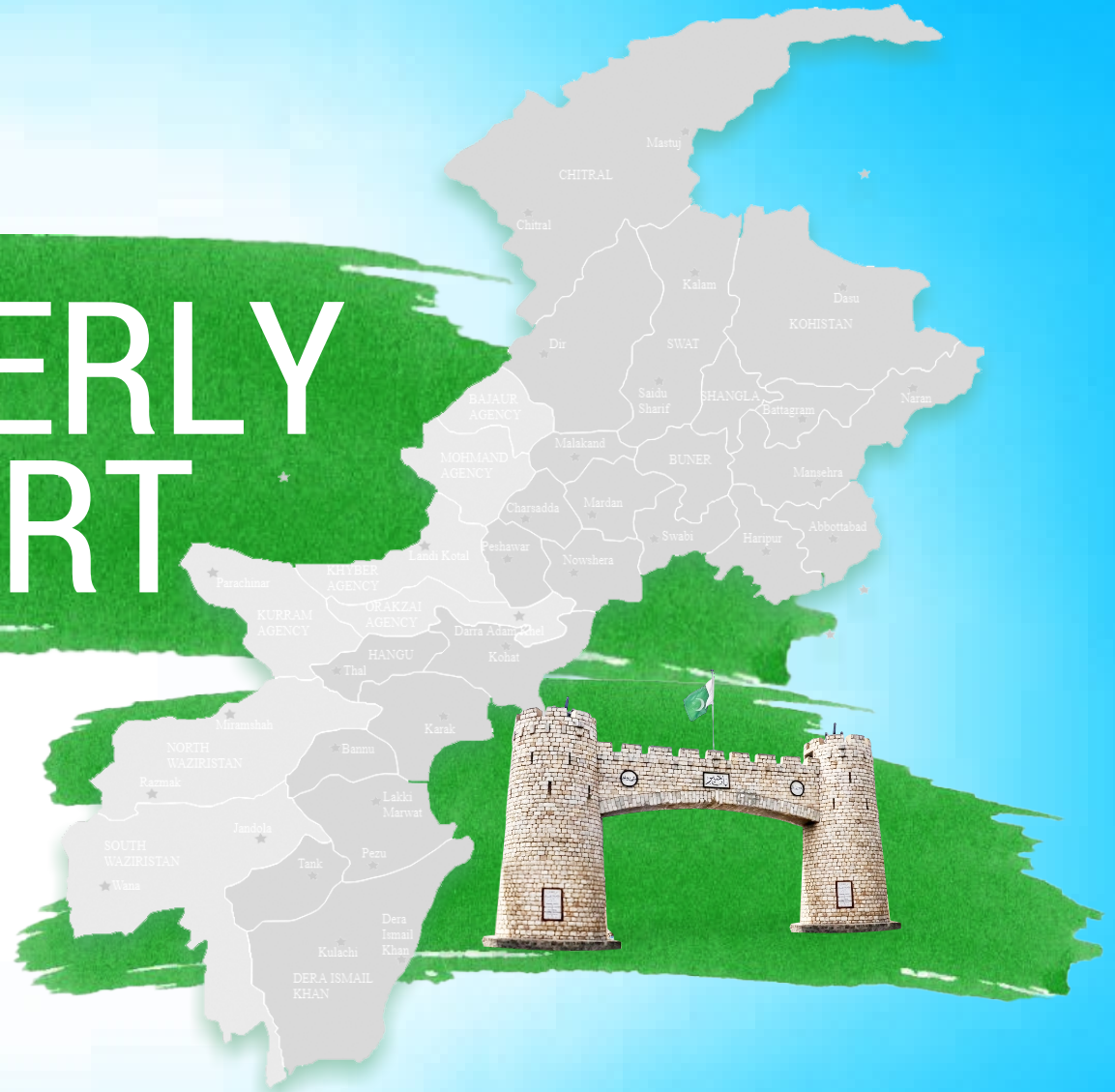


QUARTERLY REPORT

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

Table of contents

	Foreword	3
	Past & Present	4
	Landscape of Services	5
	Public Awareness Campaigns	8
	Rasai-1800	9
	Pakistan Citizen Portal	10
	SERVICES DATA	11
A.	BOARD OF REVENUE	12
	A1. Demarcation of Land	13
	A2. FARD	14
	A3. Inheritance Mutation	16
	a. Entry in Roznamcha and Revenue Record	16
	b. Attestation	18
	A4. Issuance of Certified Copies of Registered Document	20
B.	ELEMENTARY & SECONDARY EDUCATION	22
	B1. Provisional / Character Certificate	23
	B2. School Leaving Certificate Private Sector	24
	B3. School Leaving Certificate Public Sector	26
C.	EXCISE & TAXATION DEPARTMENT	28
	C1. Registration of new Motor Vehicles	29
	C2. Renewal of Vehicle's Registration	30
	C3. Transfer of Vehicles	32
D.	FOREST DEPARTMENT	34
	D1. Grant of Trees	35
	D2. Issuance of Wood Permit	36
E.	HEALTH	38
	E1. Copies of Post Mortem or Medico Legal Report	39
	E2. Issuance of Drug License	40

F.	HOME DEPARTMENT	42
	F1. Processing of Arms License	43
	F2. Verification of Arms Applicant	44
	F3. Issuance of Arms License	46
	F4. All Pakistan Cartridge Increase	48
	F5. Domicile	50
G.	LOCAL GOVERNMENT	52
	G1. Birth Certificate	53
	G2. Death Certificate	54
	G3. Disposal of Garbage and Solid Waste	56
	G3. Building Plan	58
	G5. Plan of Commercial Building Outside City Walls	60
	G6. Plan of Commercial Building within City Wall	62
	G7. Water Connection	64
	G8. Supply of Clean Drinking Water	66
H.	POLICE	68
	H1. FIR	69
	H2. Issuance of Learner Permit Motorcar/Jeep	70
	H3. Issuance of Fresh Driving License Motorcar/Jeep	72
	H4. Renewal of License Motorcar/Jeep	74
	H5. Police of Verification	76
I.	TRANSPORT DEPARTMENT	78
	I1. Issuance of Learner HTV	79
	I2. Issuance of Fresh Driving License HTV	80
	I3. Renewal of Driving License HTV	82
	I4. Issuance of Learner LTV	84
	I5. Issuance of Fresh Driving License LTV	86
	I6. Renewal of Driving License LTV	88
J.	ZAKAT, SOCIAL WELFARE AND WOMEN EMPOWERMENT	90
	J1. Release of Fund from District Committee to Local Committee	91
	J2. Disbursement of Zakat into Mustaheqin	92
	J3. Issuance of Istehqaq Certificate	94
	PHOTO GALLERY	97

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. 2. Home Deptt.
2	2015	10	1. Zakat, Usher & Social welfare 2. Home & Tribal Affairs
3	2016	7	1. Forest , Environment and Wild Life 2. Local Govt & Rural Dev: Deptt: 3. Health 4. Public Health Engineering Deptt: 5. WSSC Peshawar
4	2018	13	1. Transport and Mass Transit 2. Police 3. Excise & Taxation Department
5	2019	6	1. Health 2. Education 3. Police 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 (a) Entry in Roznamcha and Revenue Record (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 prefer 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 (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
Total		8

Pakistan Citizen Portal

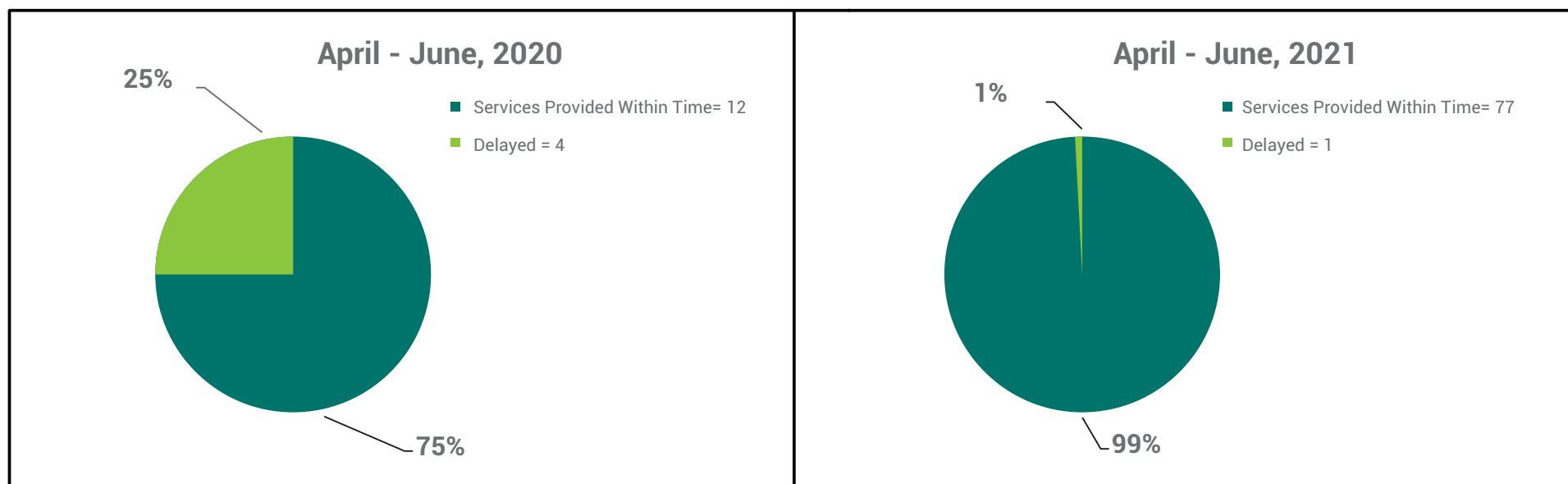
The Commission has dashboard access to Prime Minister Delivery Unit (PMDU) to supplement the efforts by coordinating between the citizen and the concerned department for expeditious resolution. The Commission has been very active on this count and was able to handle thousands of complaints so far. In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

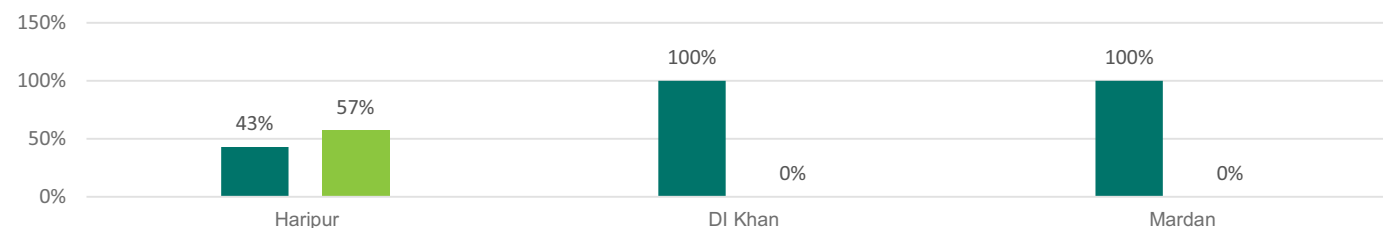
A. BOARD OF REVENUE

A1. Demarcation of Land (Province)

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



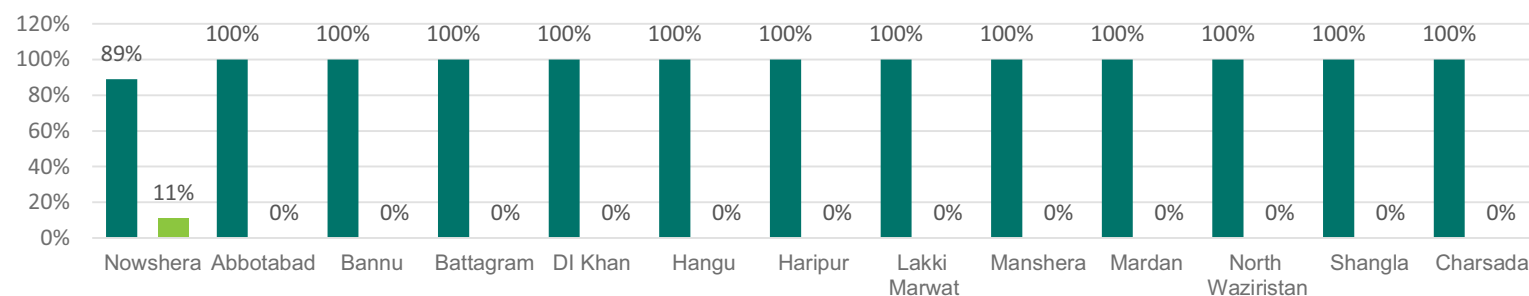
DEMARCATON OF LAND (April-June, 2020 District Wise)



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)

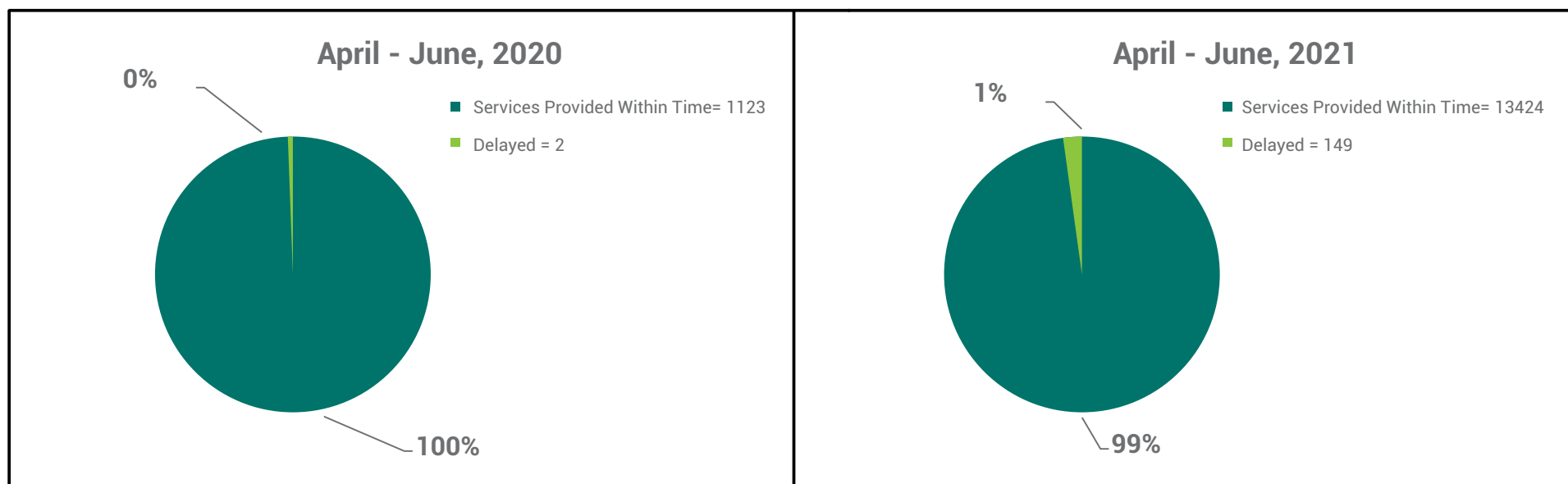


Districts	Nowshera	Abbottabad	Bannu	Battagram	DI Khan	Hangu	Haripur	Lakki Marwat	Mansehra	Mardan	North Waziristan	Shangla	Charsadda
Total Application	9	5	1	2	4	16	9	2	1	17	1	9	2
Within Time	8	5	1	2	4	16	9	2	1	17	1	9	2
Beyond Time	1	0	0	0	0	0	0	0	0	0	0	0	0

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.

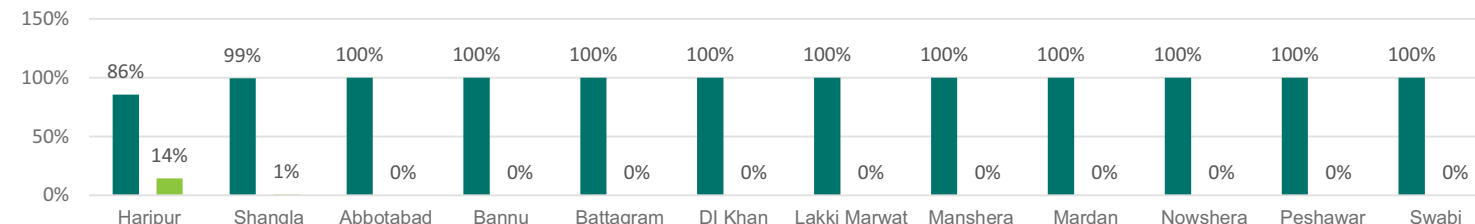
A2. FARD (PROVINCE)

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.

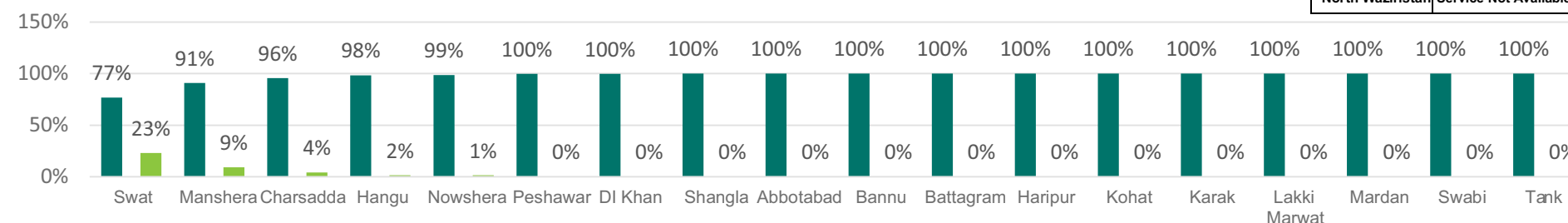
FARD (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)



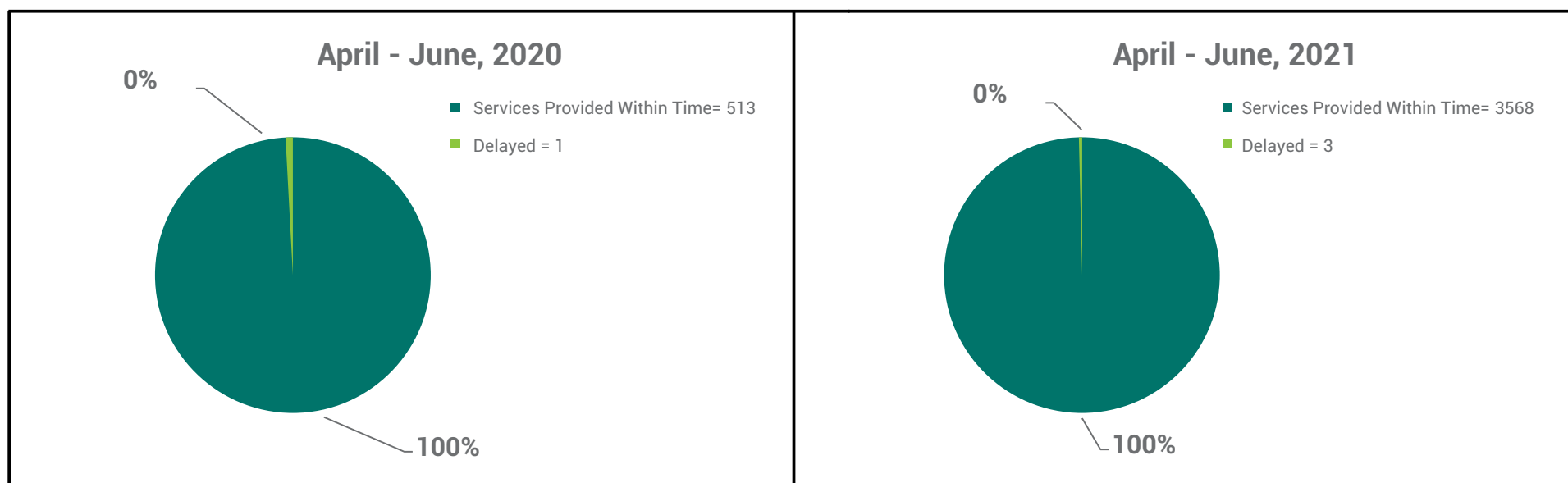
Districts	Swat	Mansehra	Charsadda	Hangu	Nowshera	Peshawar	DI Khan	Shangla	Abbottabad	Bannu	Battagram	Haripur	Kohat	Karak	Lakki Marwat	Mardan	Swabi	Tank
Total Application	39	22	149	198	137	1740	670	911	260	51	325	43	201	33	97	8230	1	40
Within Time	30	20	144	195	135	1736	669	911	260	51	325	43	201	33	97	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 provisionsof the RTPS Act,2014 Rules and Regulations. The BOR and the Deputy Commissioners of the districts shall take remedial measures in **NOT-REPORTED** cases.

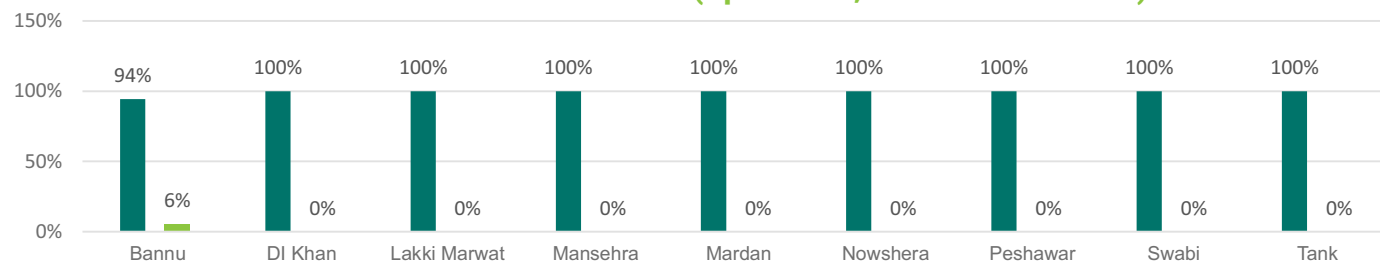
A3. Inheritance Mutation

a. Entry in Roznamcha and Revenue Record (PROVINCE)

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

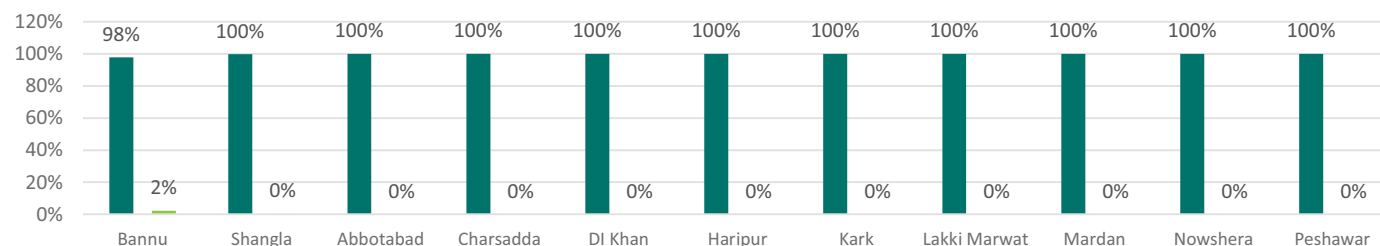


Inheritance Mutation a. Entry in Roznamcha and Revenue Record (April-June, 2020 District Wise)



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)



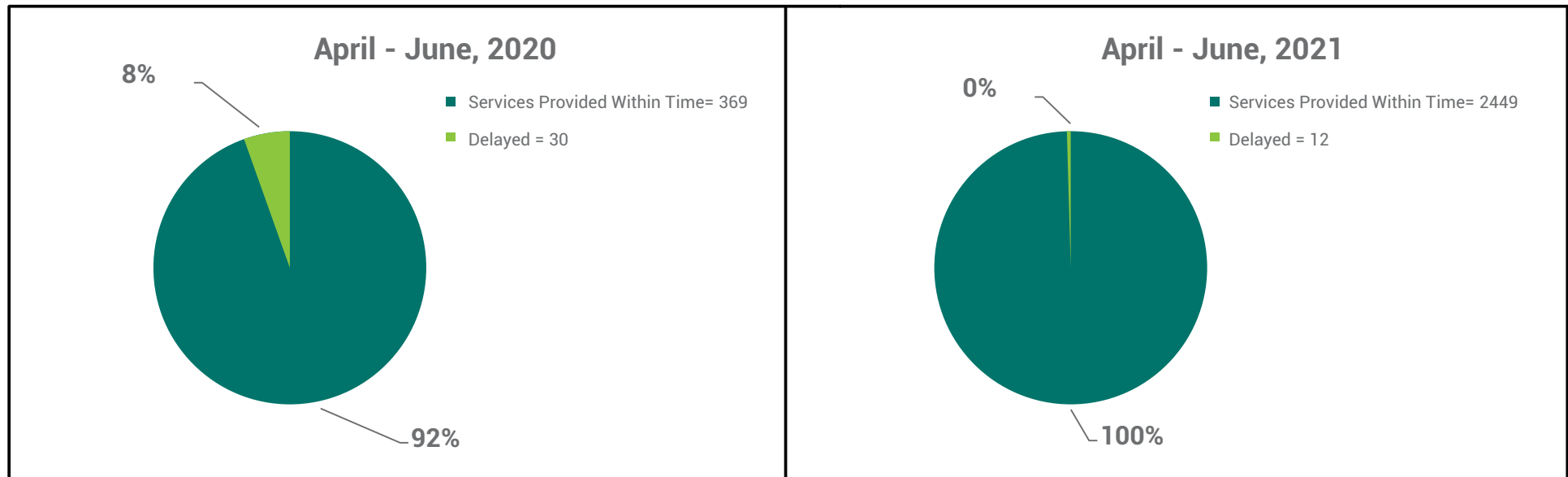
Districts	Bannu	Shangla	Abbottabad	Charsadda	DI Khan	Haripur	Karak	Lakki Marwat	Mardan	Nowshera	Peshawar
Total Application	45	1099	25	2	347	46	71	29	1880	20	35
Within Time	44	1099	25	2	347	46	71	29	1880	20	35
Beyond Time	1	0	0	0	0	0	0	0	0	0	0

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

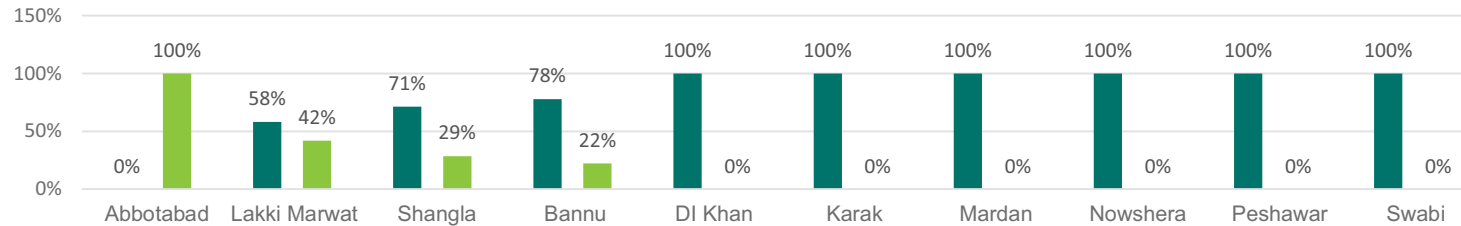
Analysis: The service is not available in 14 districts; four districts have not reported, and three districts have submitted Nil reports. Performance in the rest of the districts is satisfactory.

