------------------|
| Notified Time       | 20 Days                           |
| Designated officer  | District Zakat Officer            |
| Appellate Authority | Chairman District Zakat Committee |

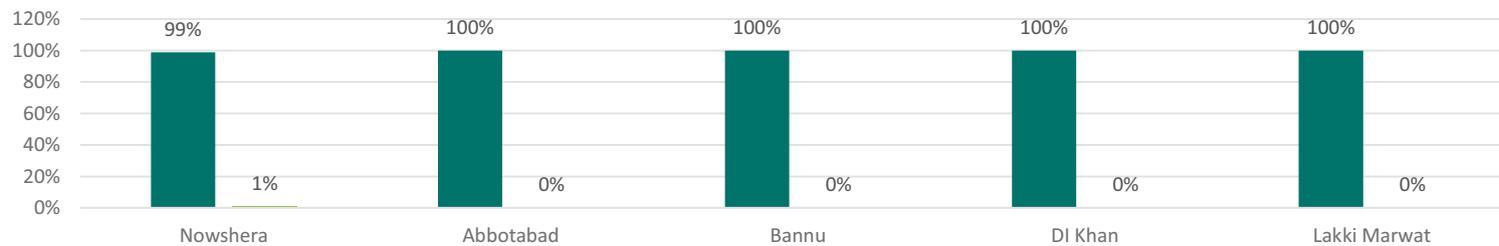


## Release of Fund from District to Local Committee (April-June, 2020 District Wise)



| Districts         | Malakand |
|-------------------|----------|
| Total Application | 6        |
| Within Time       | 6        |
| Beyond Time       | 0        |

## (April-June, 2021 District Wise)



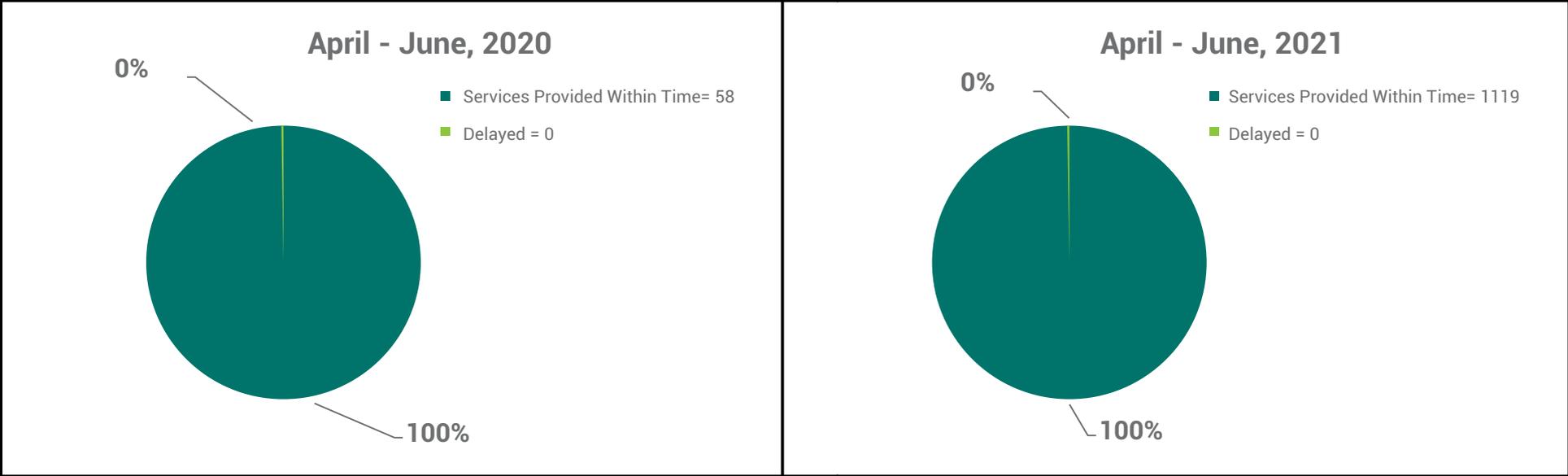
| Districts         | Nowshera | Abbotabad | Bannu | DI Khan | Lakki Marwat |
|-------------------|----------|-----------|-------|---------|--------------|
| Total Application | 92       | 1129      | 139   | 179     | 90           |
| Within Time       | 91       | 1129      | 139   | 179     | 90           |
| Beyond Time       | 1        | 0         | 0     | 0       | 0            |