B. Attestation (PROVINCE)

Notified Time	60 Days
Designated officer	Revenue Officer
Appellate Authority	Deputy Commissioner/District Collector

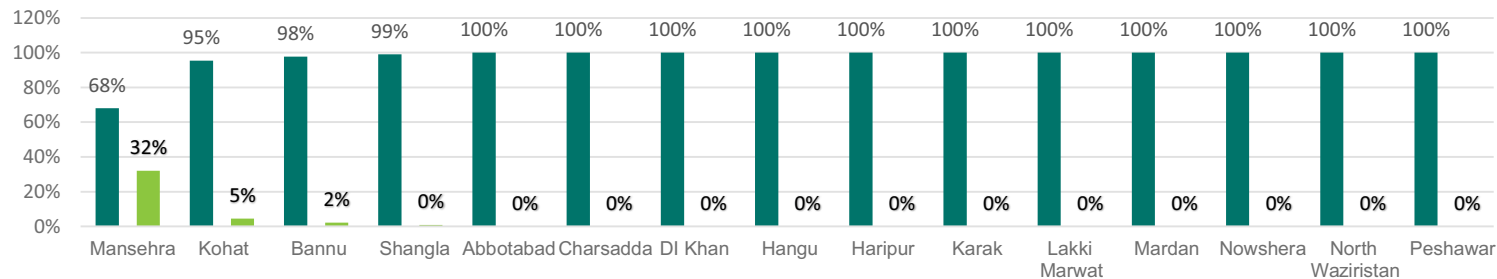


**(b) Attestation
(April-June, 2020 District Wise)**



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)



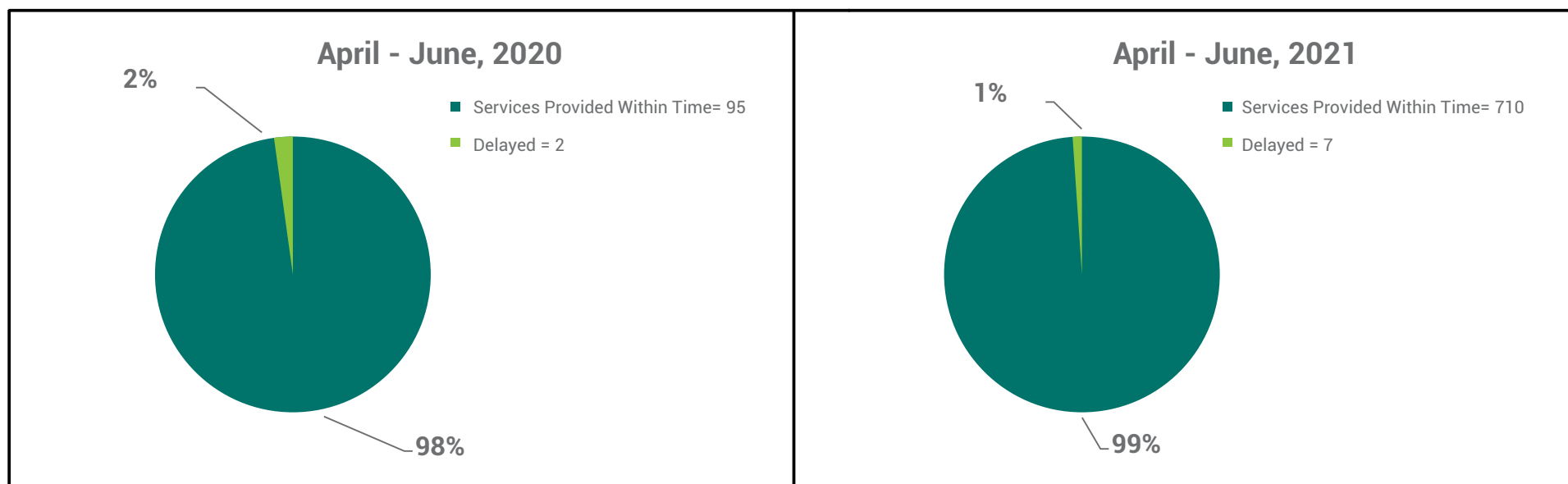
Districts	Mansehra	Kohat	Bannu	Shangla	Abbottabad	Charsadda	DI Khan	Hangu	Haripur	Karak	Lakki Marwat	Mardan	Nowshera	North Waziristan	Peshawar
Total Application	25	22	45	164	43	34	348	3	18	49	27	1316	54	8	245
Within Time	17	21	44	164	43	34	348	3	18	49	27	1316	54	8	245
Beyond Time	8	1	1	0	0	0	0	0	0	0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

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

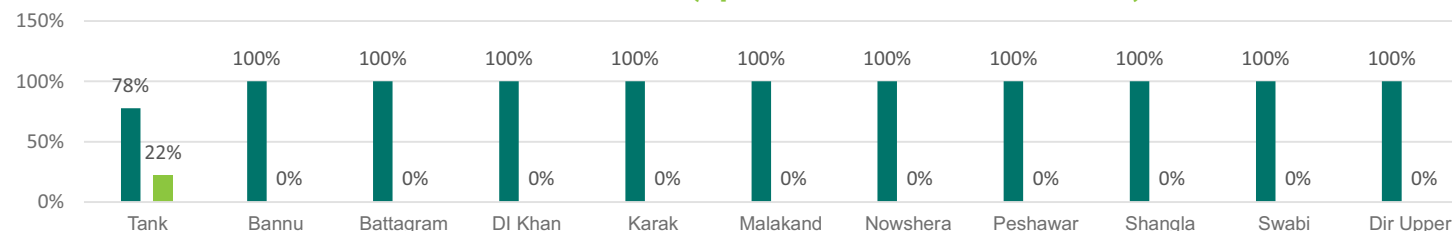
Analysis: Astonishingly the service is not available in 11 districts in comparison to Entry in Roznamcha in 14 Districts. Four districts have not reported and nil report from two districts. District of Mansehra has delay of 32% which can be minimized by putting in more efforts.

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

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



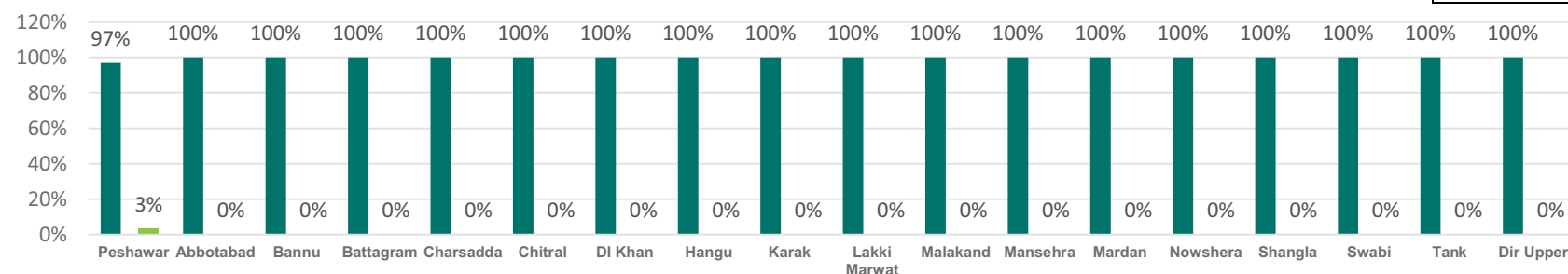
Issuance of Certified Copies of Registered Document (April-June, 2020 District Wise)



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 Not 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)



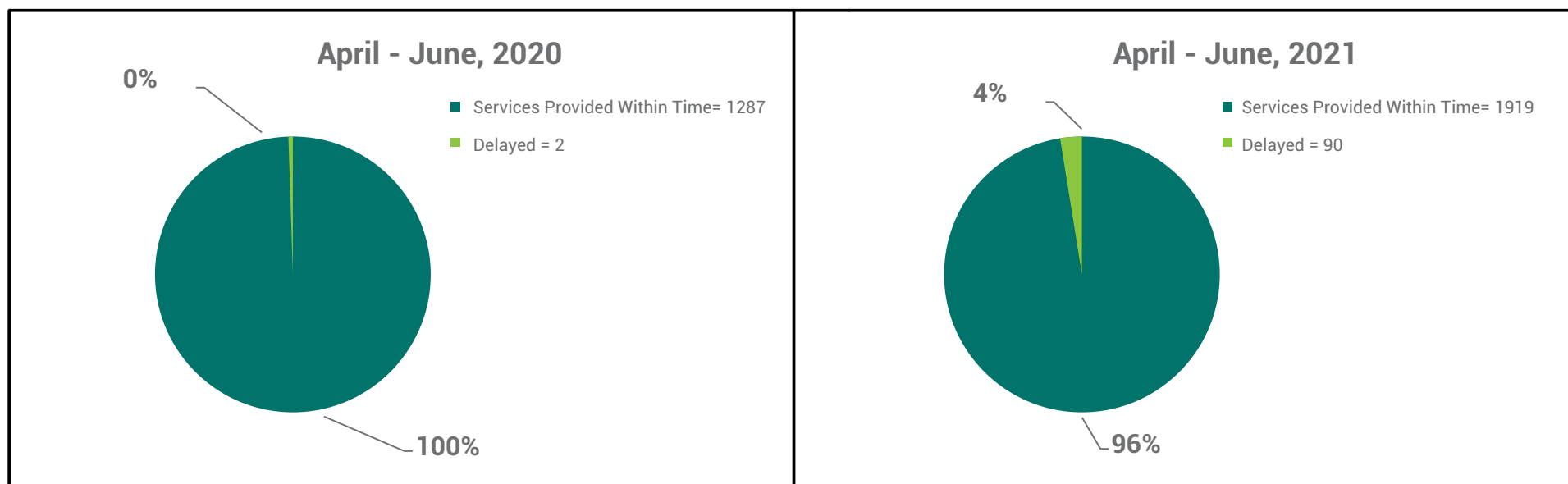
Districts	Peshawar	Abbottabad	Bannu	Battagram	Charsadda	Chitral	DI Khan	Hangu	Karak	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	Shangla	Swabi	Tank	Dir Upper
Total Application	218	26	51	7	12	48	41	9	39	28	16	2	72	71	19	4	25	29
Within time	211	26	51	7	12	48	41	9	39	28	16	2	72	71	19	4	25	29
Beyond Time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

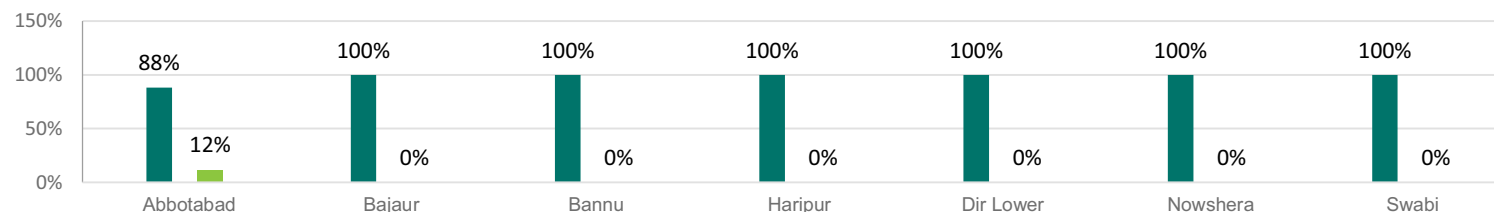
B1.Provisional / Character Certificate (PROVINCE)

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



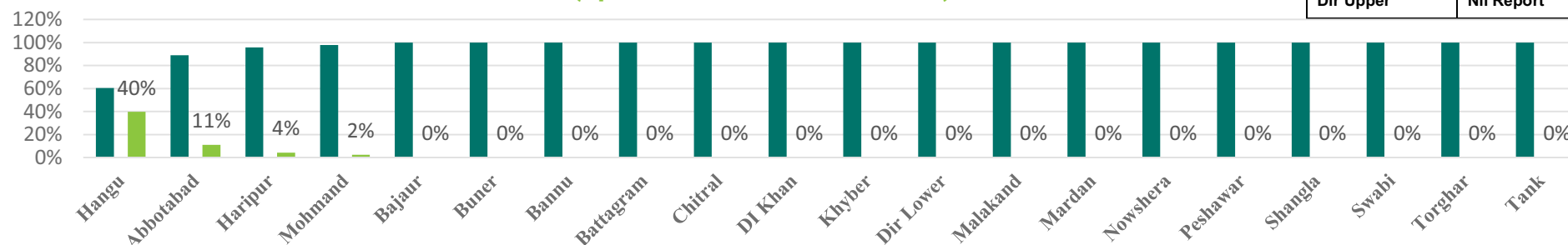
Provisional / Character Certificate (April-June, 2020 District Wise)

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)

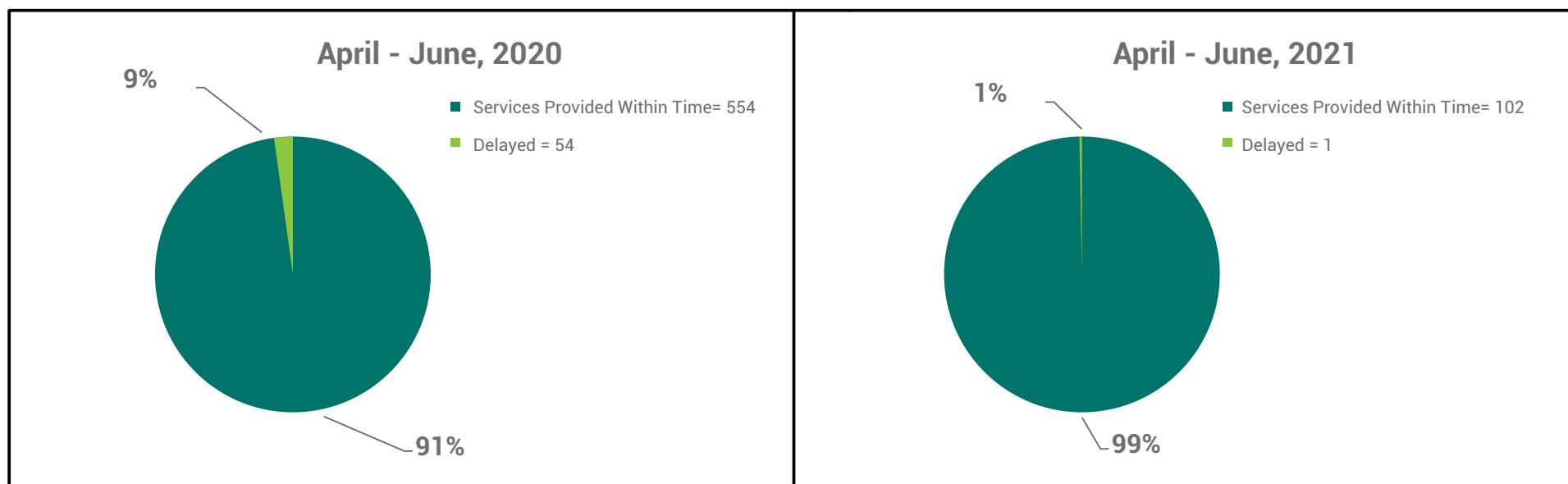


Districts	Hangu	Abbottabad	Haripur	Mohmand	Bajaur	Buner	Bannu	Battagram	Chitral	DI Khan	Khyber	Dir Lower	Malakand	Mardan	Nowshera	Peshawar	Shangla	Swabi	Torghar	Tank
Total Application	68	9	1372	129	33	1	13	7	75	49	3	1	40	110	54	1	1	22	18	3
Within Time	41	8	1313	126	33	1	13	7	75	49	3	1	40	110	54	1	1	22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

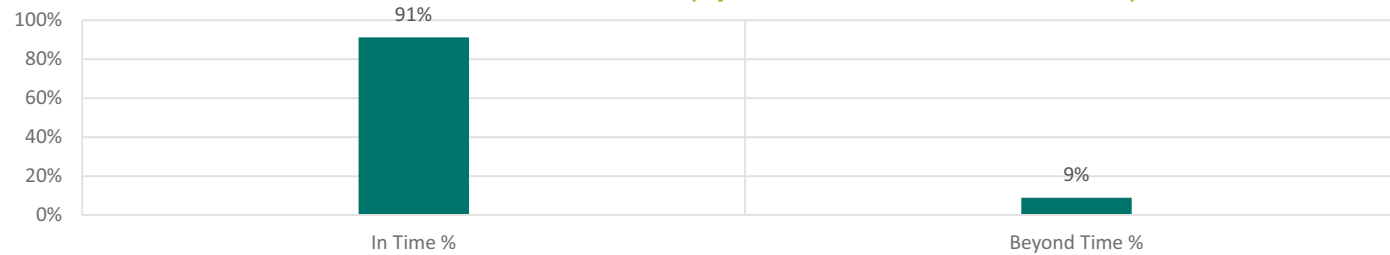
Analysis: Six districts have not reported the service; and six districts have Nil reports. Hangu needs improvement while in the rest of the districts the service delivery is satisfactory.

B2. School Leaving Certificate Private Sector (PROVINCE)

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

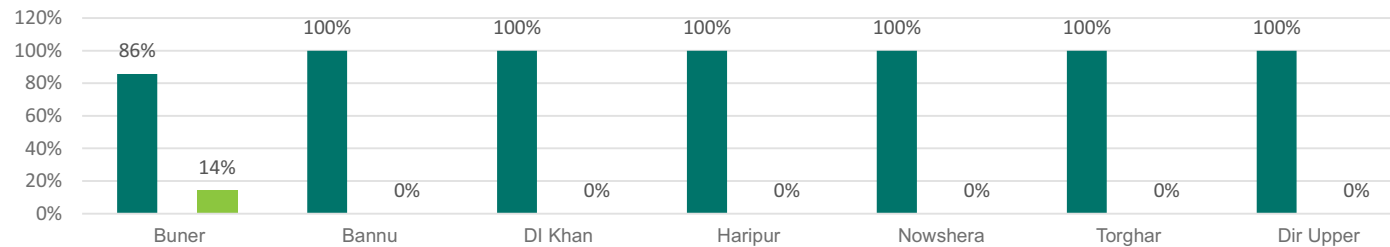


School Leaving Certificate Private Sector (April-June, 2020 District Wise)



Districts	Haripur
Total Application	608
Within Time	554
Beyond Time	54

(April-June, 2021 District Wise)



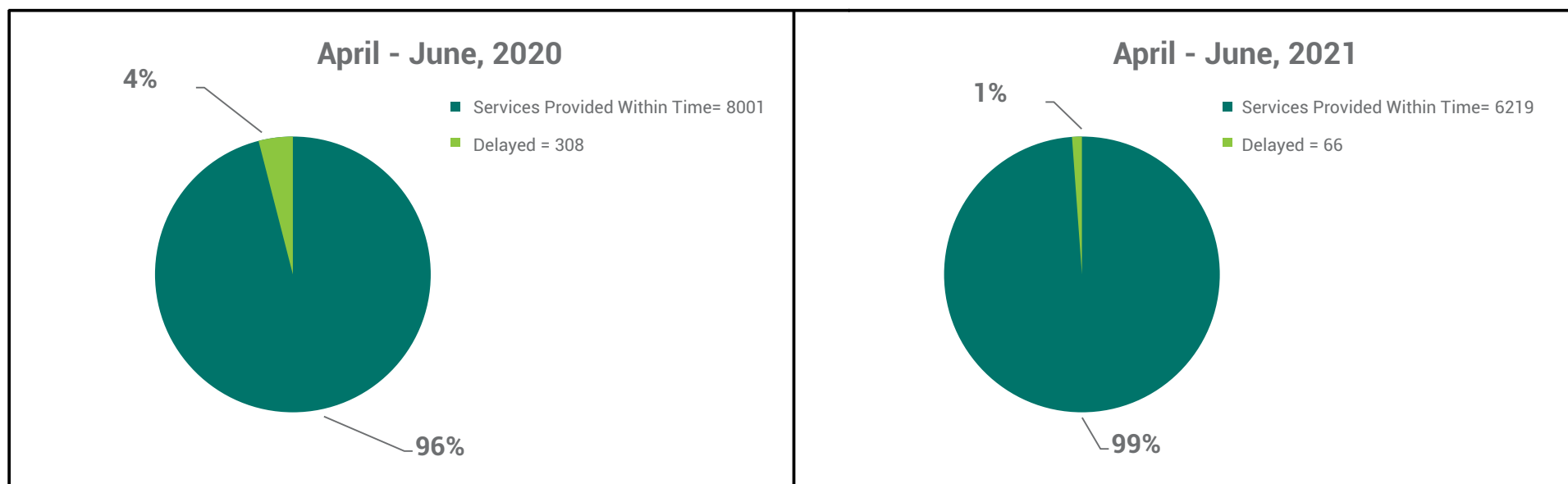
Districts	Buner	Bannu	DI Khan	Haripur	Nowshera	Torghar	Dir Upper
Total Application	7	12	54	1	6	2	21
Within Time	6	12	54	1	6	2	21
Beyond Time	1	0	0	0	0	0	0

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

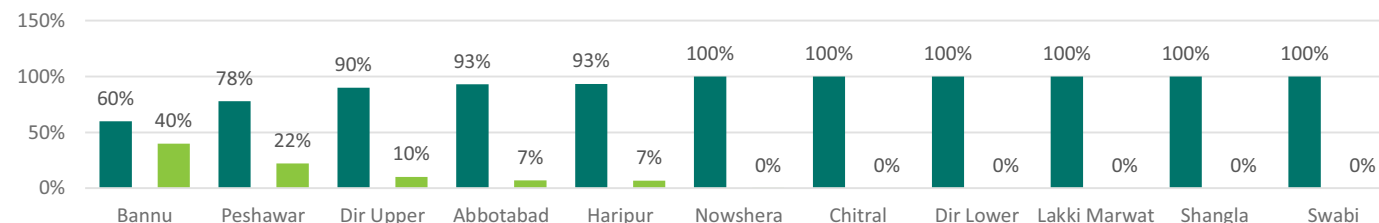
Analysis: No reports user received from 19 districts and six districts have nil reports. There is 14% delay in Buner which needs attention of the Private Schools Regulatory Authority. The KP Private School Regulatory Authority may look into the issue for early resolution at districts and provincial levels.

B3. School Leaving Certificate Public Sector (PROVINCE)

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



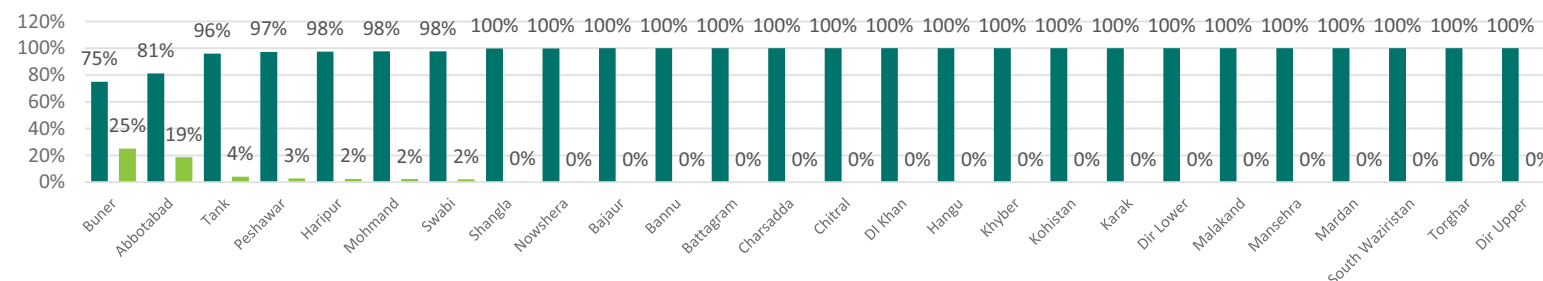
School Leaving Certificate Public Sector (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)



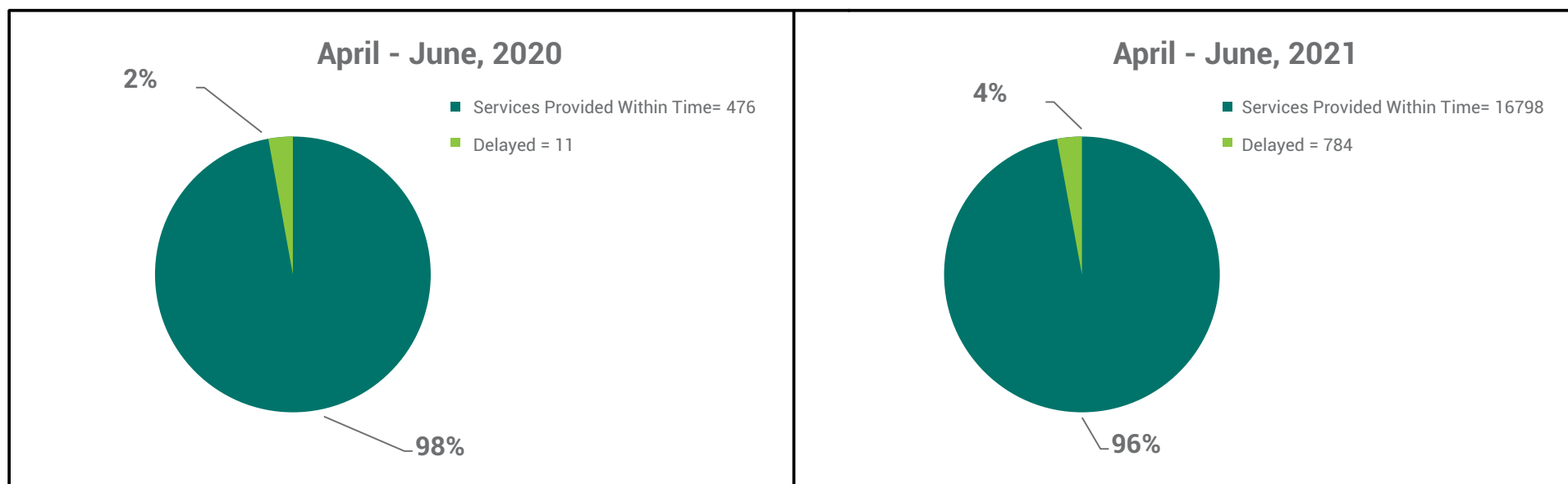
Districts	Buner	Abbottabad	Tank	Peshawar	Haripur	Mohmand	Swabi	Shangla	Nowshera	Bajaur	Bannu	Battagram	Charsadda	Chitral	DI Khan	Hangu	Khyber	Kohistan	Karak	Dir Lowe	Malakand	Mansehra	Mardan	South Waziristan	Torgar	Upper Dir
Total Application	4	16	315	110	1381	129	315	364	1211	264	1	6	81	115	1020	67	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).

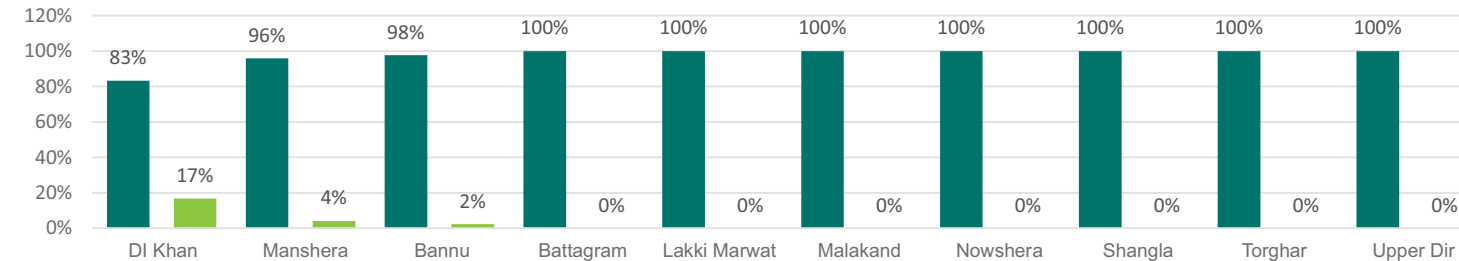
C. Excise & Taxation Department

C1. Registration of new Motor Vehicles (PROVINCE)

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



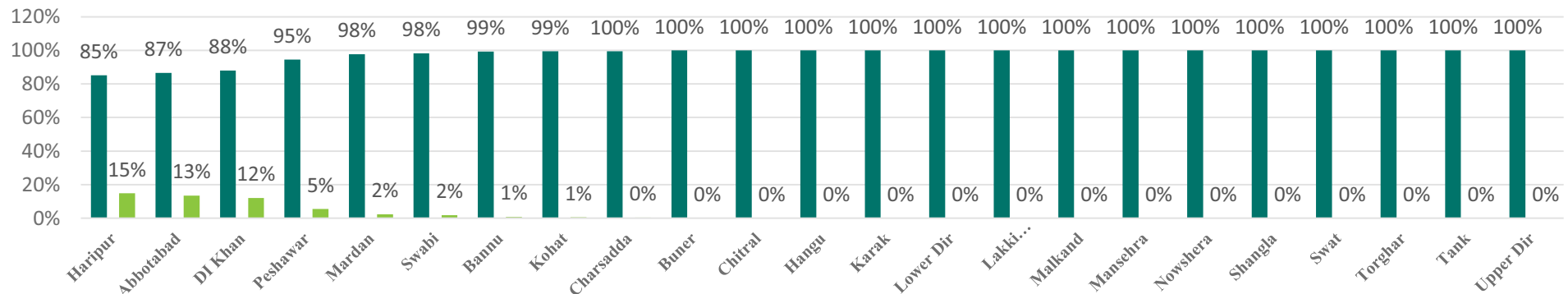
Registration of New Motor Vehicle (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)

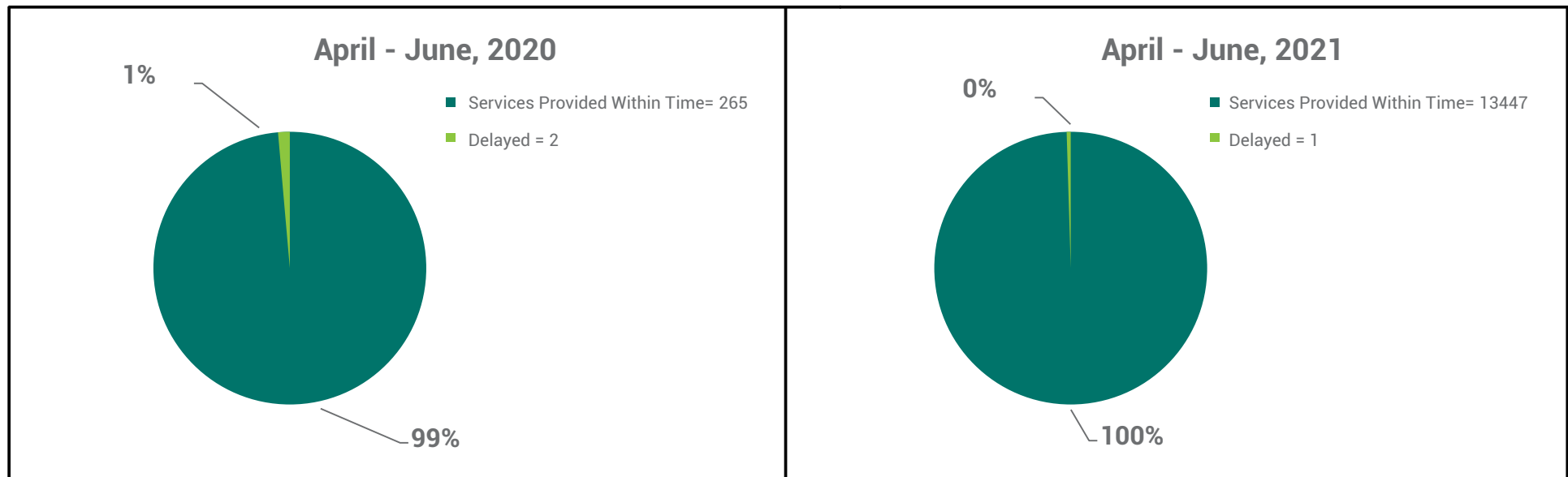


Districts	Haripur	Abbottabad	DI Khan	Peshawar	Mardan	Swabi	Bannu	Kohat	Charsadda	Buner	Chitral	Hangu	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Nowshera	Shangla	Swat	Torghar	Tank	Upper Dir
Total Application	405	467	316	9928	2400	855	125	968	212	13	7	68	305	39	31	44	477	676	18	141	4	58	25
Within Time	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

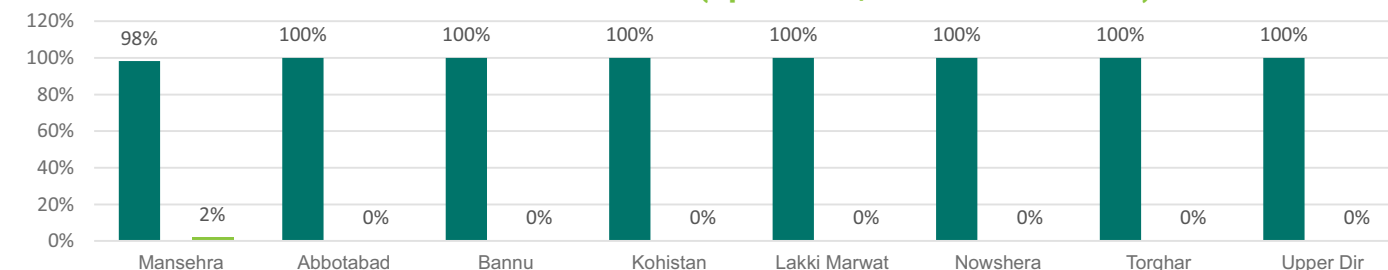
Analysis: The overall provision of service has improved. However, Dera Ismaeel Khan and Bannu need improvement.

C2. Renewal of Vehicle's Registration (PROVINCE)

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



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



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

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

(April-June, 2021 District Wise)

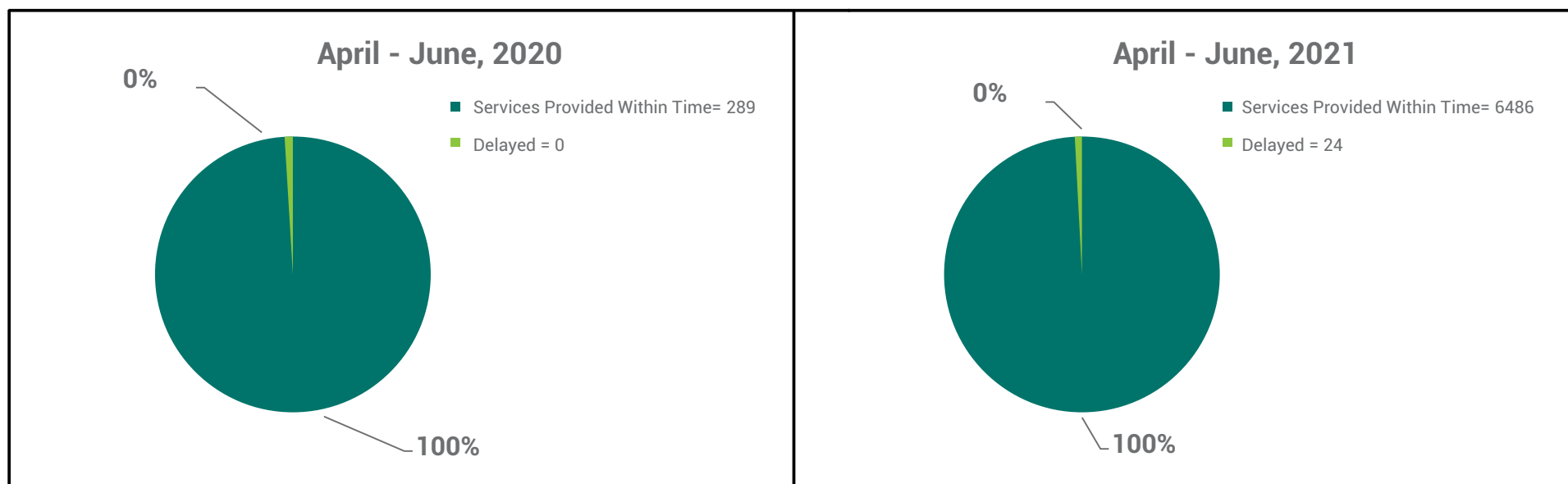


Districts	Bannu	Abbotabad	Buner	Battagram	Charsadda	Chitral	DI Khan	Haripur	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	Peshawar	Shangla	Swabi	Swat	Torghar	Tank	Upper Dir
Total Application	115	590	19	4	26	61	268	251	128	4	27	8	254	920	132	10282	2	146	175	1	10	25
Within Time	114	590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

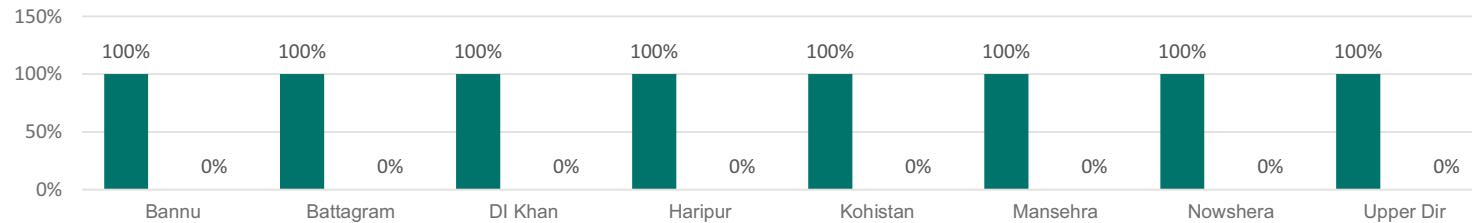
Analysis: The service is not available in the seven districts of Merged Areas. In rest of the districts the service delivery is excellent.

C3. Transfer of Vehicles(PROVINCE)

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



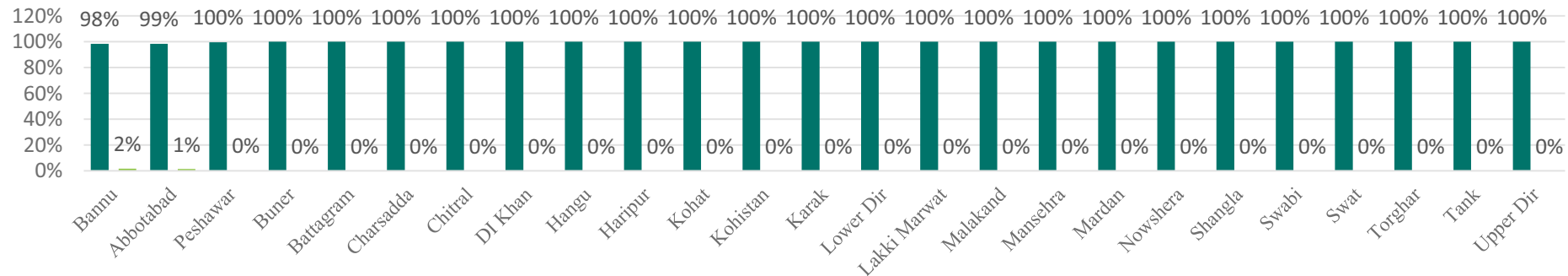
Transfer of Vehicles (April-June, 2020 District Wise)



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)



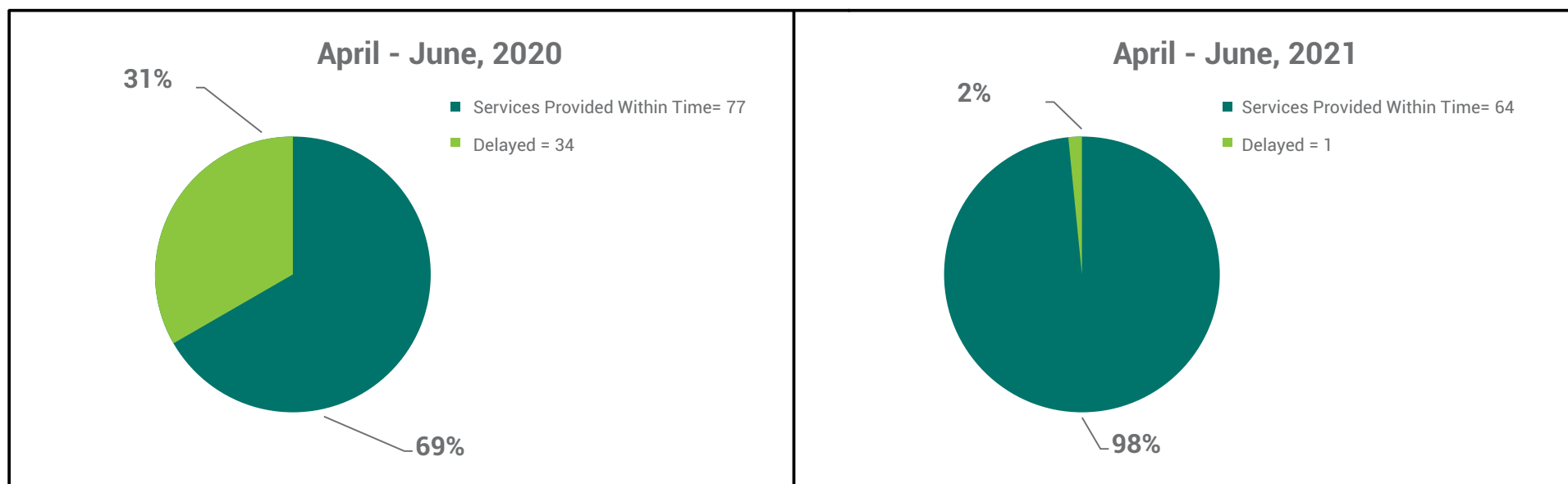
District	Bannu	Abbottabad	Peshawar	Buner	Battagram	Charsadda	Chitral	DI Khan	Hangu	Haripur	Kohat	Kohistan	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	Shangla	Swabi	Swat	Torghar	Tank	Upper Dir
Total Application	61	774	3817	6	8	19	7	58	6	173	98	16	5	30	29	37	230	843	33	1	100	134	1	14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

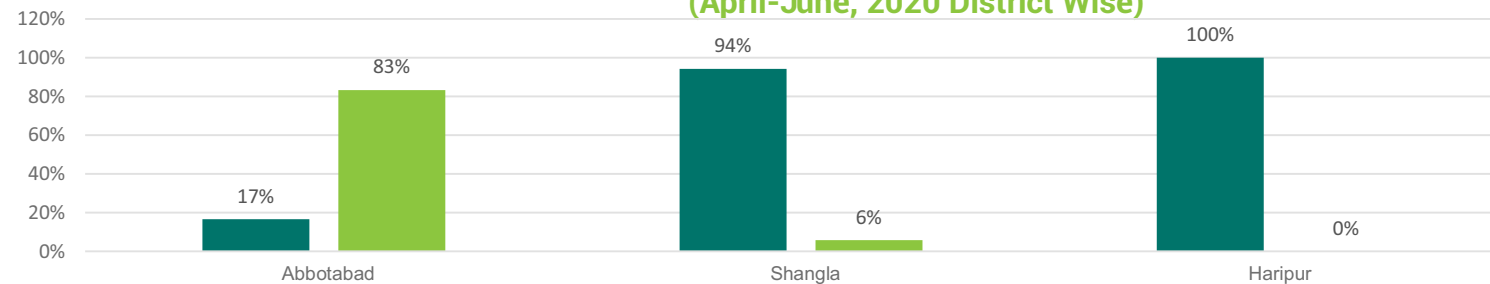
D1. Grant of Trees (PROVINCE)

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



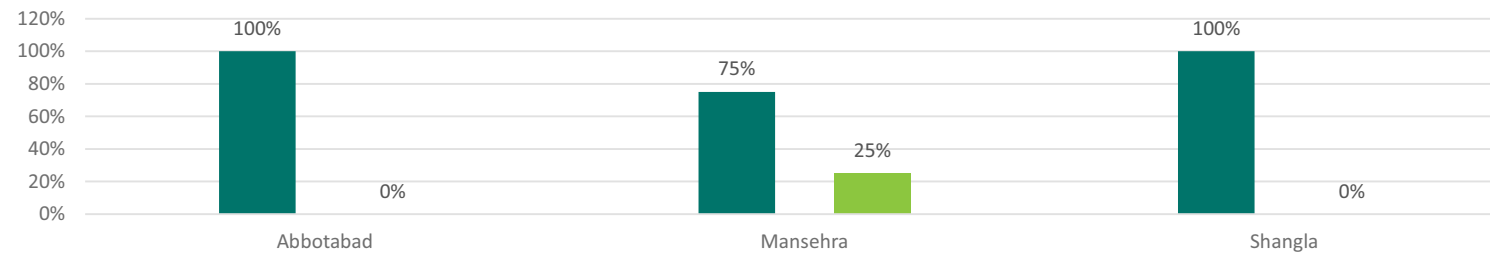
Grant of Trees (April-June, 2020 District Wise)

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)

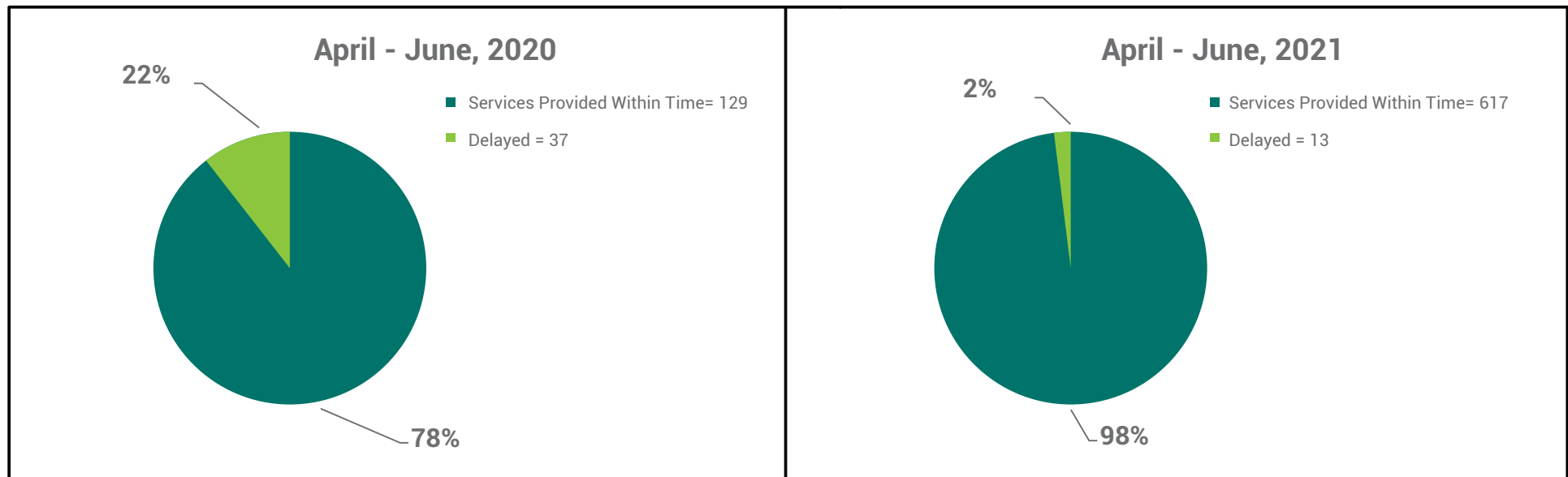


Districts	Abbotabad	Mansehra	Shangla
Total Application	22	4	39
Within Time	22	3	39
Beyond Time	0	1	0

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

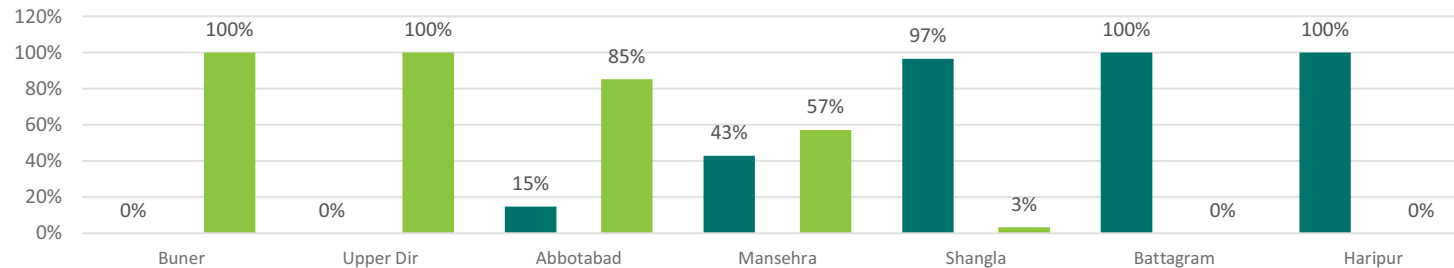
D2. Issuance of Wood Permit (PROVINCE)

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



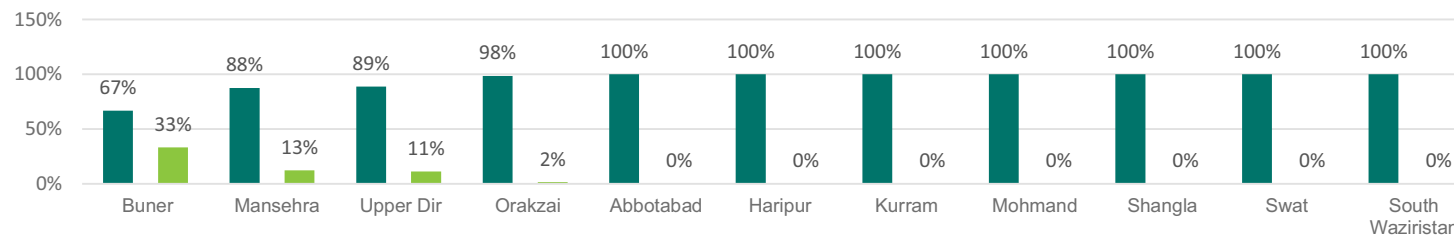
Issuance of Wood Permit (April-June, 2020 District Wise)

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)



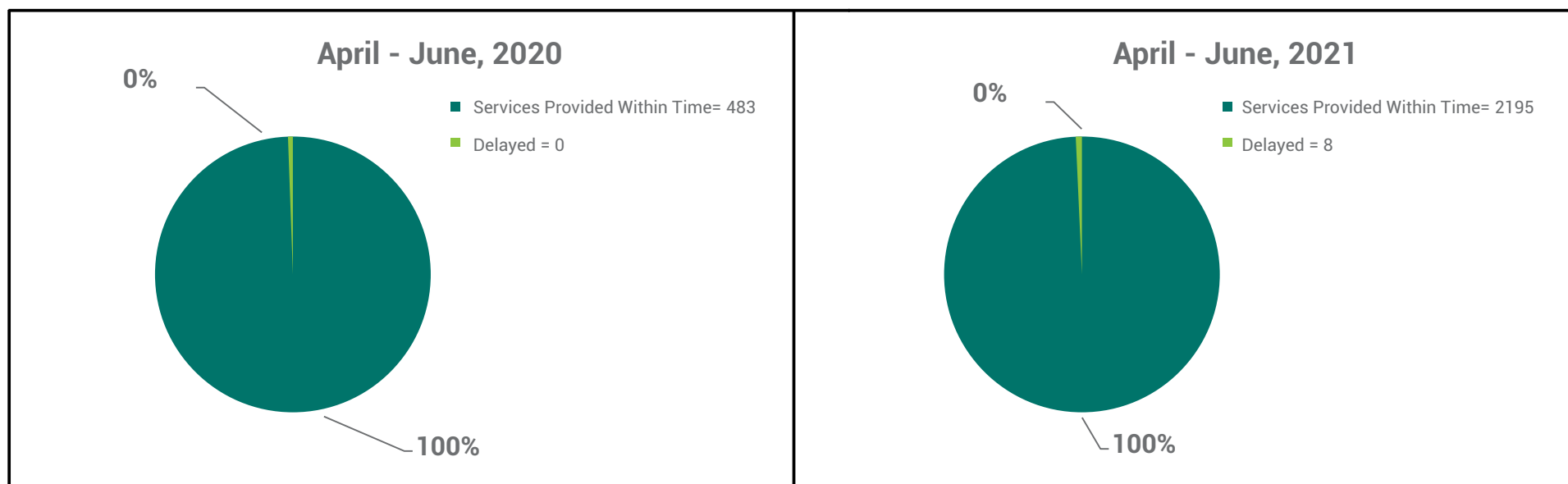
Districts	Buner	Mansehra	Upper Dir	Orakzai	Abbottabad	Haripur	Kurram	Mohmand	Shangla	Swat
Total Application	15	8	53	62	22	240	8	195	6	3
Within Time	10	7	47	61	22	240	8	195	6	3
Beyond Time	5	1	6	1	0	0	0	0	0	0