| Reporting Status |                       |
|------------------|-----------------------|
| Tank             | Service Not Available |
| Khyber           | Not Reported          |
| Charsadda        | Not Reported          |
| Kohat            | Not Reported          |
| Kurram           | Not Reported          |
| North Waziristan | Not Reported          |
| Peshawar         | Not Reported          |
| Swabi            | Not Reported          |
| Kohistan         | Nii Report            |
| Karak            | Nii Report            |
| Haripur          | Nii Report            |
| Hangu            | Nii Report            |
| Upper Dir        | Nii Report            |
| Lower Dir        | Nii Report            |
| Chitral          | Nii Report            |
| Buner            | Nii Report            |
| Bajaur           | Nii Report            |
| Battagram        | Nii Report            |
| Malakand         | Nii Report            |
| Mansehra         | Nii Report            |
| Mardan           | Nii Report            |
| Mohmand          | Nii Report            |
| Orakzai          | Nii Report            |
| Shangla          | Nii Report            |
| South Waziristan | Nii Report            |
| Swat             | Nii Report            |
| Torghar          | Nii Report            |

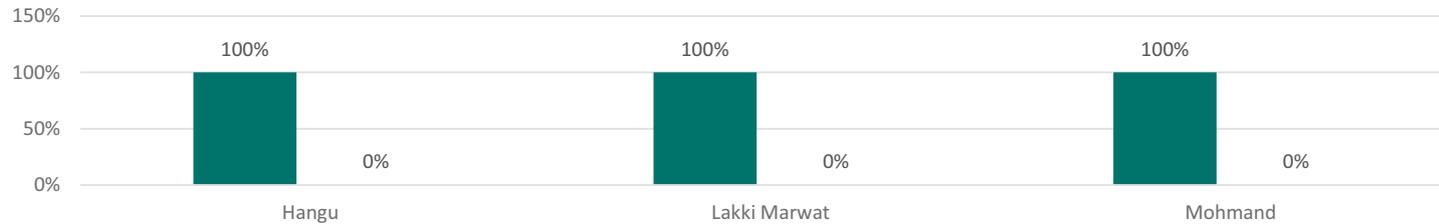
**Analysis:** This service is internal affairs of the department and as such does not come under the definition of the 'Public Service'. Astonishingly the service is not available in District Tank. Five districts Nowshera, Abbotabad, Bannu, DI Khan and Lakki Marwat have reported the service. Seven districts have not reported while nil reports were received from rest of the districts. The authorities may look into it.

**J2. Disbursement of Zakat into Mustaheqin (PROVINCE)**

|                            |  |
|----------------------------|--|
| <b>Notified Time</b>       | <b>20 Days</b>                           |
| <b>Designated officer</b>  | <b>Chairman local Zakat Committee</b>    |
| <b>Appellate Authority</b> | <b>Chairman District Zakat Committee</b> |

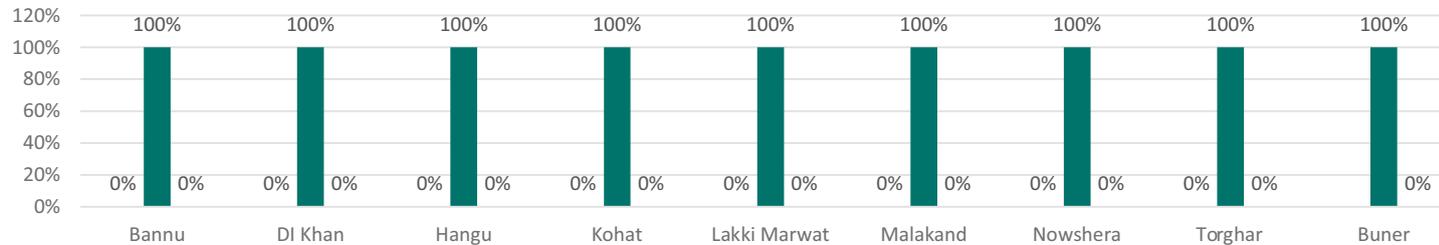


### Disbursement of Zakat to Musathee Qin (April-June, 2020 District Wise)



| Districts         | Hangu | Lakki Marwat | Mohmand |
|-------------------|-------|--------------|---------|
| Total Application | 3     | 5            | 50      |
| Within Time       | 3     | 5            | 50      |
| Beyond Time       | 0     | 0            | 0       |