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

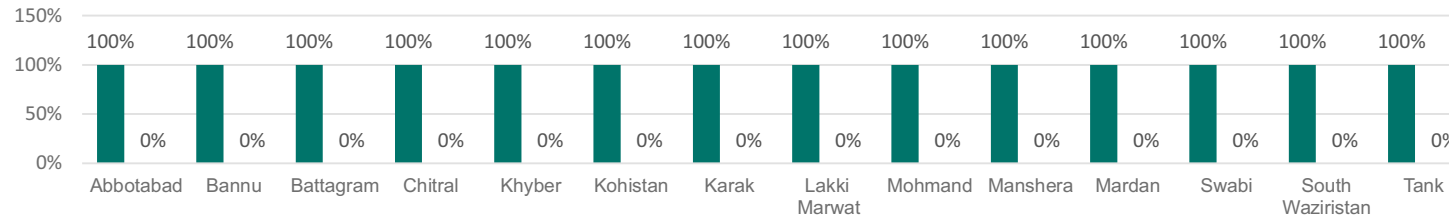
E1.Copies of Post Mortem or Medico-Legal Report (PROVINCE)

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



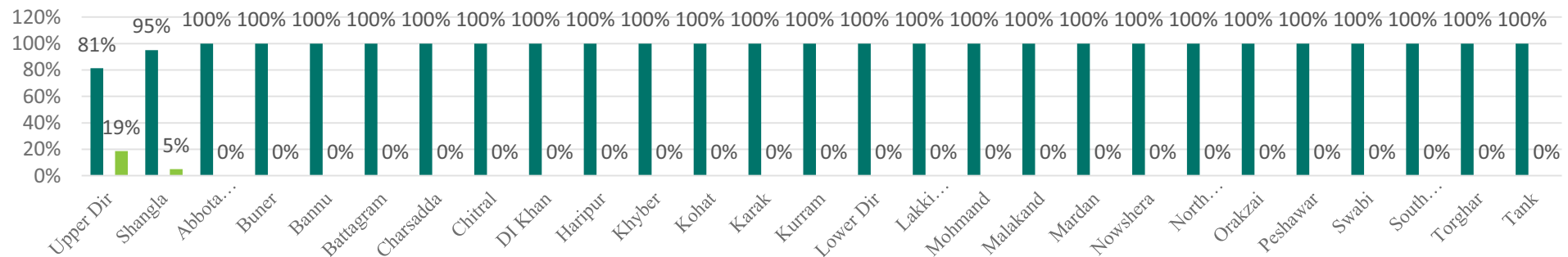
Copies of Post Mortem or Medico-Legal Report (April-June, 2020 District Wise)

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)

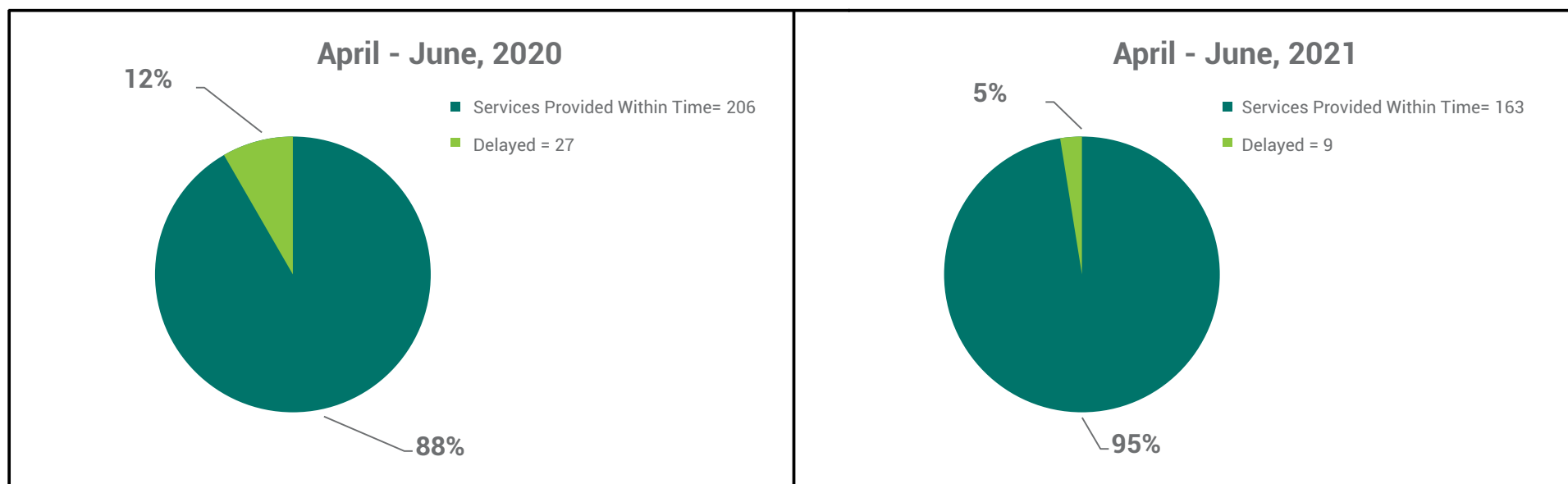


Districts	Upper Dir	Shangla	Abbottabad	Buner	Bannu	Battagram	Charsadda	Chitral	DI Khan	Haripur	Khyber	Kohat	Karak	Kurram	Lower Dir	Lakki Marwat	Mohmand	Malakand	Mardan	Nowshera	North Waziristan	Orakzai	Peshawar	Swabi	South Waziristan	Torghar	Tank
Total Application	32	40	21	14	10	352	72	22	28	503	7	7	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

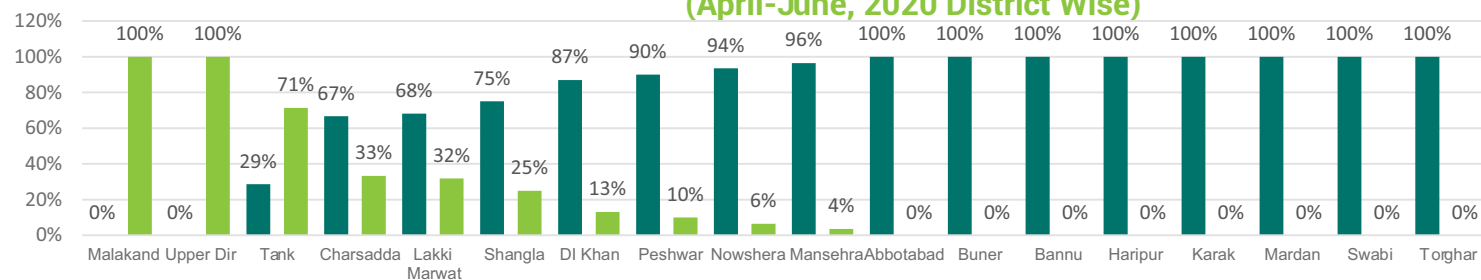
Analysis: The service is not available in Bajaur TD. Districts of Swat, Kohistan and Hangu have not reported the service while nil report is received from Mansehra. The overall service delivery is satisfactory. The Secretary Health is requested to improve the quality of service in the District of Dir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

E2. Issuance of Drug License (PROVINCE)

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

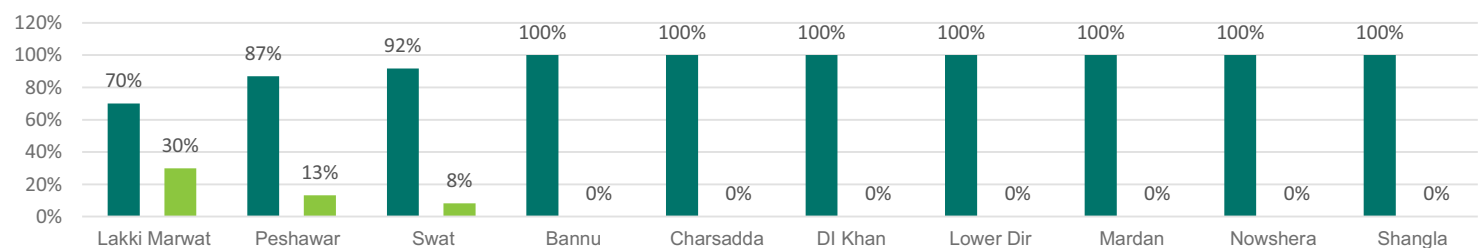


Issuance of Drug License (April-June, 2020 District Wise)



Districts	Malakand	Upper Dir	Tank	Charsadda	Lakki Marwat	Shangla	DI Khan	Peshwar	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

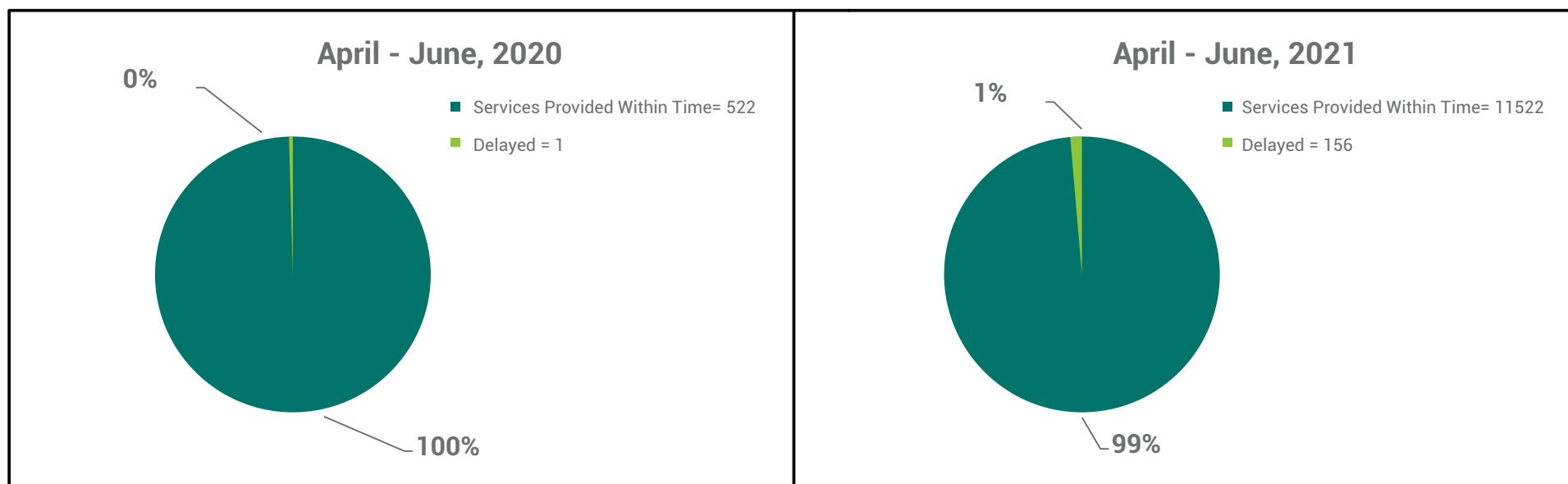
Reporting Status	
Bajaur	Service Not Available
South Waziristan	Service Not Available
Khyber	Service Not Available
North Waziristan	Service Not Available
Kurram	Service Not Available
Tank	Service Not Available
Dir Upper	Not Reported
Buner	Not Reported
Dir Lower	Not Reported
Haripur	Not Reported
Karak	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

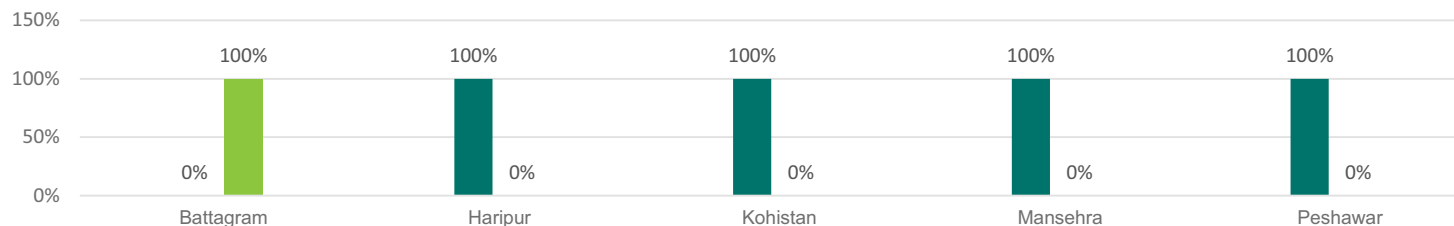
F1. Processing of Arms License (Province)

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



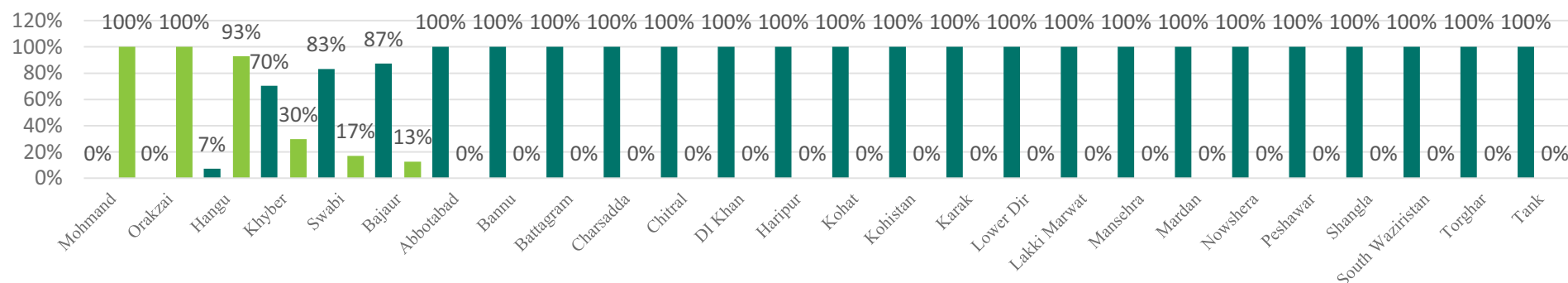
Processing of Arms License (April-June, 2020 District Wise)

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)

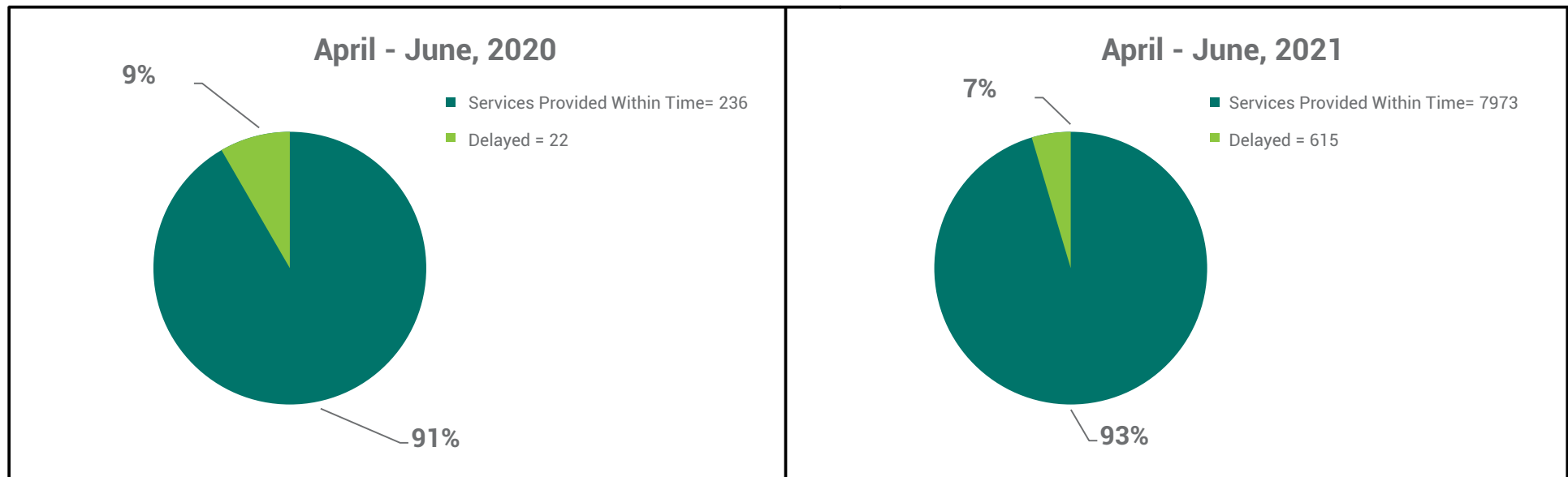


Districts	Mohmand	Orakzai	Hangu	Khyber	Swabi	Bajaur	Abbottabad	Bannu	Battagram	Charsadda	Chitral	DI Khan	Haripur	Kohat	Kohistan	Karak	Lower Dir	Lakki Marwat	Mansehra	Mardan	Nowshera	Peshawar	Shangla	South Waziristan	Torghar	Tank
Total Application	29	1	28	37	348	237	231	1801	104	17	50	873	359	77	1	766	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.

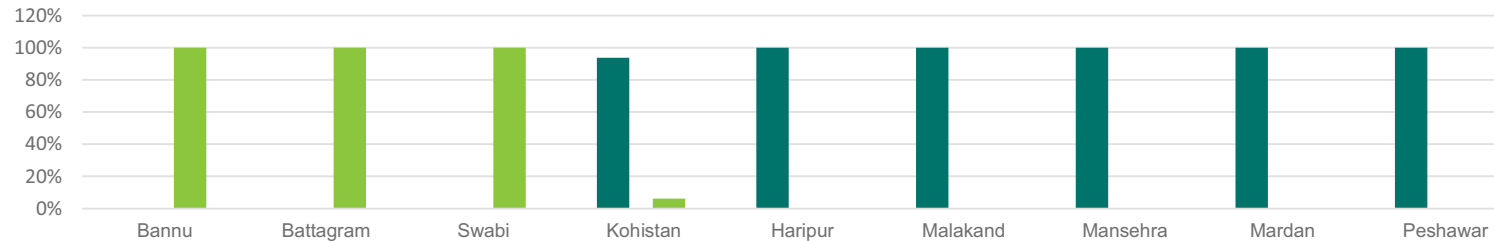
F2. Verification of Arms Applicant (PROVINCE)

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



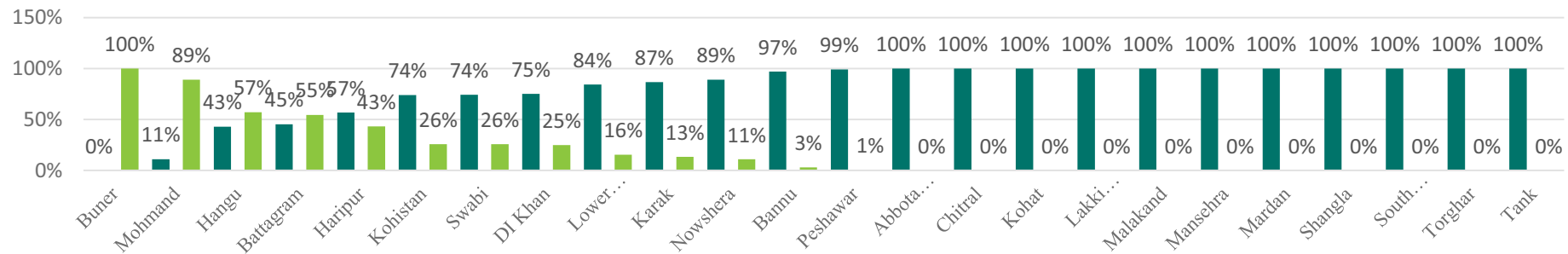
Verification of Arms Applicant (April-June, 2020 District Wise)

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
Total Application	16	1	1	65	3	1	26	58	87
Within Time	0	0	0	61	3	1	26	58	87
Beyond Time	16	1	1	4	0	0	0	0	0

(April-June, 2021 District Wise)

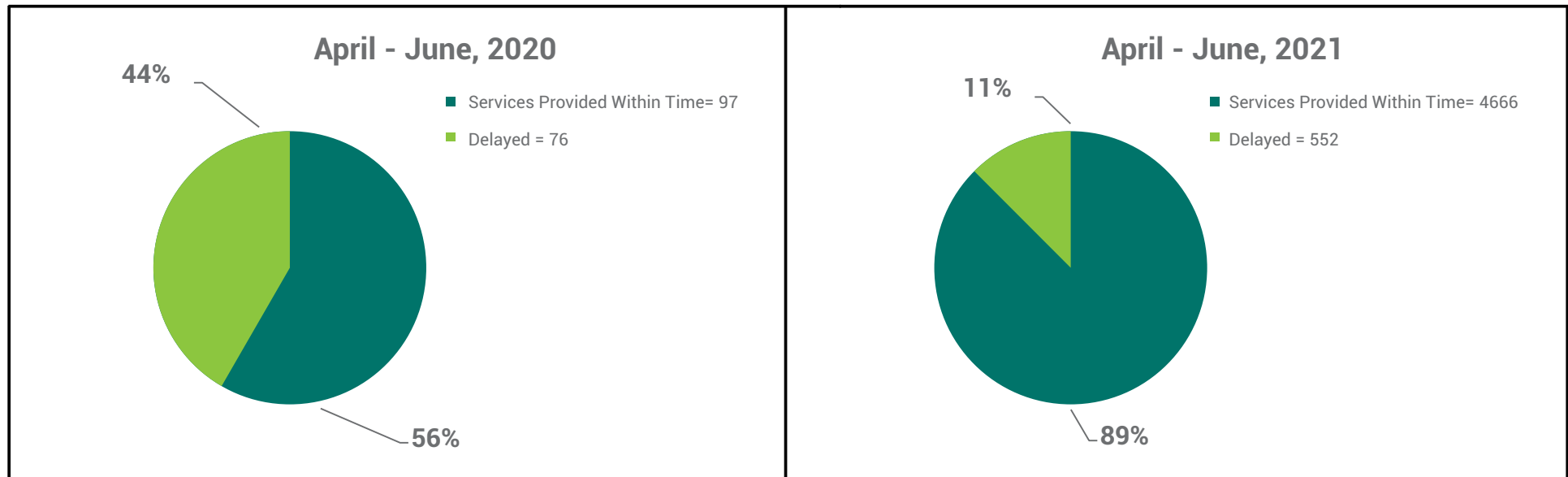


Districts	Buner	Mohmand	Hangu	Battagram	Haripur	Kohistan	Swabi	DI Khan	Lower Dir	Karak	Nowshera	Bannu	Peshawar	Abbottabad	Chitral	Kohat	Lakki Marwat	Malakand	Mansehra	Mardan	Shangla	South Waziristan	Torghar	Tank
Total Application	15	9	14	141	192	112	537	258	481	362	82	1553	1808	261	26	181	802	244	441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

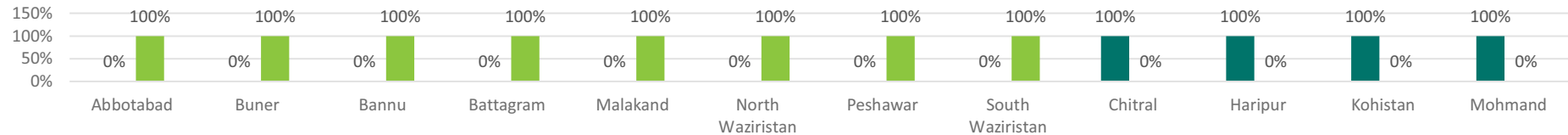
Analysis: The service delivery is Highly poor in **Buner (100% delay)**. Mohmand TD, Hangu, Battagram and Haripur have delays of more than 50%. The authorities have to put in extra efforts to minimize the back log. The Home Secretary is requested to hold meeting of the stakeholders and find solutions.

F3. Issuance of Arms License (PROVINCE)

Notified Time	15 Days
Designated officer	Deputy Commissioner
Appellate Authority	Commissioner

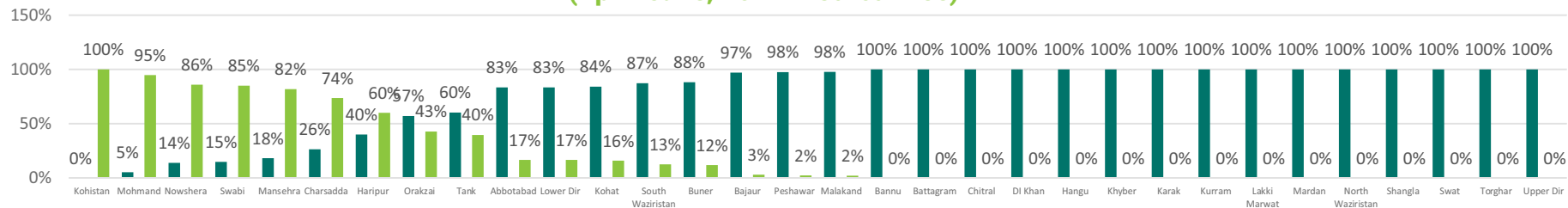


ISSUANCE OF ARMS LICENSE (April-June, 2020 District Wise)



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

(April-June, 2021 District Wise)

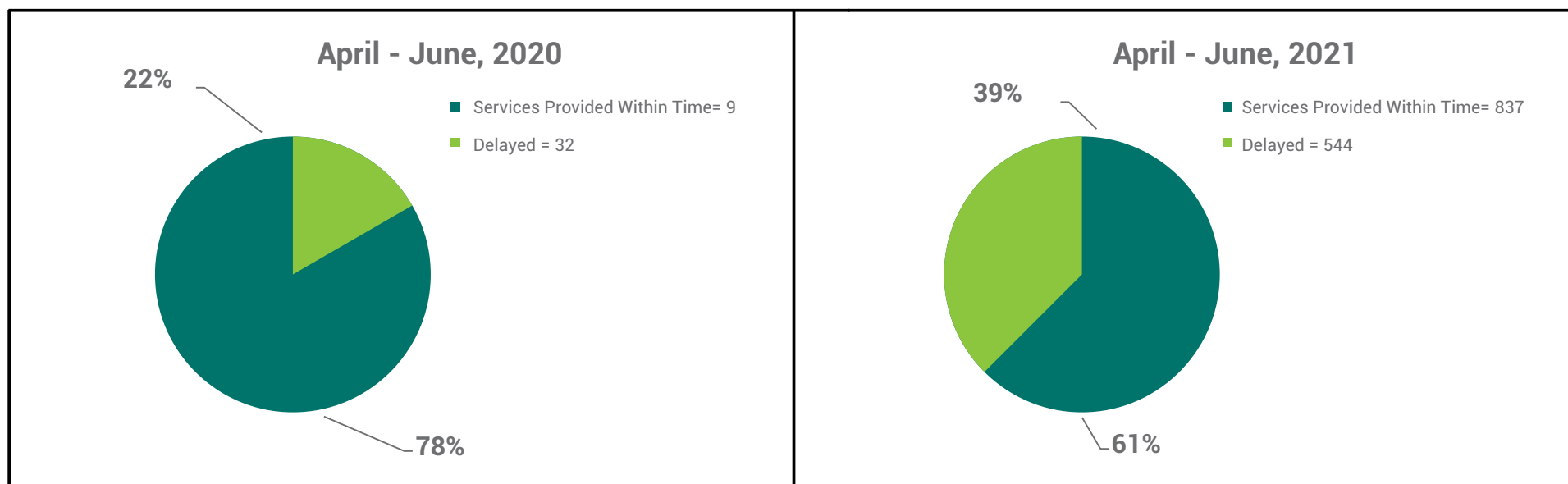


Districts	Kohistan	Mohmand	Nowshera	Swabi	Mansehra	Charsadda	Haripur	Orakazai	Tank	Abbottabad	Lower Dir	Kohat	South Waziristan	Buner	Bajaur	Peshawar	Malakand	Bannu	Battagram	Chitral	DI Khan	Hangu	Khyber	Karrak	Kurram	Lakki Mardan	Mardan	North Waziristan	Shangla	Swat	Torghar	Upper Dir
Total Application	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
Within Time	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
Beyond Time	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)

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



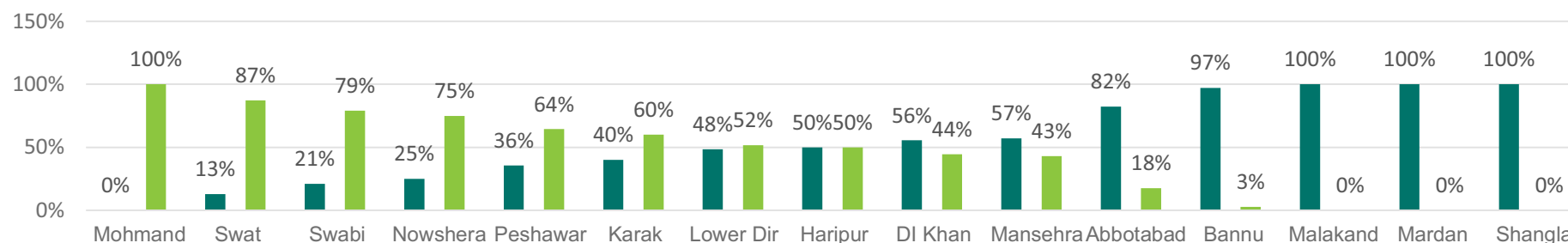
All Pakistan Cartridge Increase (April-June, 2020 District Wise)



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)

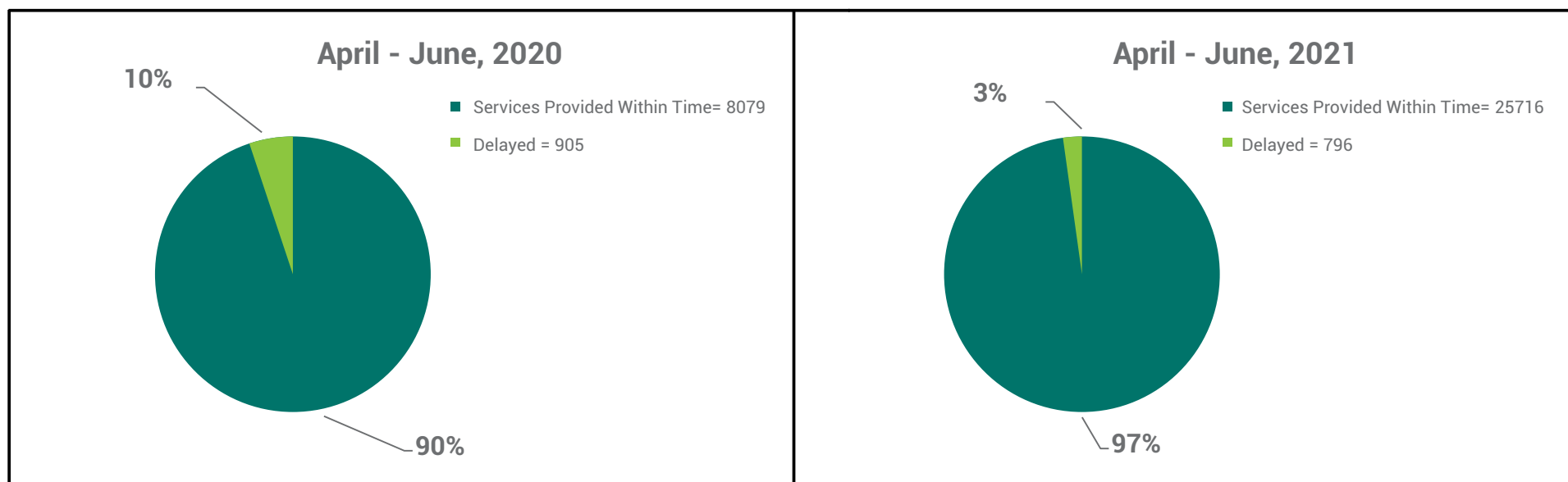


Districts	Mohmand	Swat	Swabi	Nowshera	Peshawar	Karak	Lower Dir	Haripur	DI Khan	Mansehra	Abbottabad	Bannu	Malakand	Mardan	Shangla
Total Application	9	47	81	20	343	50	178	8	18	93	102	73	149	175	35
Within Time	0	6	17	5	122	20	86	4	10	53	84	71	149	175	35
Beyond Time	9	41	64	15	221	30	92	4	8	40	18	2	0	0	0

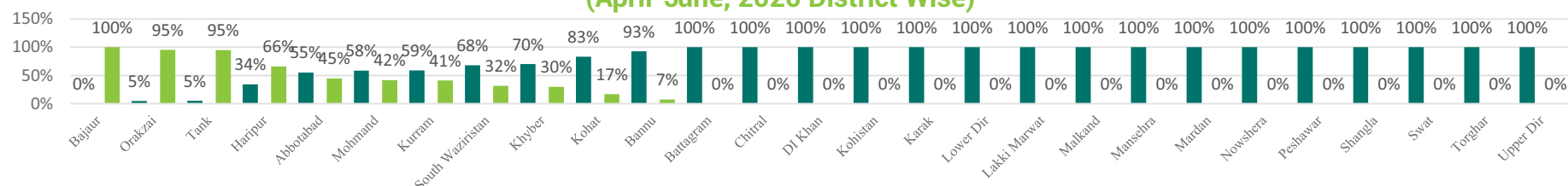
Analysis: The service is not available in Nine districts; seven districts have not reported while Hangu has submitted Nil report. The delay in service delivery in the districts of Swabi, Mohmand TD and Nowshera is more than 70 % ; Swat, Peshawar and Karak is more than 50% delay. In the districts of Swabi, 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

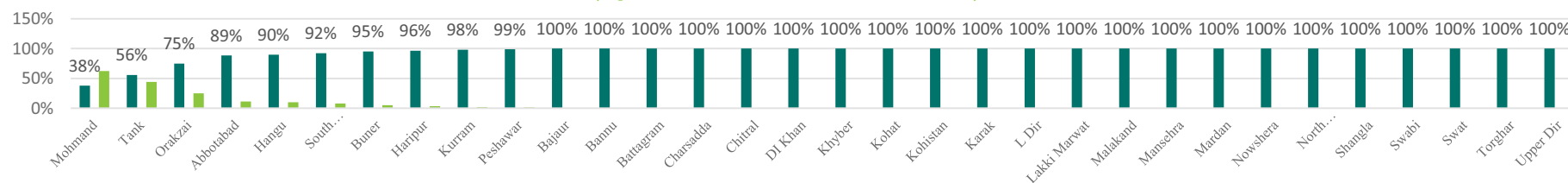


Domicile Certificate (April-June, 2020 District Wise)



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

(April-June, 2021 District Wise)



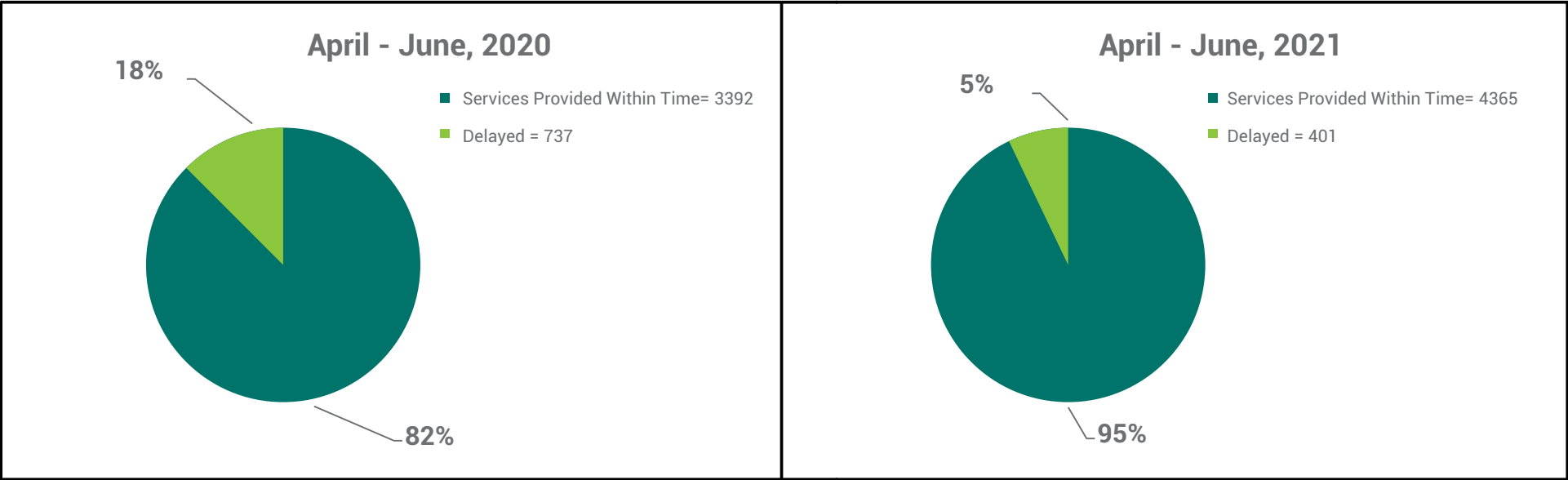
Districts	Mohmand	Tank	Orakzai	Abbottabad	Hangu	South Waziristan	Buner	Haripur	Kurram	Peshawar	Bajaur	Bannu	Battagram	Charsadda	Chitral	DI Khan	Khyber	Kohat	Kohistan	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Shangla	Swabi	Swat	Torghar	Upper Dir
Total Application	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.

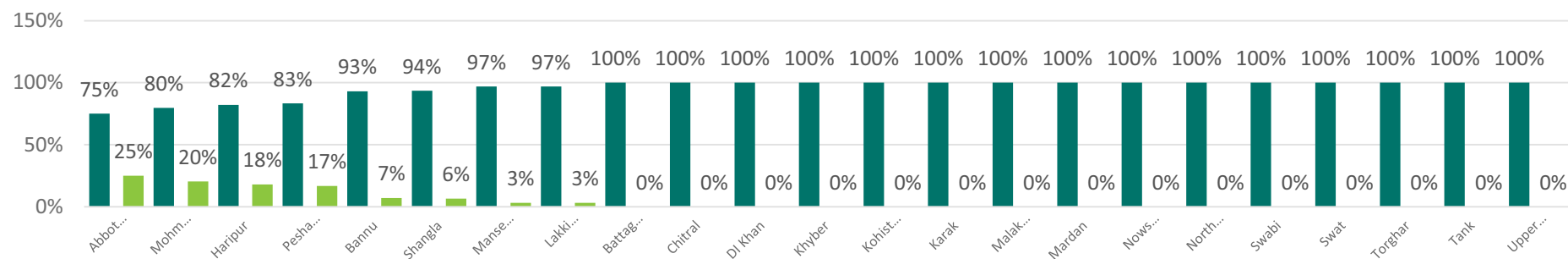
G. LOCAL GOVERNMENT

G1.Birth Certificate (PROVINCE)

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

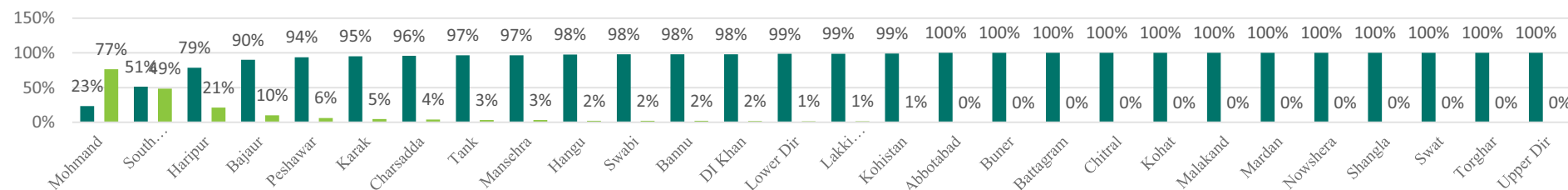


Birth Certificate (April-June, 2020 District Wise)



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
Total Application	8	3449	84	18	86	31	65	66	20	4	28	63	6	31	10	50	58	3	1	6	21	16	2
Within Time	6	2744	69	15	80	29	63	64	20	4	28	63	6	31	10	50	58	3	1	6	21	16	2
Beyond Time	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)

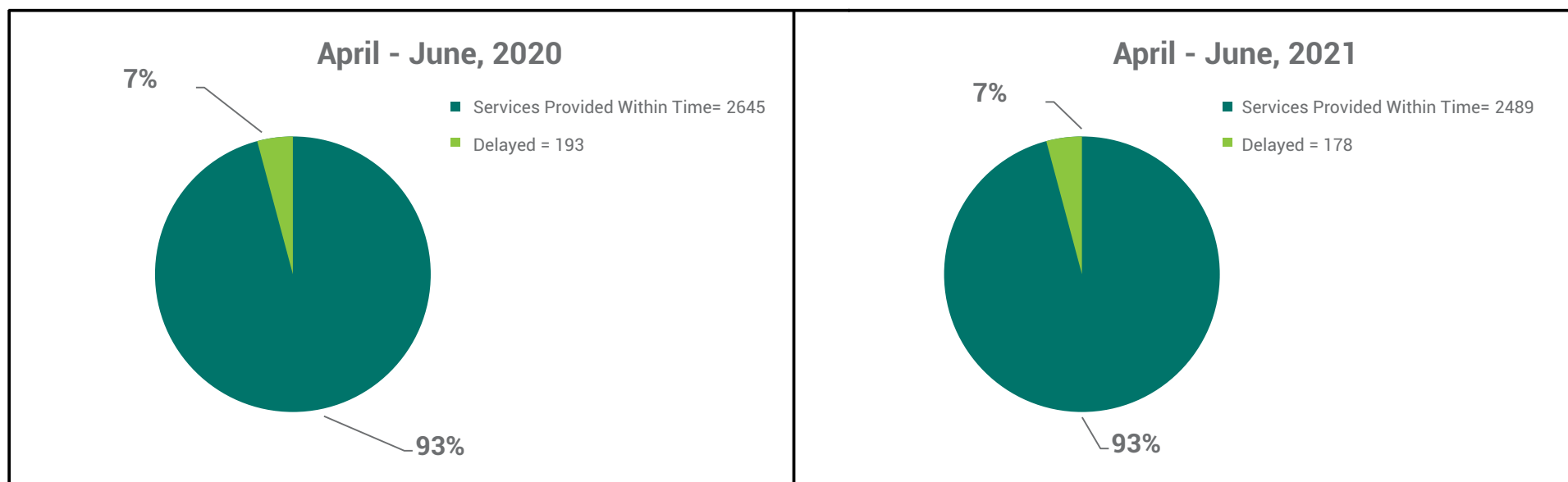


Districts	Mohmand	South Waziristan	Haripur	Bajaur	Peshawar	Karak	Charsadda	Tank	Mansehra	Hangu	Swabi	Bannu	DI Khan	Lower Dir	Lakki Marwat	Kohistan	Abbottabad	Buner	Battagram	Chitral	Kohat	Malakand	Mardan	Nowshera	Shangla	Swat	Torghar	Upper Dir
Total Application	158	35	427	10	1067	351	704	30	888	43	329	143	716	70	75	397	85	67	343	61	130	73	783	161	1123	34	206	257
Within Time	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
Beyond Time	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.

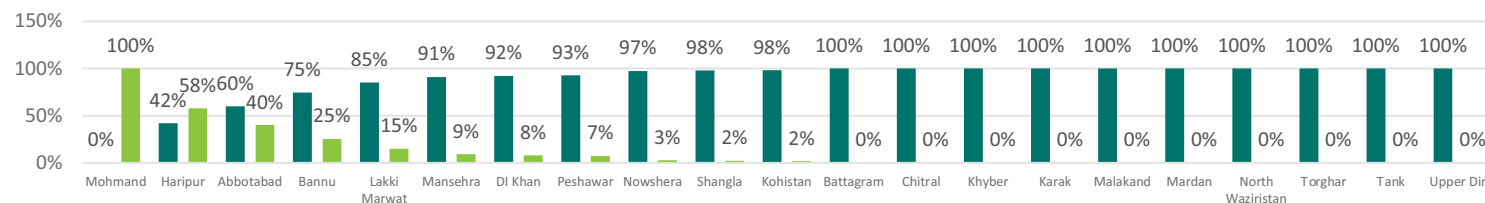
G2. Death Certificate (PROVINCE)

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



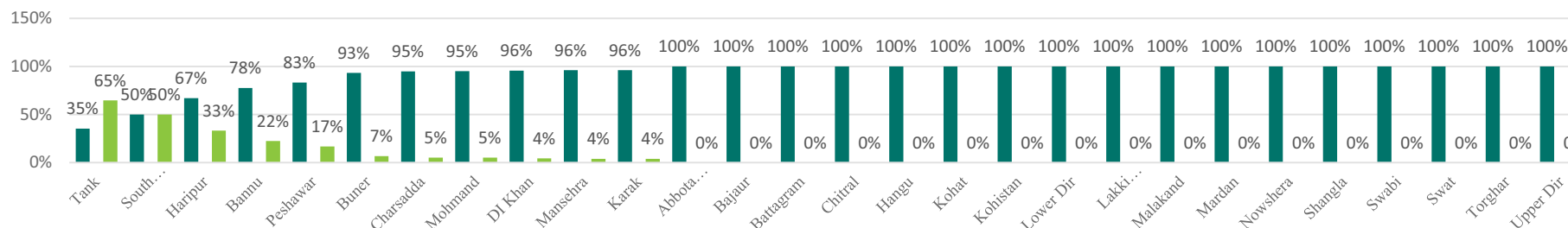
Death Certificate (April-June, 2020 District Wise)

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



Districts	Mohmand	Haripur	Abbottabad	Bannu	Lakki Marwat	Mansehra	DI Khan	Peshawar	Nowshera	Shangla	Kohistan	Battagram	Chitral	Khyber	Karak	Malakand	Mardan	North Waziristan	Torghar	Tank	Upper Dir
Total Application	12	19	15	138	88	222	1019	56	150	275	117	268	70	62	34	4	215	1	60	10	3
Within Time	0	8	9	103	75	202	939	52	146	269	115	268	70	62	34	4	215	1	60	10	3
Beyond Time	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)

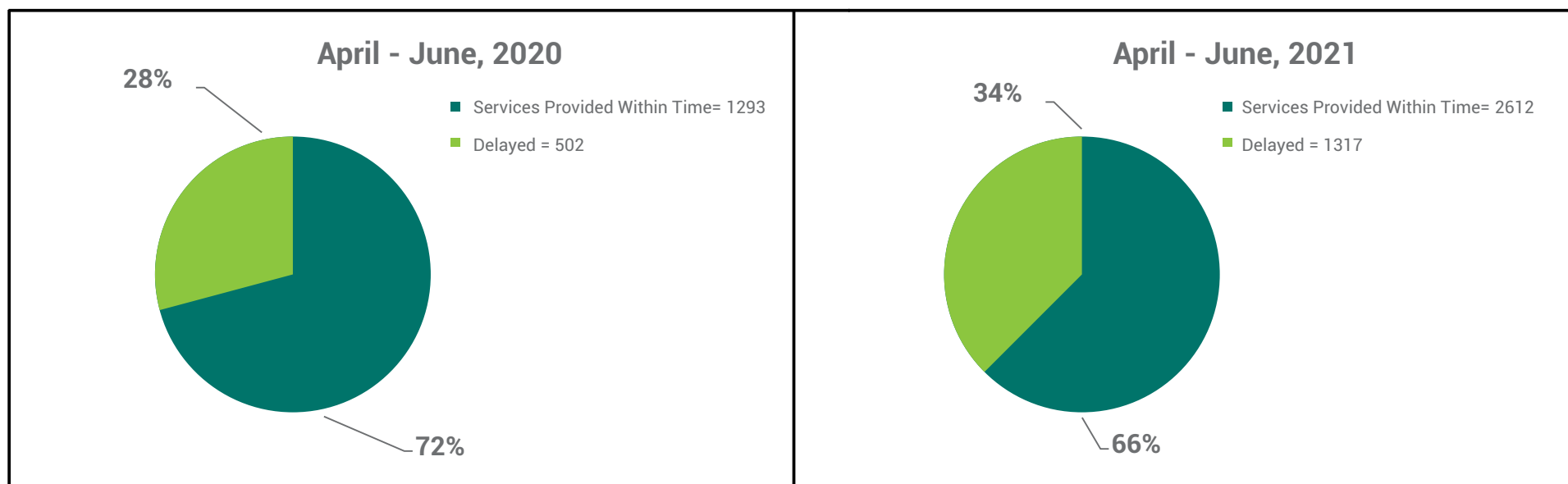


Districts	Tank	South Waziristan	Haripur	Bannu	Peshawar	Buner	Charsadda	Mohmand	DI Khan	Mansehra	Karak	Abbottabad	Bajaur	Battagram	Chitral	Hangu	Kohat	Kohistan	Lower	Lakki Marwat	Malakand	Mardan	Nowshera	Shangla	Swabi	Swat	Torghar	Upper Dir
Total Application	17	12	142	107	252	15	355	20	234	364	105	125	5	40	43	8	90	59	31	49	37	220	21	243	40	2	24	7
Within Time	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
Beyond Time	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

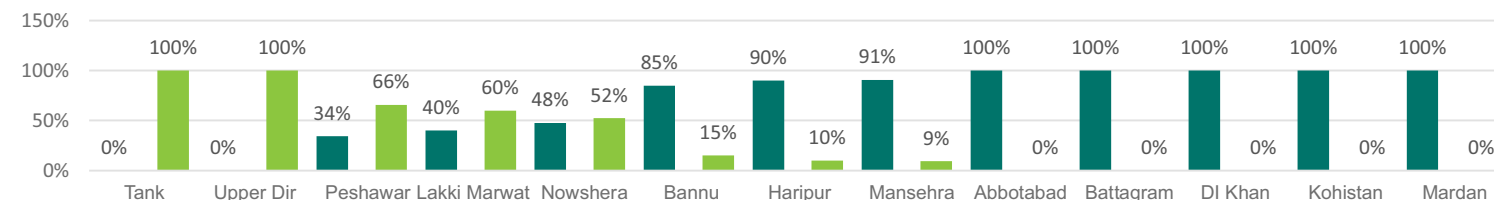
Analysis: The service is not available in Khyber, North Waziristan and Kurram TDs while Orakzai TD has nil report. The overall service delivery is satisfactory but there is need to improve the service delivery in Tank, South Waziristan TD and Haripur. It worth while to mention here that the service delivery 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



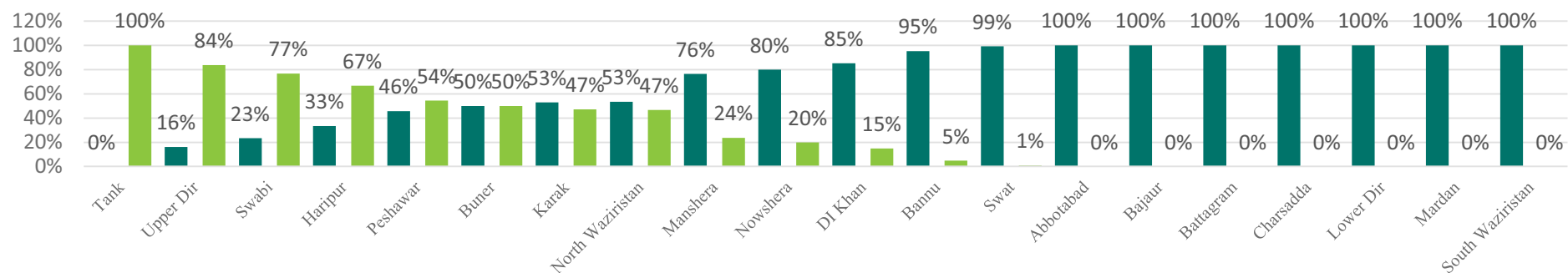
Disposal of Garbage and Solid Waste (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)