### (April-June, 2021 District Wise)



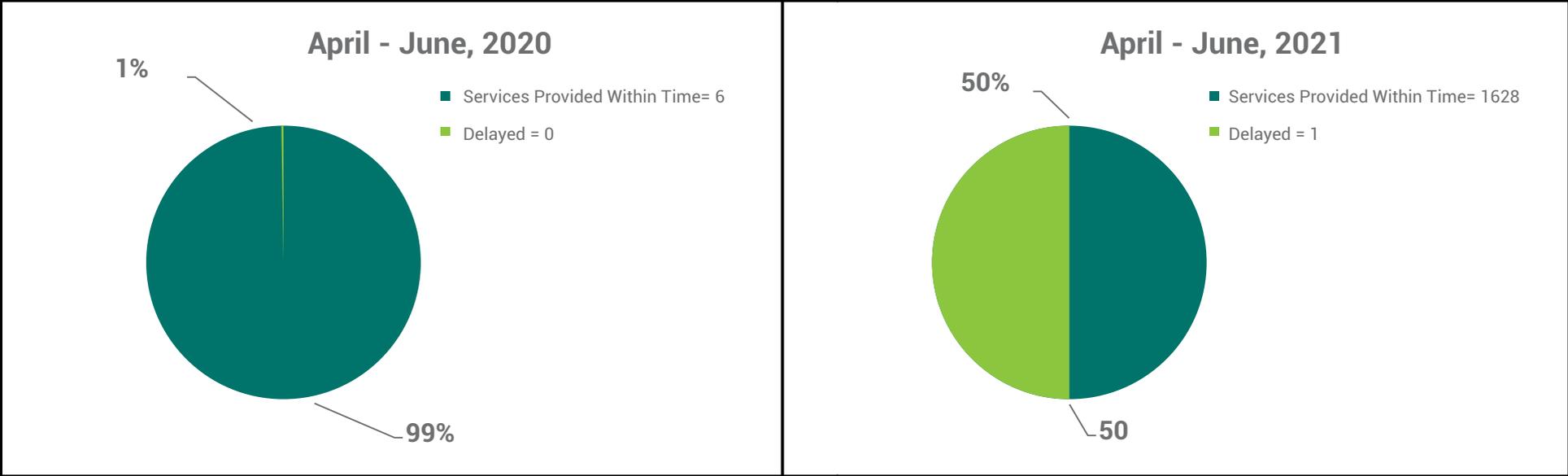
| Districts         | Bannu | DI Khan | Hangu | Kohat | Lakki Marwat | Malakand | Nowshera | Torgar | Buner |
|-------------------|-------|---------|-------|-------|--------------|----------|----------|--------|-------|
| Total Application | 198   | 18      | 3     | 88    | 163          | 551      | 6        | 65     | 27    |
| Within Time       | 198   | 18      | 3     | 88    | 163          | 551      | 6        | 65     | 27    |
| Beyond Time       | 0     | 0       | 0     | 0     | 0            | 0        | 0        | 0      | 0     |

| Reporting Status |                       |
|------------------|-----------------------|
| Tank             | Service Not Available |
| Khyber           | Not Reported          |
| Kurram           | Not Reported          |
| North Waziristan | Not Reported          |
| Peshawar         | Not Reported          |
| Swabi            | Not Reported          |
| Charsadda        | Nil Report            |
| Kohistan         | Nil Report            |
| Karak            | Nil Report            |
| Haripur          | Nil Report            |
| Upper Dir        | Nil Report            |
| Lower Dir        | Nil Report            |
| Chitral          | Nil Report            |
| Bajaur           | Nil Report            |
| Battagram        | Nil Report            |
| Mansehra         | Nil Report            |
| Mardan           | Nil Report            |
| Mohmand          | Nil Report            |
| Orakzai          | Nil Report            |
| Shangla          | Nil Report            |
| South Waziristan | Nil Report            |
| Swat             | Nil Report            |
| Abbottabad       | Nil Report            |

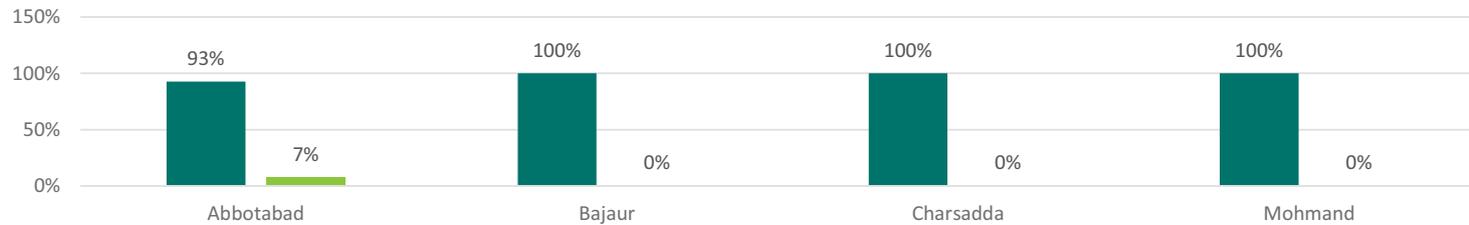
**Analysis:** The service is not available in district Tank. Nine districts have reported the service as compare to three during 2nd quarter of 2020. Five districts have not reported while rest of the districts have nil reports.