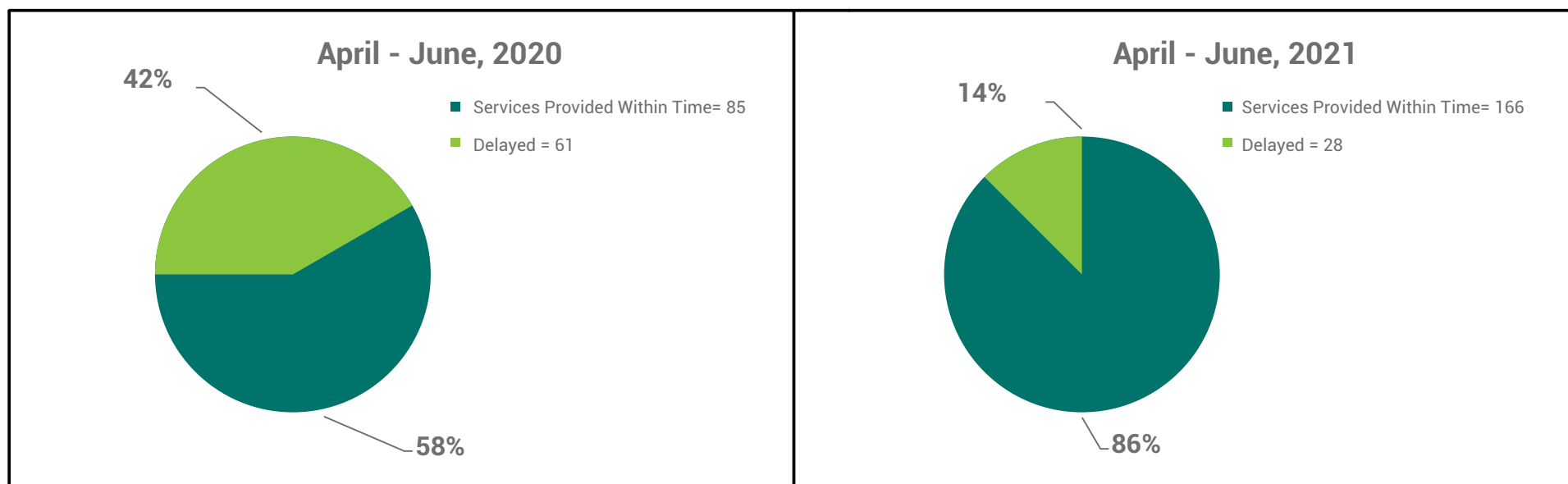


Districts	Tank	Upper Dir	Swabi	Haripur	Peshawar	Buner	Karak	North Waziristan	Mansehra	Nowshera	DI Khan	Bannu	Swat	Abbottabad	Bajaur	Battagram	Charsadda	Lower Dir	Mardan	South Waziristan
Total Application	3	37	30	12	2203	4	17	15	34	55	108	21	119	52	92	72	1	23	956	75
Within Time	0	6	7	4	1005	2	9	8	26	44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

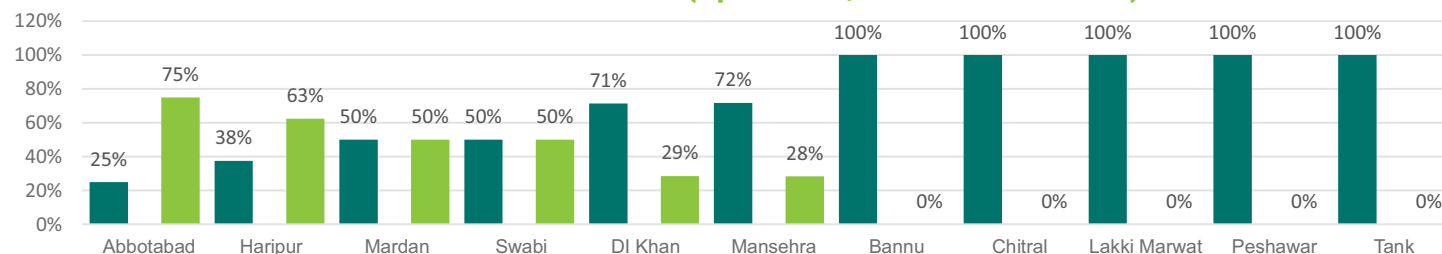
Analysis: The service is not available in Khyber TD and Kohistan. Eight districts have not submitted any report while Chitral, Shangla and Kohistan have nil reports. The overall service delivery is average. Swabi, Tank, North Waziristan TD, Dir Upper, Peshawar, Buner and Haripur have delays of more than 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



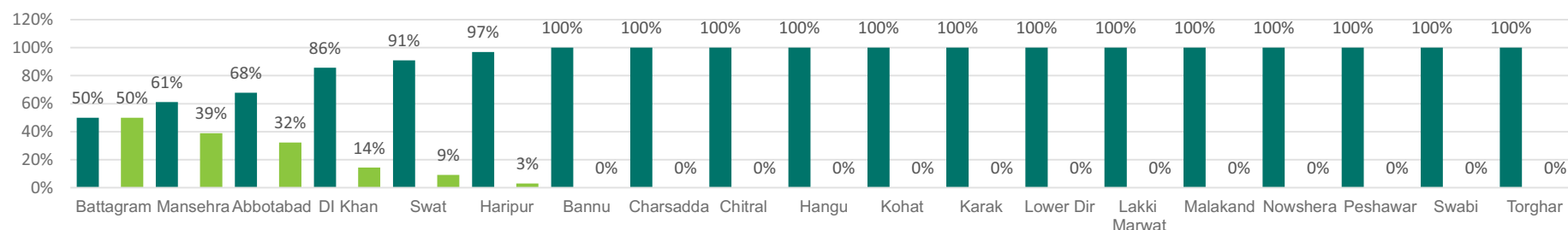
Building Plan (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)

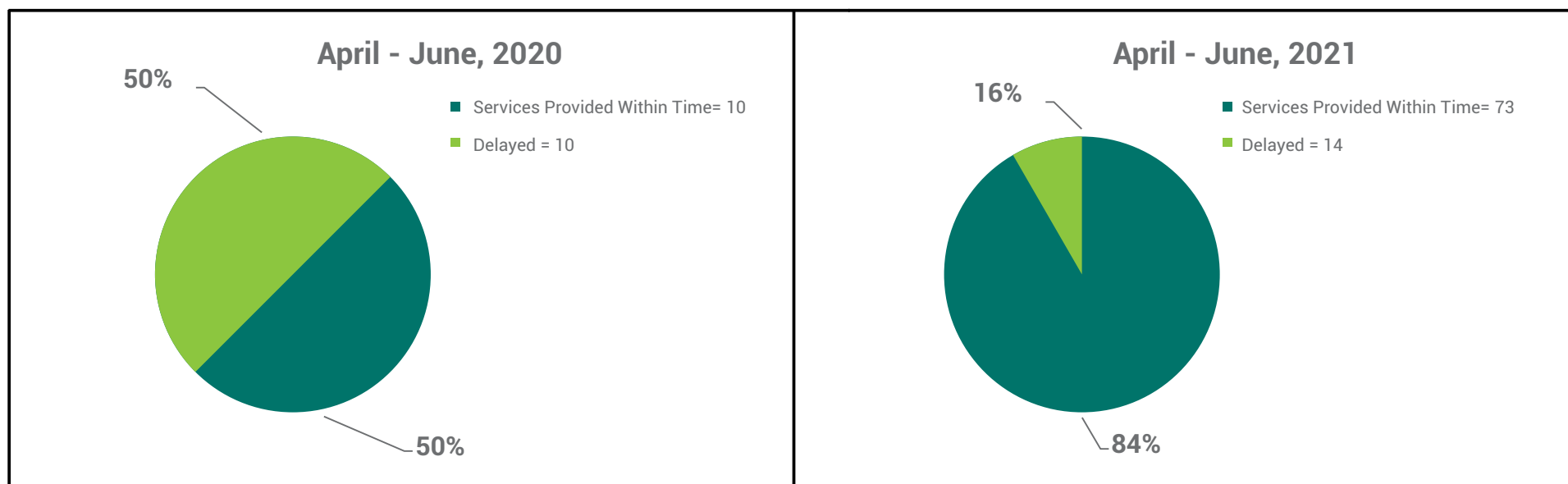


Districts	Battagram	Mansehra	Abbottabad	DI Khan	Swat	Haripur	Bannu	Charsadda	Chitral	Hangu	Kohat	Karak	Lower Dir	Lakki Marwat	Malakand	Nowshera	Peshawar	Swabi	Torghar
Total Application	2	36	28	14	11	33	1	2	2	1	6	5	13	2	11	1	20	5	1
Within Time	1	22	19	12	10	32	1	2	2	1	6	5	13	2	11	1	20	5	1
Beyond Time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

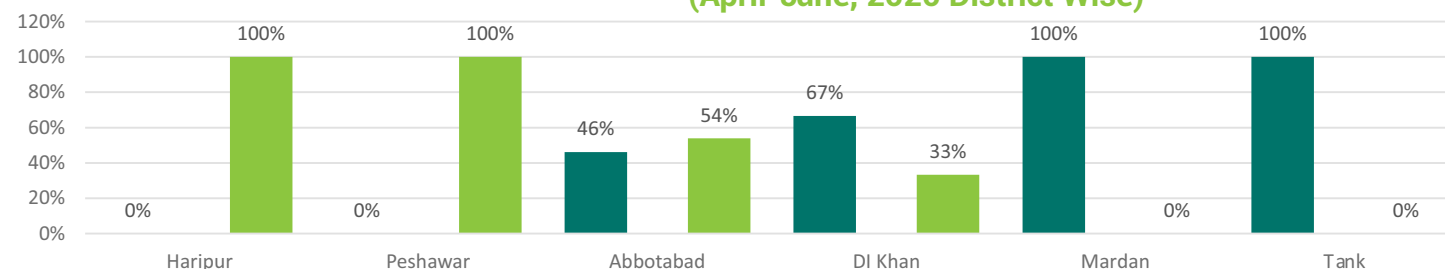
Analysis: The service is not available in seven merged districts; five districts have not reported the service while Shangla has nil report. Abbottabad has slightly improved while Battagram has reported 50% delays, Mansehra has 39% delay. The authorities concerned are required to improve.

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

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



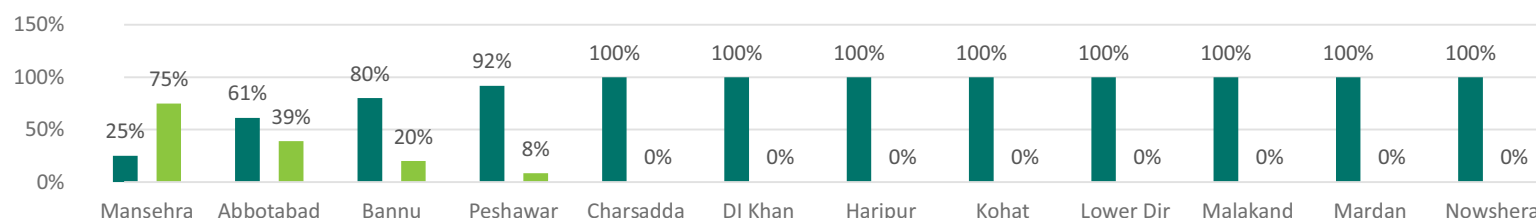
Plan of Commercial Building Outside City Wall (April-June, 2020 District Wise)



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)

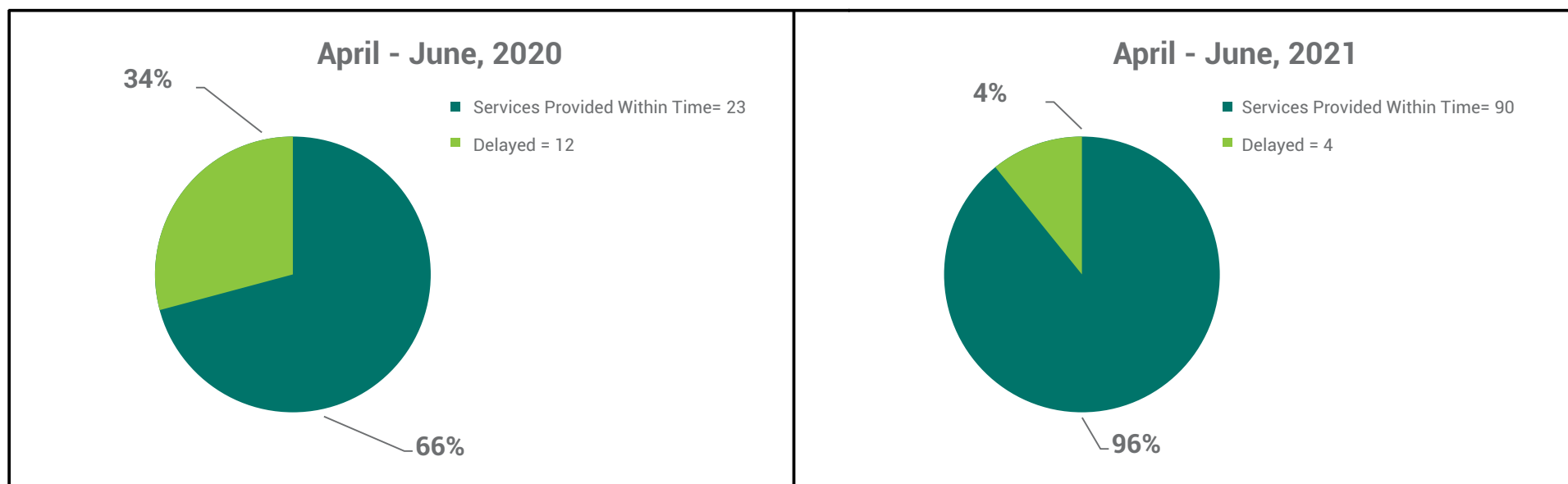


Districts	Mansehra	Abbottabad	Bannu	Peshawar	Charsadda	DI Khan	Haripur	Kohat	Lower Dir	Malakand	Mardan	Nowshera
Total Application	4	18	5	36	2	4	2	2	6	1	5	2
Within Time	1	11	4	33	2	4	2	2	6	1	5	2
Beyond Time	3	7	1	3	0	0	0	0	0	0	0	0

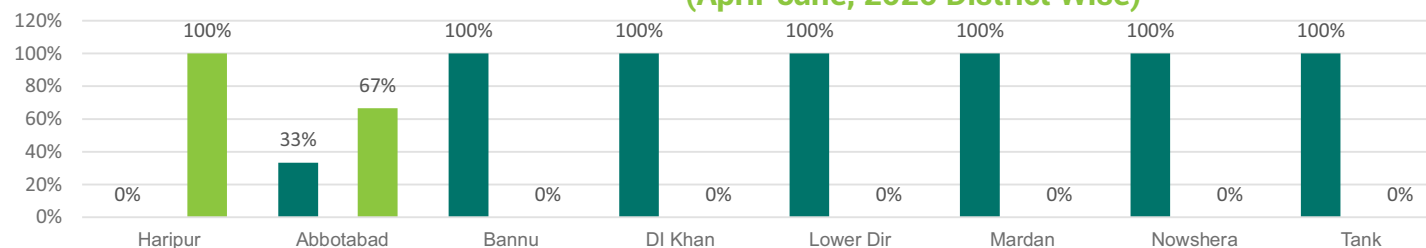
Analysis: The service is not available in 12 districts, Buner and Lakki Marwat have not reported while Swat, Shangla, Orakzai TD, Karak, Hangu and Chitral have nil reports. Authorities of Abbottabad have to minimize the delays. (January-March 2021 Abbottabad has delay of 50 %)

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

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

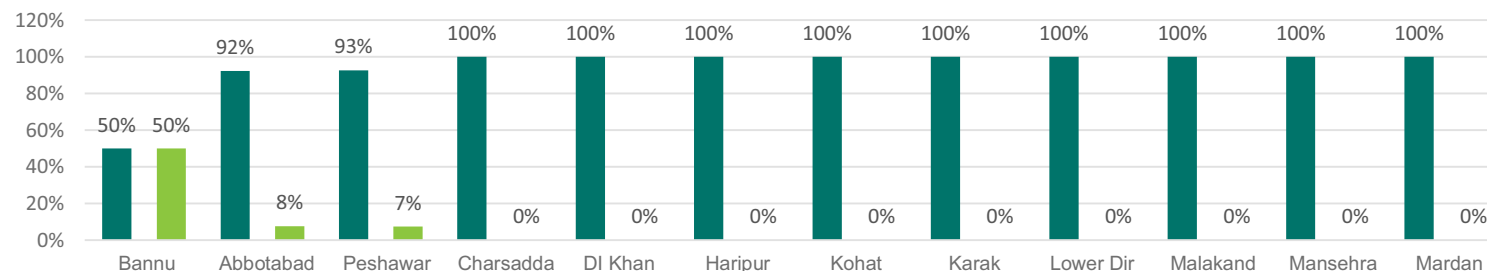


Plan of Commercial Building Plan within City Wall (April-June, 2020 District Wise)



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

(April-June, 2021 District Wise)



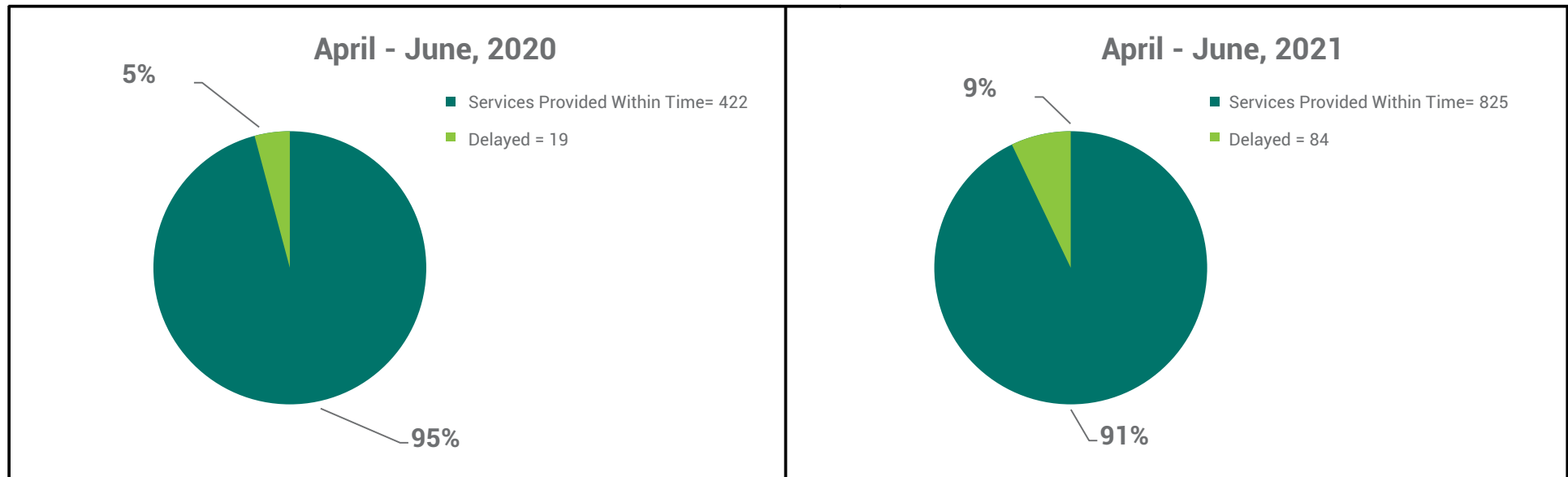
Districts	Bannu	Abbottabad	Peshawar	Charsadda	DI Khan	Haripur	Kohat	Karak	Lower Dir	Malakand	Mansehra	Mardan
Total Application	2	13	27	2	4	12	1	5	4	2	9	13
Within Time	1	12	25	2	4	12	1	5	4	2	9	13
Beyond Time	1	1	2	0	0	0	0	0	0	0	0	0

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

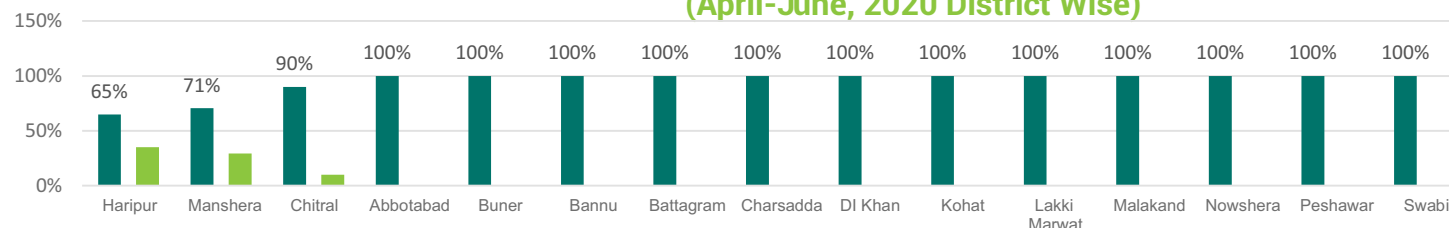
Analysis: The service is not available in 12 districts; two districts have not reported while six districts have nil reports. Authorities of district Bannu have to put in more efforts to reduce the number of delays.

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



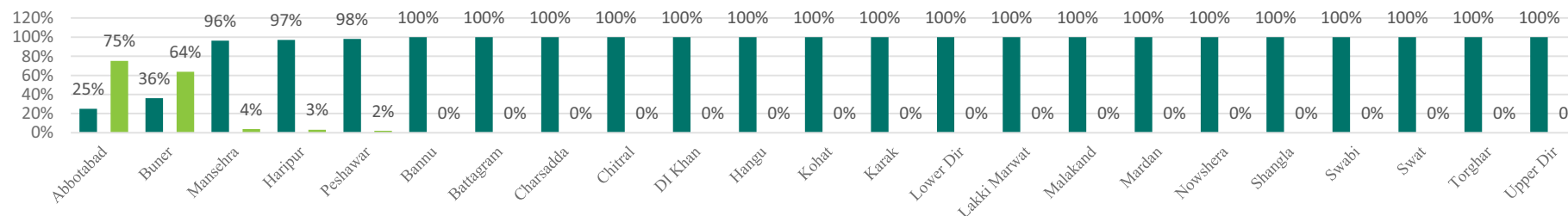
Water Connection (April-June, 2020 District Wise)



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)

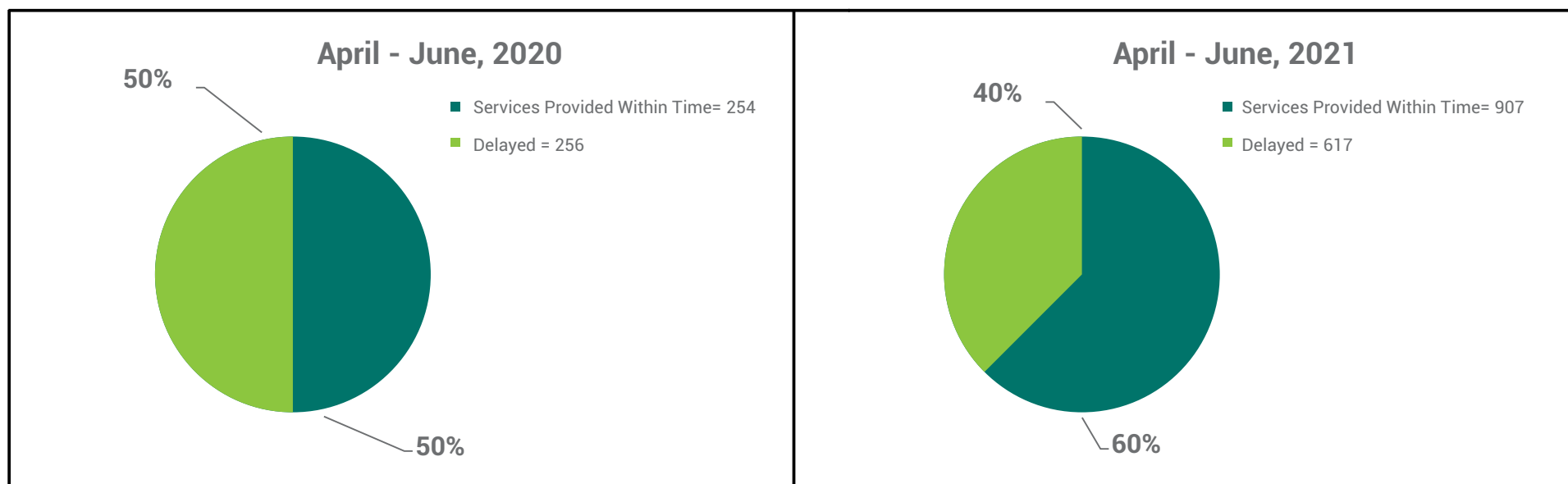


Districts	Abbottabad	Buner	Mansehra	Haripur	Peshawar	Bannu	Battagram	Charsadda	Chitral	DI Khan	Hangu	Kohat	Karak	Lower Dir	Lakki Marwat	Malakand	Mardan	Nowshera	Shangla	Swabi	Swat	Torghar	Upper Dir
Total Application	64	47	54	68	102	11	9	12	10	39	2	81	15	10	13	25	251	7	7	45	5	5	27
Within Time	16	17	52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

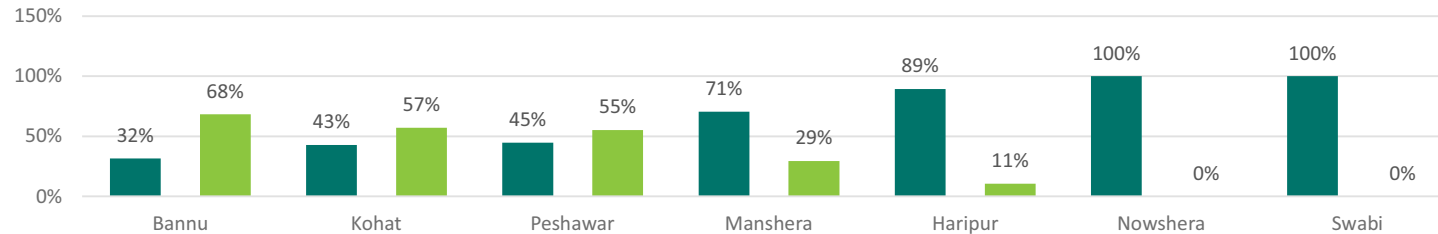
Analysis: Six districts have reported that the service is not available, two districts have not reported while Orakzai TD has nil report. During the 1st quarter of the 2021 Abbottabad had delays of 43% which has increased to 75%. The Deputy Commissioner Abbottabad should look into the issue and find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

G8. Supply of Clean Drinking Water (PROVINCE)

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

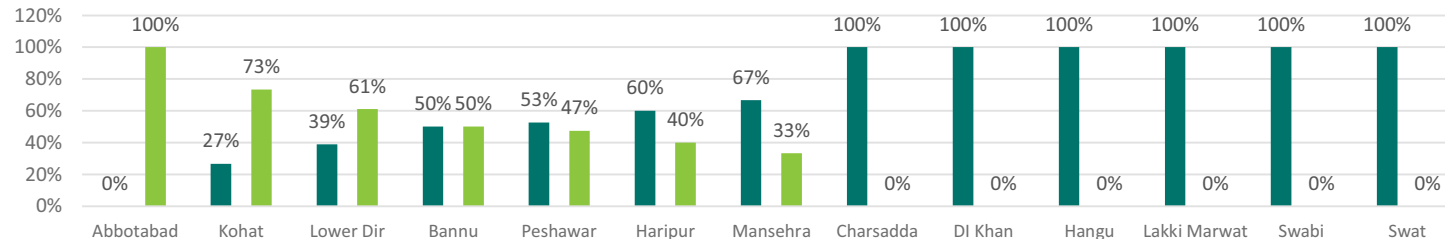


Supply of Clean Drinking Water (April-June, 2020 District Wise)



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

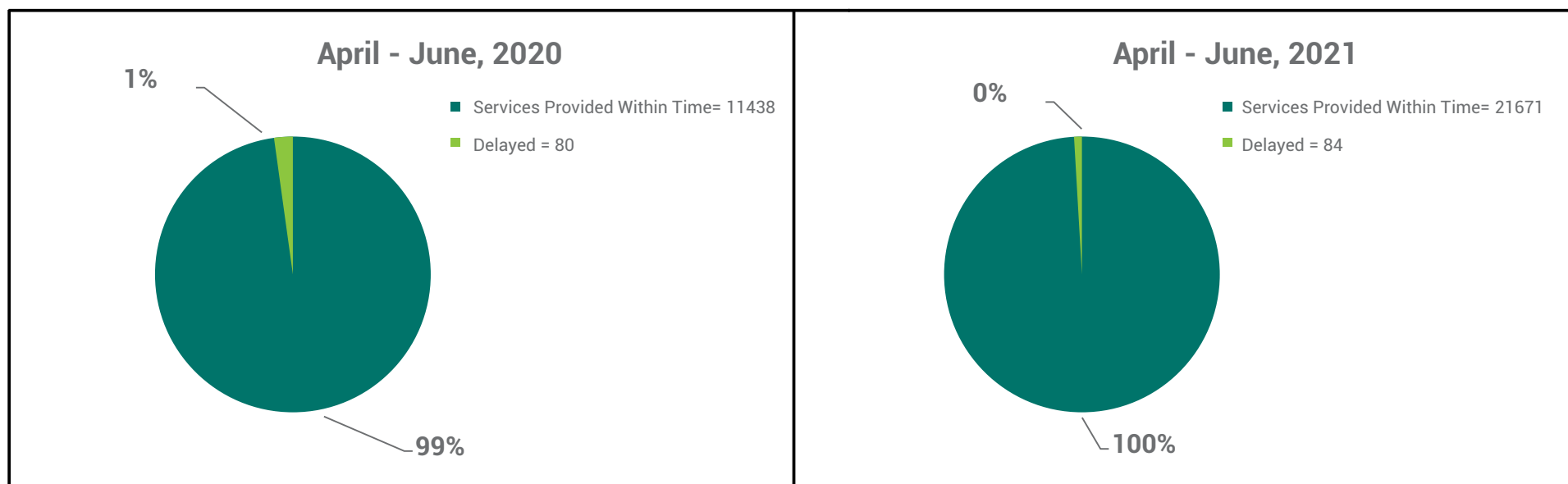
Reporting Status	
Bajaur	Service Not Available
Upper Dir	Service Not Available
Mohmand	Service Not Available
North Waziristan	Service Not Available
Shangla	Service Not Available
South Waziristan	Service Not Available
Tank	Service Not Available
Kurram	Service Not Available
Khyber	Service Not Available
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.

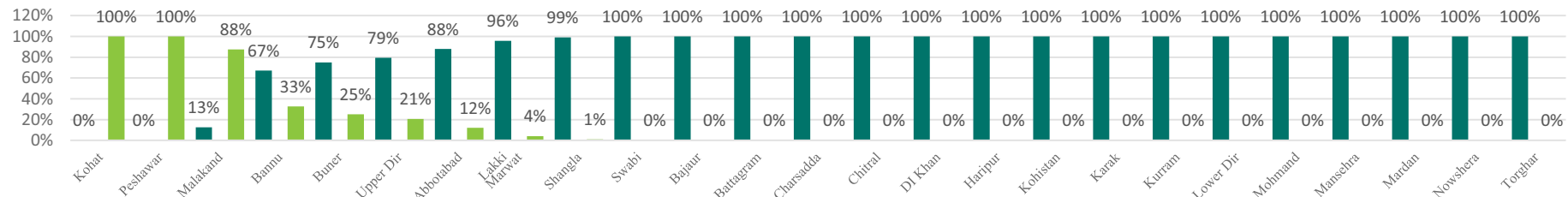
H. POLICE

H1.FIR (PROVINCE)

Notified Time	Instantly
Designated officer	SHO
Appellate Authority	District Police Officer

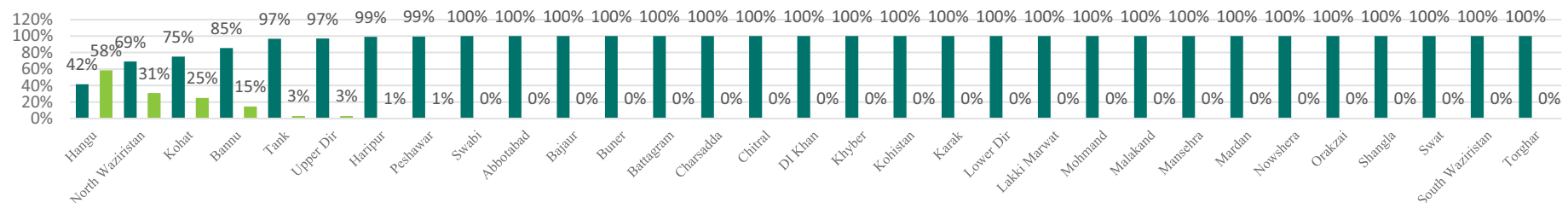


FIR (April-June, 2020 District Wise)



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	Torgar
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

(April-June, 2021 District Wise)

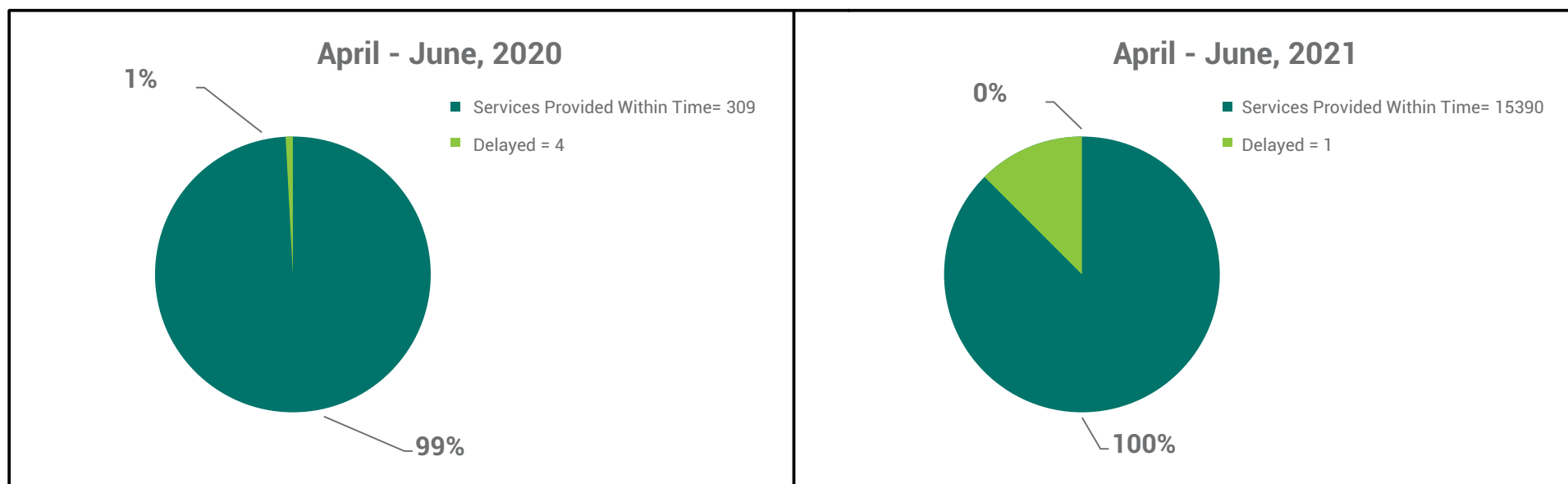


Districts	Hangu	North Waziristan	Kohat	Bannu	Tank	Upper Dir	Haripur	Peshawar	Swat	Abbottad	Bajaur	Buner	Battagram	Charsadda	Chitral	DI Khan	Khyber	Kohistan	Karak	Lower Dir	Lakki Marwat	Mohmand	Malakand	Mansehra	Mardan	Nowshera	Orakzai	Shangla	Swabi	South Waziristan	Torgar
Total Application	12	13	52	199	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.

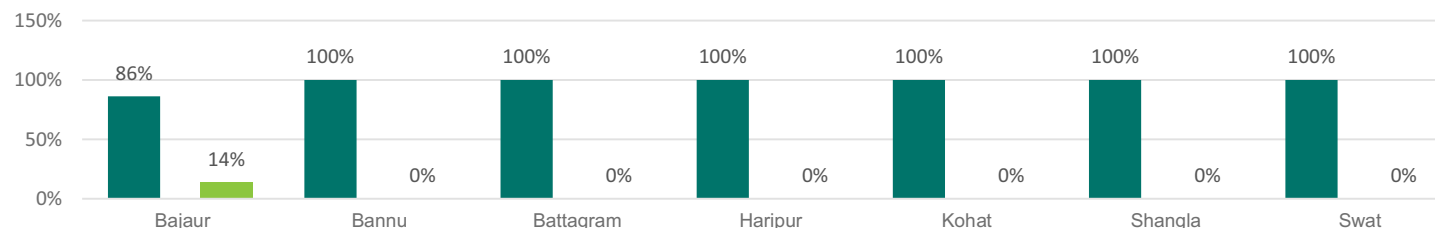
H2. Issuance of Learner Permit Motorcar/Jeep (PROVINCE)

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)

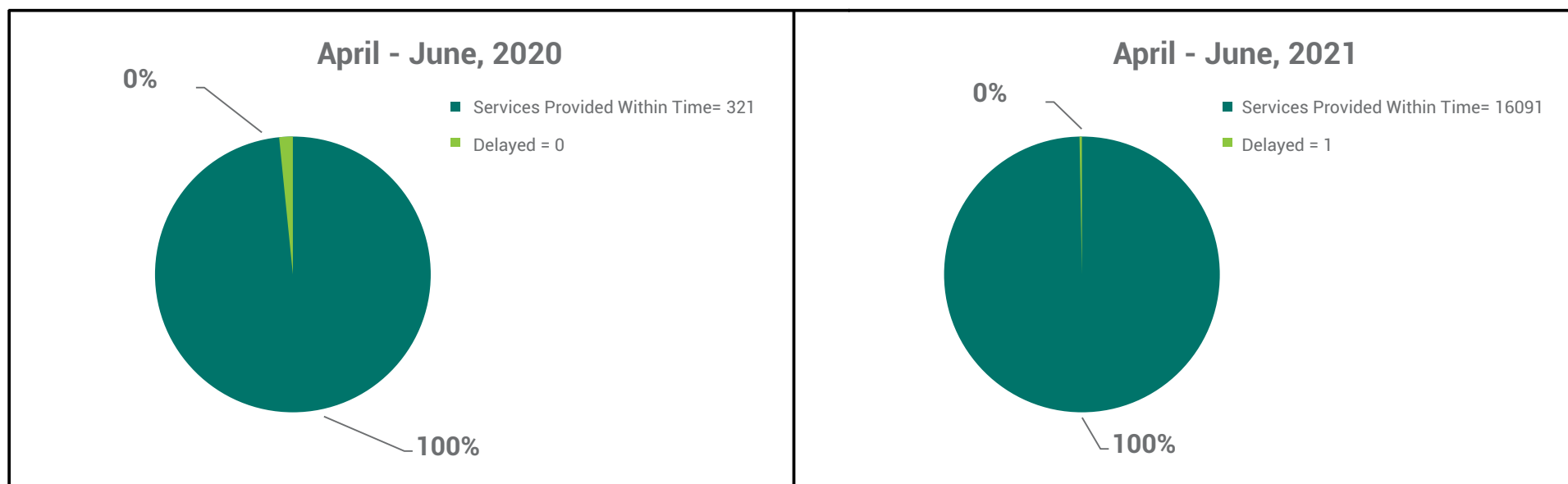


Districts	Khyber	Abbottabad	Bajaur	Bannu	Battagram	Charsadda	Chitral	DI Khan	Haripur	Kohat	Lakki Marwat	Mohmand	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Orakzai	Peshawar	Shangla	Swat	South Waziristan	Torgar	Tank	Upper Dir	Buner
Total Application	312	2395	281	675	213	172	414	90	660	1006	158	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.

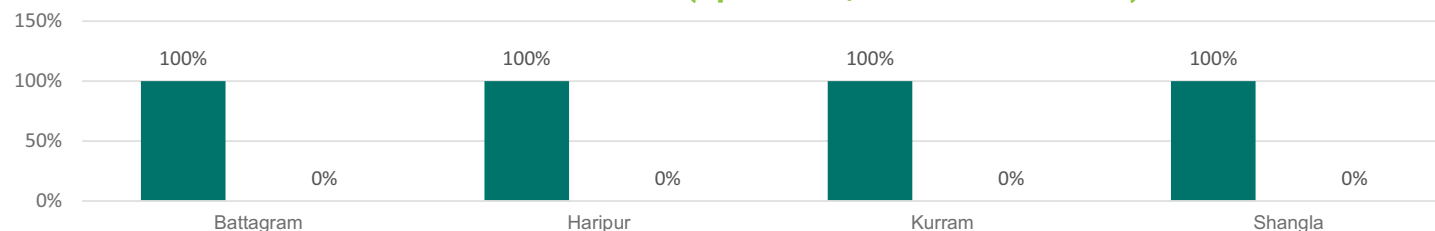
H3. Issuance of Fresh Driving License Motorcar/Jeep (PROVINCE)

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



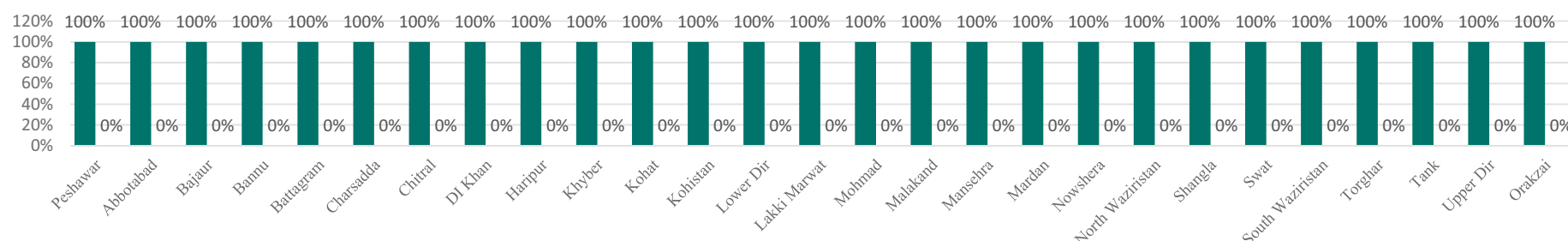
Issuance of Driving License Motor Car Jeep (April-June, 2020 District Wise)

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)

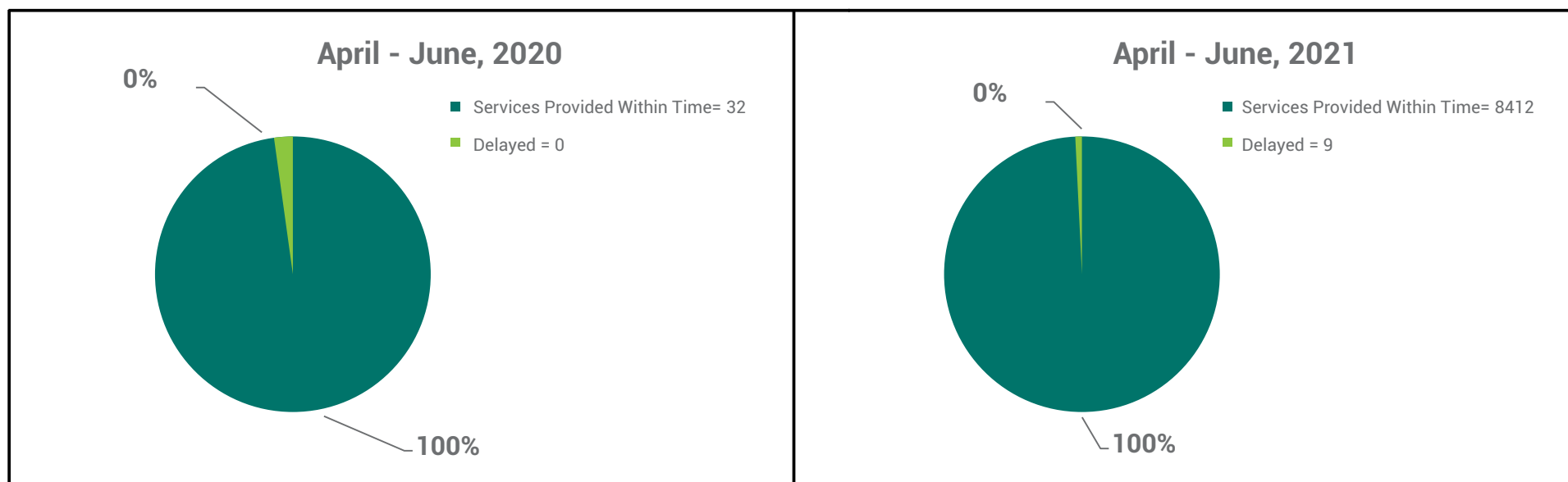


Districts	Peshawar	Abbottabad	Bajaur	Bannu	Battagram	Charsadda	Chitral	DI Khan	Haripur	Khyber	Kohat	Kohistan	Lower Dir	Lakki Marwat	Mohamad	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Shangla	Swat	South Waziristan	Torghar	Tank	Upper Dir	Orakzai
Total Application	5202	1866	281	6	272	762	260	443	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



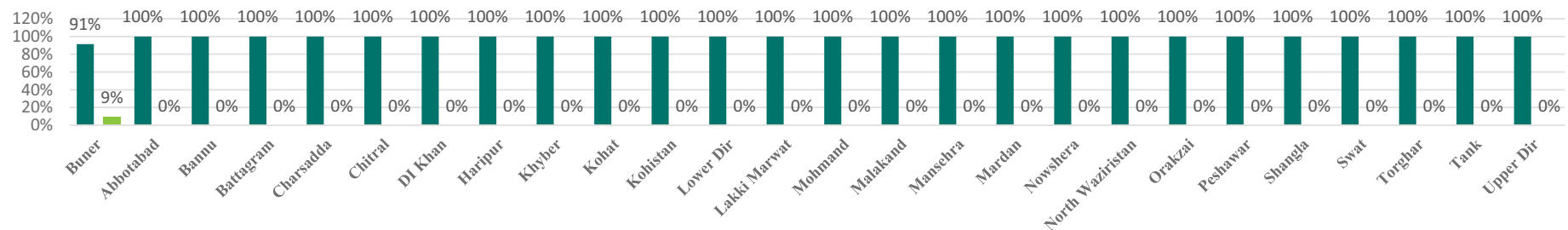
Renewal of Driving License Motor Car Jeep (April-June, 2020 District Wise)

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)

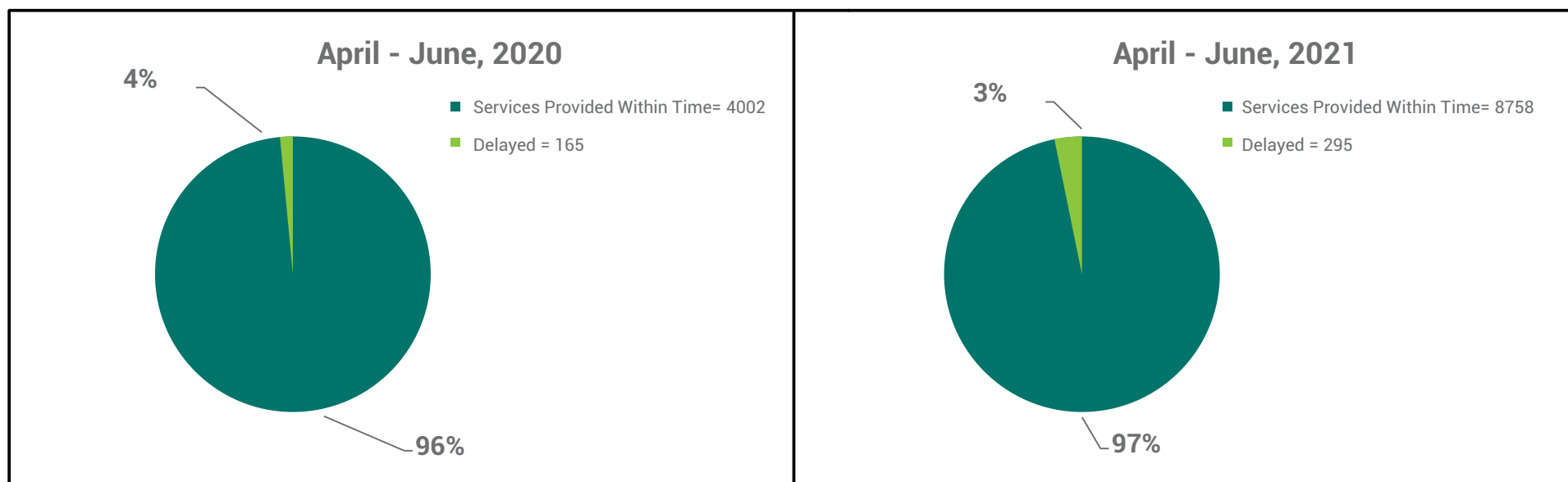


Districts	Buner	Abbottabad	Bannu	Battagram	Charsadda	Chitral	DI Khan	Haripur	Khyber	Kohat	Kohistan	Lower Dir	Lakki Marwat	Mohmand	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Orakzai	Peshawar	Shangla	Swat	Torghar	Tank	Upper Dir
Total Application	103	1388	60	37	527	178	314	288	35	1	148	45	103	43	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

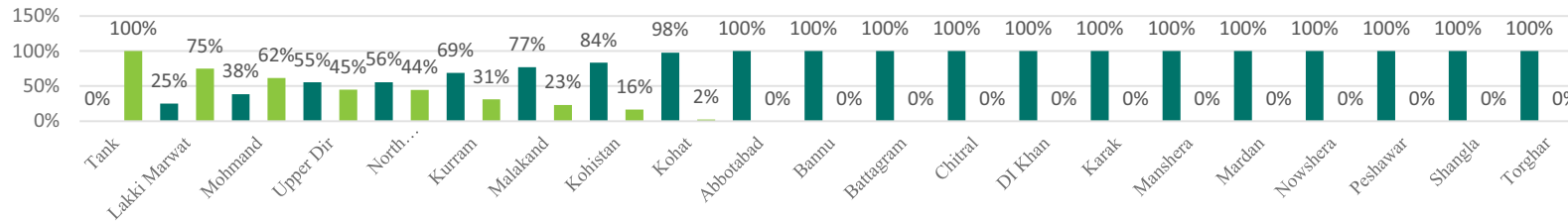
Analysis: The service delivery is 100% all over the province except Buner which has 9% delay. Data reporting has improved for the service as compared to 2nd quarter of 2020.