**J3.Issuance of Istehqaq Certificate (PROVINCE)**

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



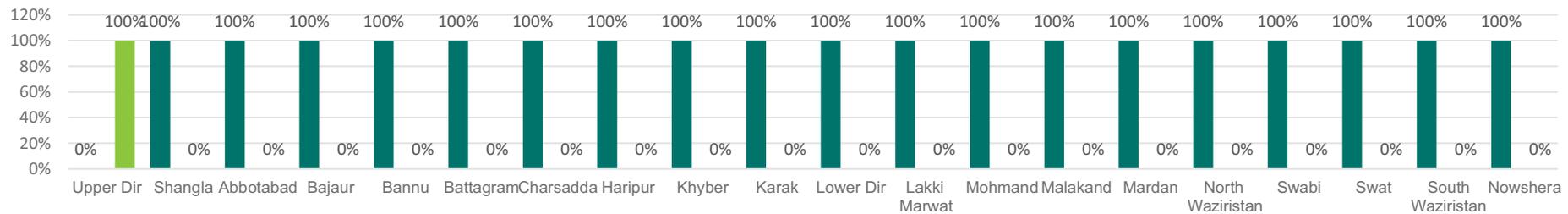
### Issuance of Istehqaq Certificate (April-June, 2020 District Wise)



| Reporting Status |                        |
|------------------|------------------------|
| Tank             | Service Not Avail able |
| Kohat            | Not Reported           |
| Kurram           | Not Reported           |
| Peshawar         | Not Reported           |
| Kohistan         | Nil Report             |
| Hangu            | Nil Report             |
| Chitral          | Nil Report             |
| Buner            | Nil Report             |
| Mansehra         | Nil Report             |
| Orakzai          | Nil Report             |
| Torghar          | Nil Report             |
| DI Khan          | Nil Report             |

| Districts         | Abbottabad | Bajaur | Charsadda | Mohmand |
|-------------------|------------|--------|-----------|---------|
| Total Application | 54         | 41     | 155       | 19      |
| Within Time       | 50         | 41     | 155       | 19      |
| Beyond Time       | 4          | 0      | 0         | 0       |

### (April-June, 2021 District Wise)



| Districts         | Upper Dir | Shangla | Abbottabad | Bajaur | Bannu | Battagram | Charsadda | Haripur | Khyber | Karak | Lower Dir | Lakki Marwat | Mohmand | Malakand | Mardan | North Waziristan | Swabi | Swat | South Waziristan | Nowshera |
|-------------------|-----------|---------|------------|--------|-------|-----------|-----------|---------|--------|-------|-----------|--------------|---------|----------|--------|------------------|-------|------|------------------|----------|
| Total Application | 4737      | 413     | 332        | 71     | 267   | 84        | 1384      | 123     | 322    | 184   | 86        | 37           | 58      | 172      | 26     | 31               | 11    | 932  | 41               | 99       |
| Within Time       | 0         | 412     | 332        | 71     | 267   | 84        | 1384      | 123     | 322    | 184   | 86        | 37           | 58      | 172      | 26     | 31               | 11    | 932  | 41               | 99       |
| Beyond Time       | 4737      | 1       | 0          | 0      | 0     | 0         | 0         | 0       | 0      | 0     | 0         | 0            | 0       | 0        | 0      | 0                | 0     | 0    | 0                | 0        |

**Analysis:** 20 districts have reported the service against for the 2nd quarter of 2020, where only four districts had reported. Hence data reporting improved In the 2nd quarter of 2021 Dir Upper has 100% delay. In district Tank the service is not available. Three districts have not submitted their reports while eight districts have nil reports.

# PHOTO GALLERY



Chief Guest with Commission Staff



Chief Guest with Award Winners



Chief Guest with other guests





Right to Public Services Commission  
Government of Khyber Pakhtunkhwa