H5. Police Verification (PROVINCE)

Notified Time	7 Days
Designated officer	SHO
Appellate Authority	DSP Headquarter



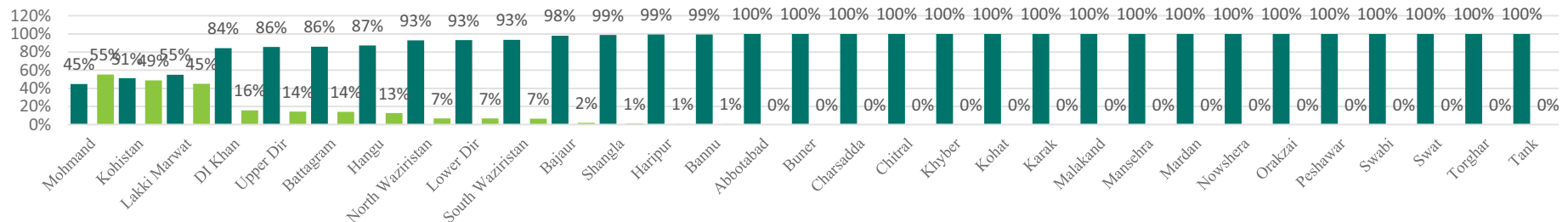
Police Verification (April-June, 2020 District Wise)



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)



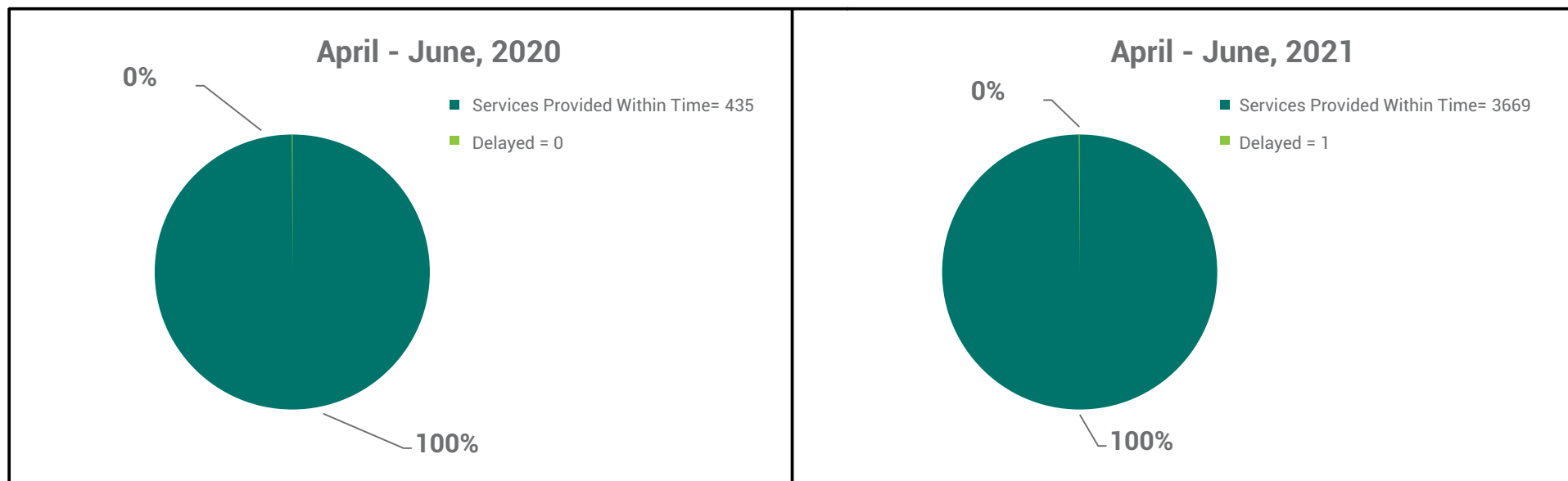
Districts	Mohmand	Kohistan	Lakki Marwat	DI Khan	Upper Dir	Battagram	Hangu	North Waziristan	Lower Dir	South Waziristan	Bajaur	Shangla	Haripur	Bannu	Abbottabad	Buner	Charsadda	Chitral	Khyber	Kohistan	Karak	Malakand	Mansehra	Mardan	Nowshera	Orakzai	Peshawar	Swabi	Swat	Torghar	Tank
Total Application	221	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

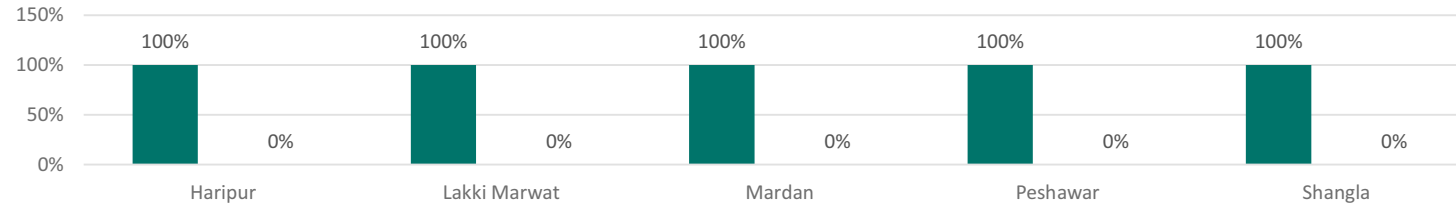
II. Issuance of Learner HTV (PROVINCE)

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



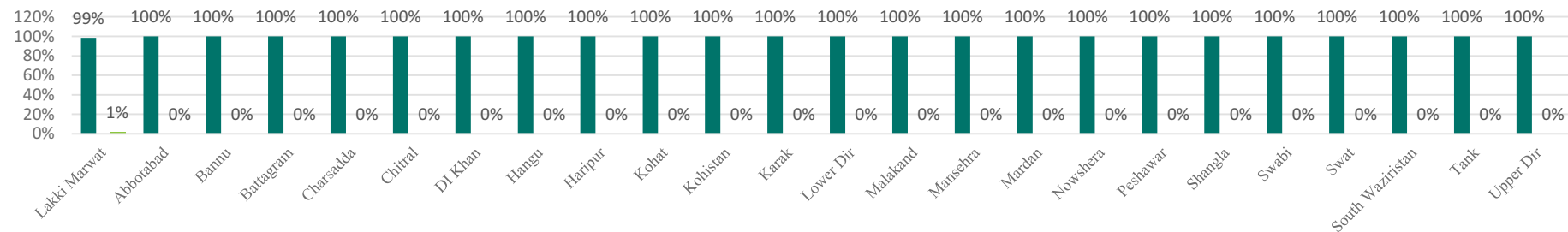
Issuance of Learner Permit HTV (April-June, 2020 District Wise)

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)

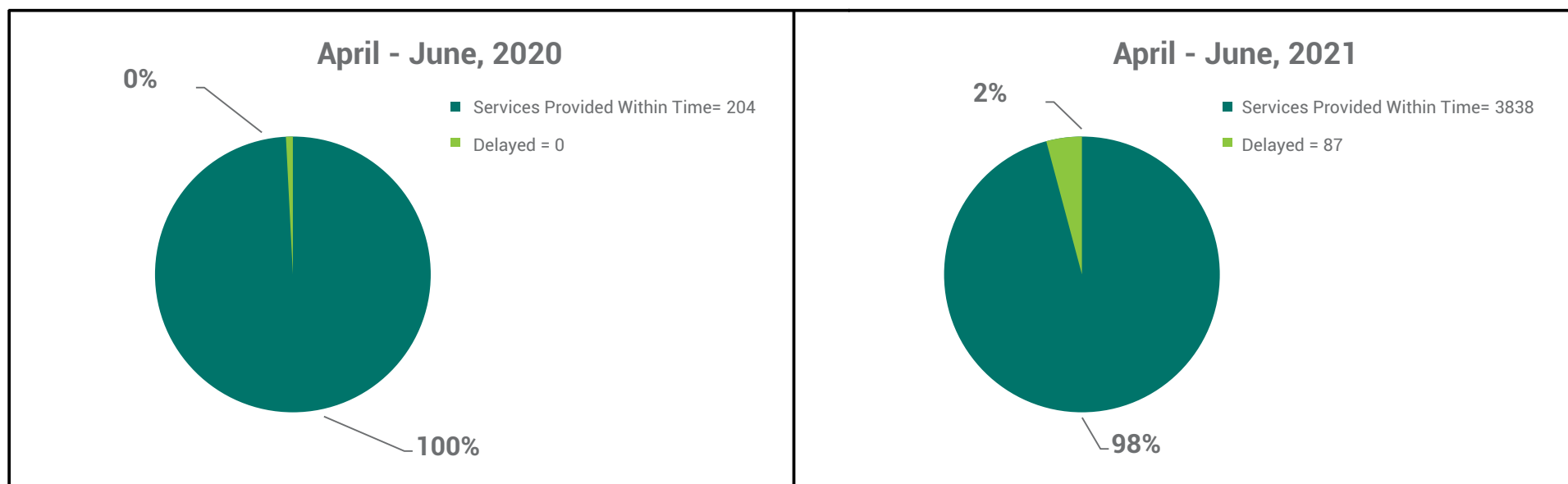


Districts	Lakki Marwat	Abbottabad	Bannu	Battagram	Charsadda	Chitral	DI Khan	Hangu	Haripur	Kohat	Kohistan	Karak	Lower Dir	Malakand	Mansehra	Mardan	Nowshera	Peshawar	Shangla	Swabi	Swat	South Waziristan	Tank	Upper Dir
Total Application	71	169	280	39	448	20	231	12	198	89	110	114	121	13	166	228	7	404	150	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

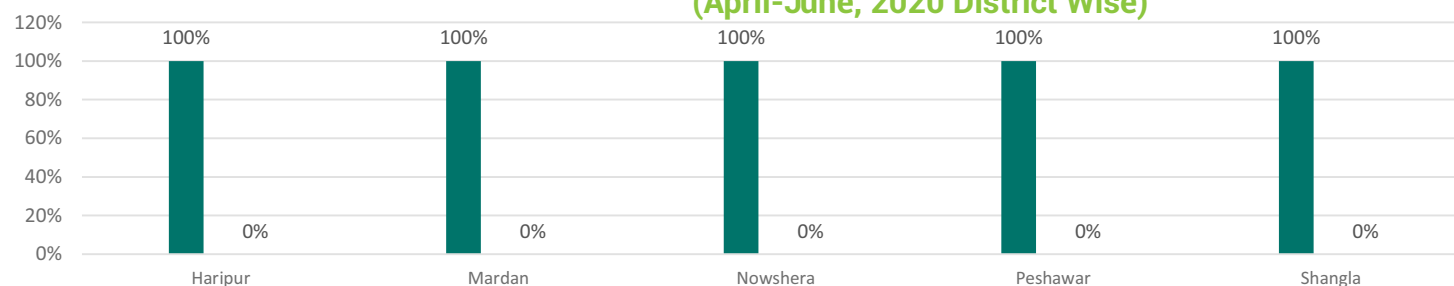
Analysis: The service is not available in Bajaur and Mohmand TDs while Khyber, North Waziristan, Kurram, Orakzai TDs, Buner and Torghar have not reported the service. It is appreciated that the department has maintained 100% service delivery as reported in the 1st Quarterly Report (Jan-March 2021).

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



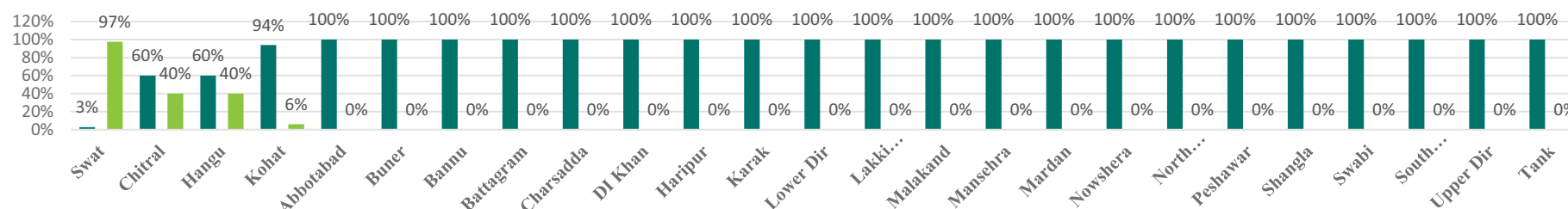
Issuance of Fresh Driving License HTV (April-June, 2020 District Wise)



Reporting Status	
Bajaur	Service Not Available
Mohmand	Service Not Available
Khyber	Service Not Available
Kurram	Not Reported
Kohistan	Not Reported
Orakzai	Not Reported
Torghar	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)

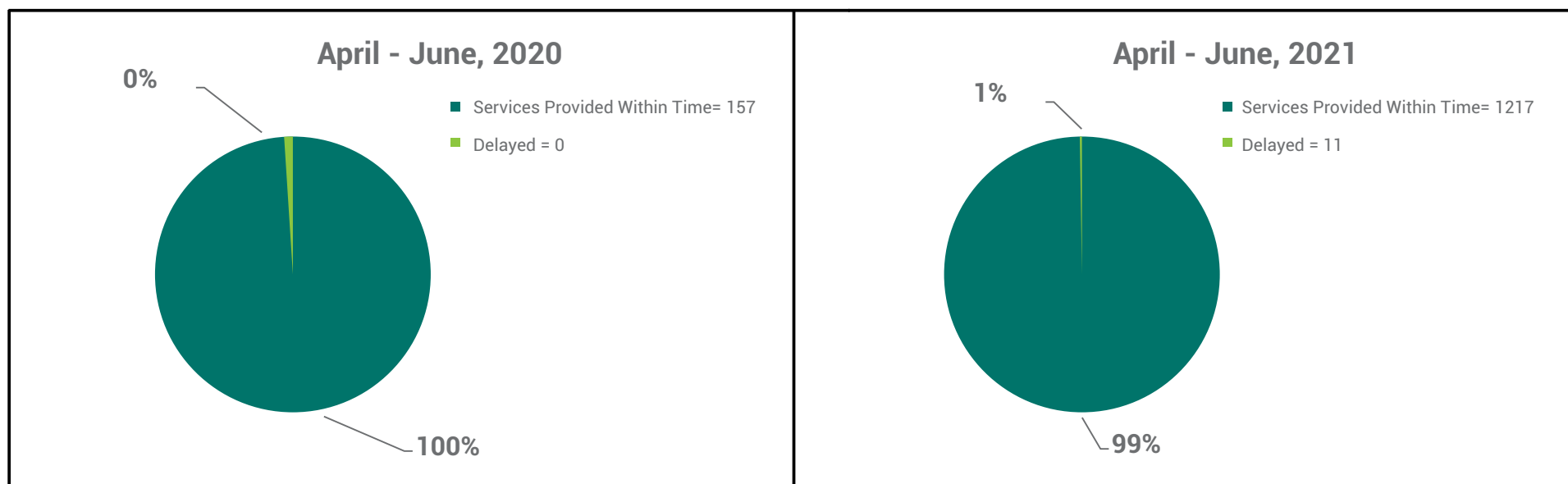


Districts	Swat	Chitral	Hangu	Kohat	Abbottabad	Buner	Bannu	Battagram	Charsadda	DI Khan	Haripur	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Peshawar	Shangla	Swabi	South Waziristan	Upper Dir	Tank
Total Application	76	10	15	50	94	66	153	45	712	458	175	82	95	20	45	267	394	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

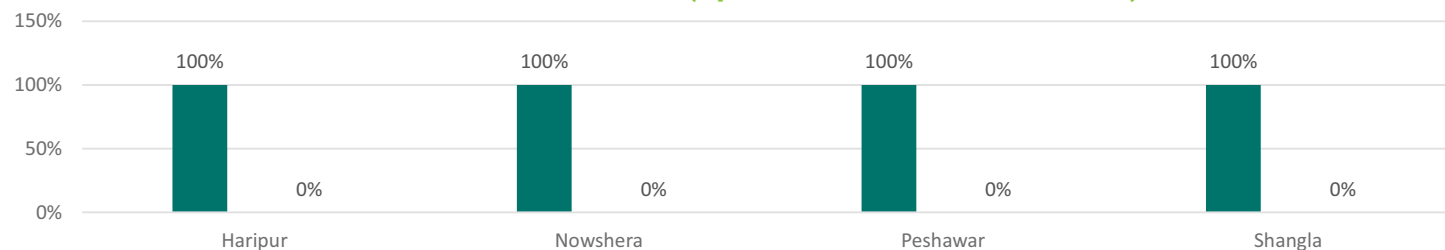
Analysis: The service is not available in three Tribal Districts of Bajaur, Mohmand and Khyber. Four districts have not reported the service. The delay in service delivery in Swat district is alarmingly 97%, Chitral and Hangu have 40% delay each. The overall service delivery is satisfactory.

I3. Renewal of Driving License HTV (PROVINCE)

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



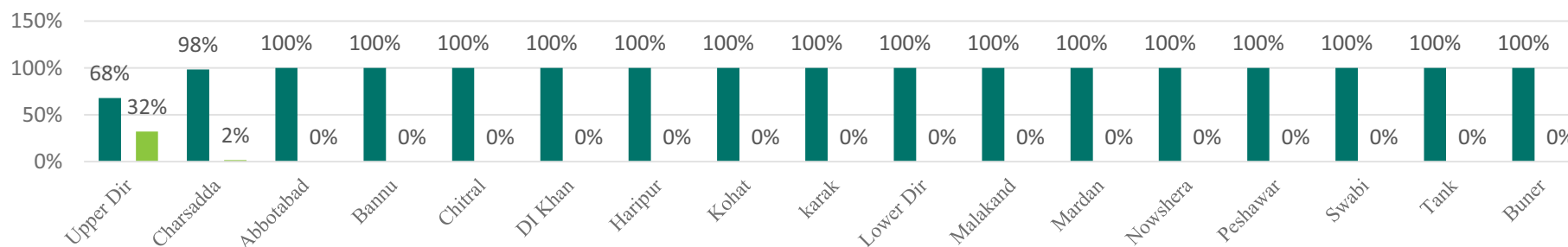
Renewal of Driving License HTV (April-June, 2020 District Wise)



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)

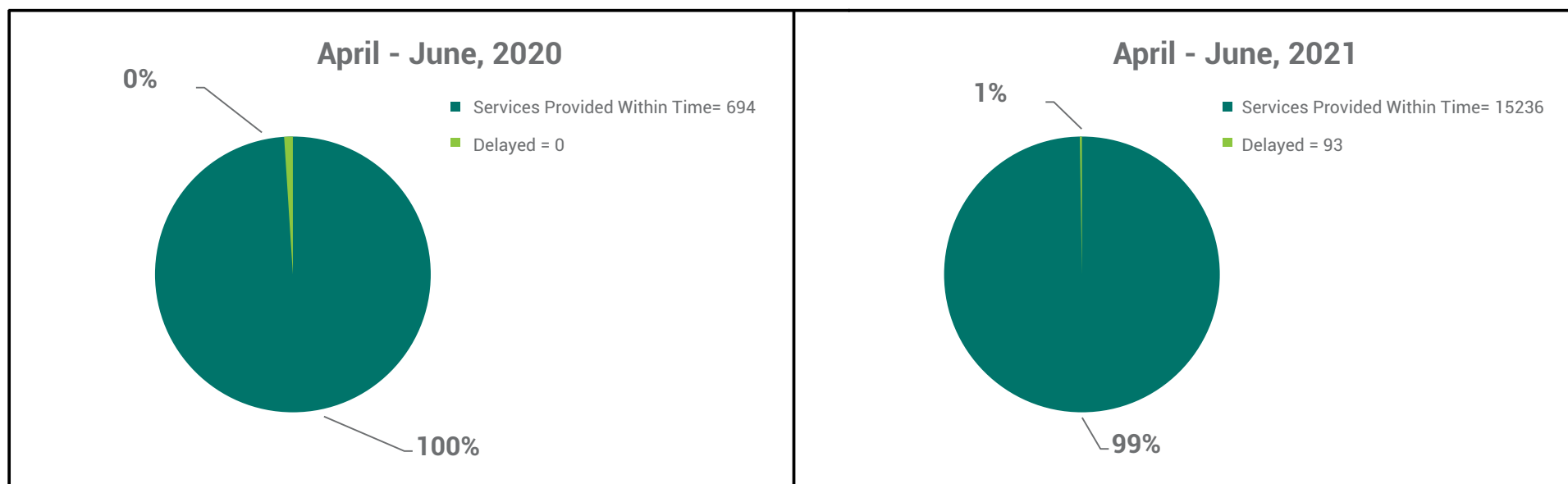


Districts	Upper Dir	Charsadda	Abbottabad	Bannu	Chitral	DI Khan	Haripur	Kohat	Karak	Lower Dir	Malakand	Mardan	Nowshera	Peshawar	Swabi	Tank	Buner
Total Application	25	176	16	5	1	306	11	1	37	80	5	1	27	430	2	104	1
Within Time	17	173	16	5	1	306	11	1	37	80	5	1	27	430	2	104	1
Beyond Time	8	3	0	0	0	0	0	0	0	0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

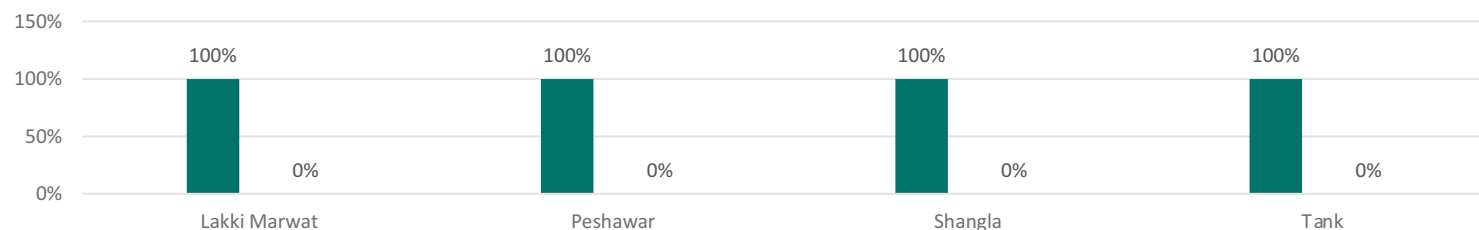
I4. Issuance of Learner LTV (PROVINCE)

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



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)

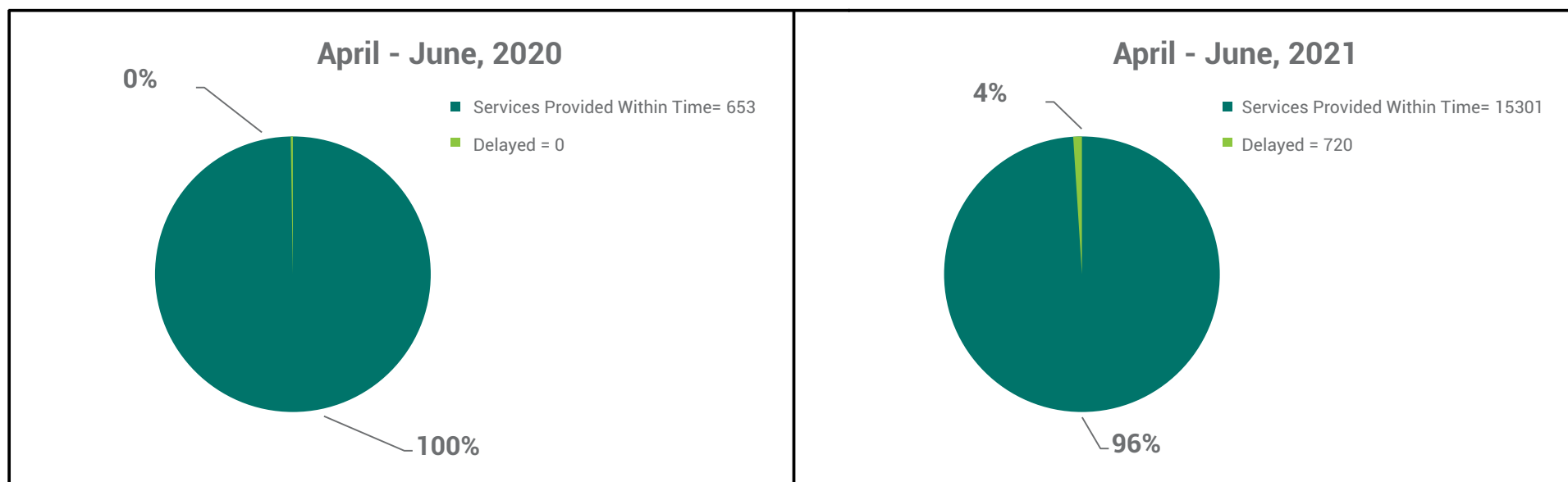


Districts	Karak	Orakzai	Abbotabad	Bannu	Battagram	Charsadda	Chitral	DI Khan	Hangu	Haripur	Kohat	Kohistan	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Peshawar	Shangla	Swabi	Swat	South Waziristan	Tank	Upper Dir
Total Application	295	16	1177	537	450	426	71	506	43	980	407	264	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

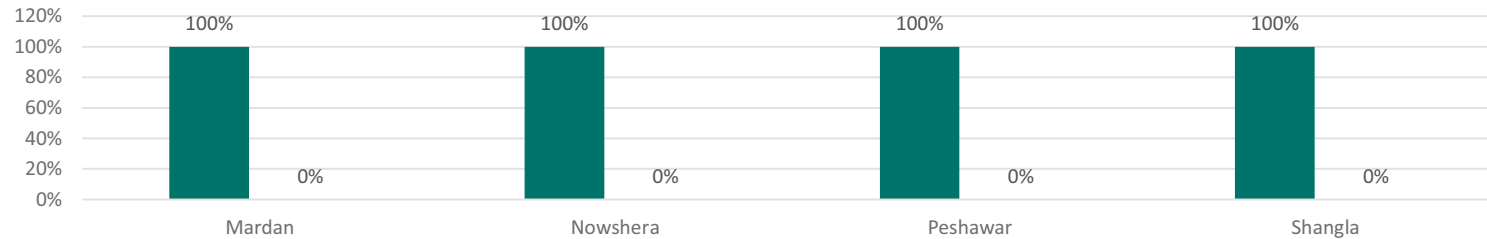
Analysis: In the tribal districts of Bajaur and Mohmand the service may be made available. Khyber TD, Buner, Kurram TD and Torghar have not reported the service. Karak and Orakzai have delays of 31% and 19% respectively. The overall service delivery is satisfactory.

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



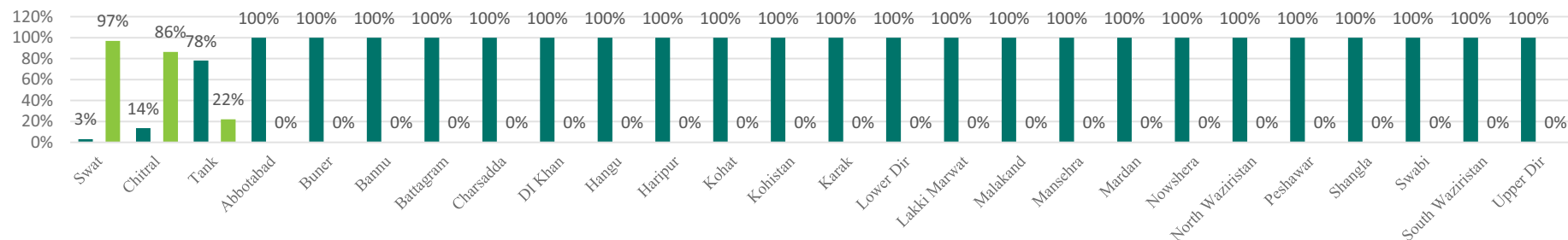
Issance of Fresh Driving License LTV (April-June, 2020 District Wise)



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

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

(April-June, 2021 District Wise)

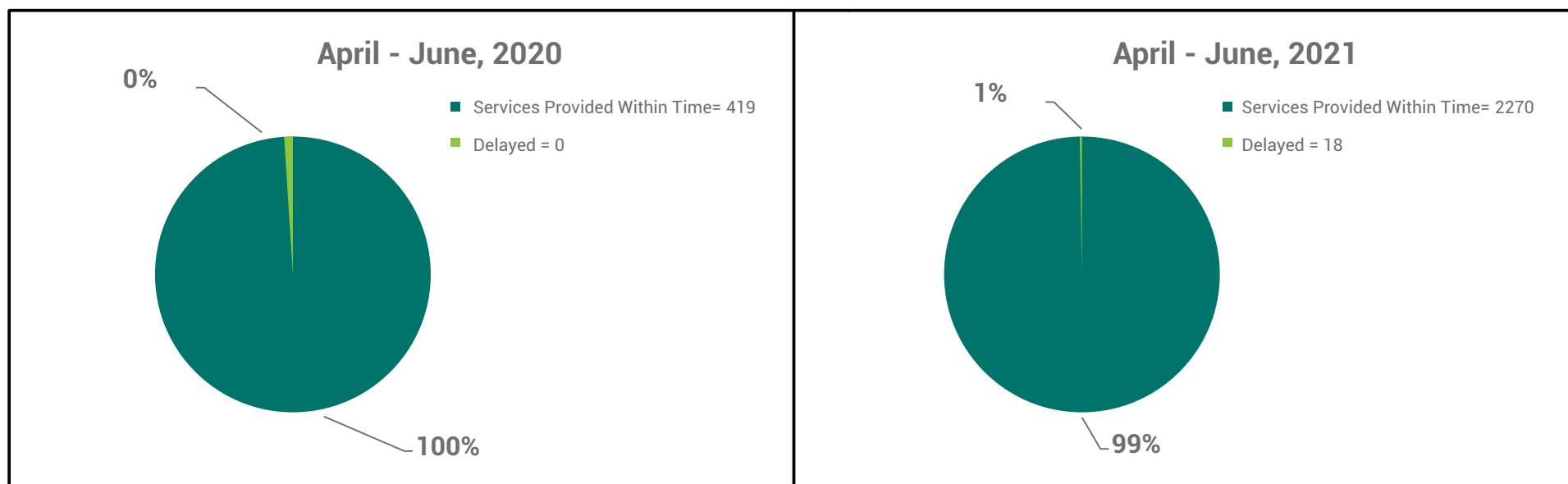


Districts	Swat	Chitral	Tank	Abbottabad	Buner	Bannu	Battagram	Charsadda	DI Khan	Hangu	Haripur	Kohat	Kohistan	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Peshawar	Shangla	Swabi	South Waziristan	Upper Dir
Total Application	676	44	123	1203	370	724	441	707	764	12	907	160	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	

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.

I6.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



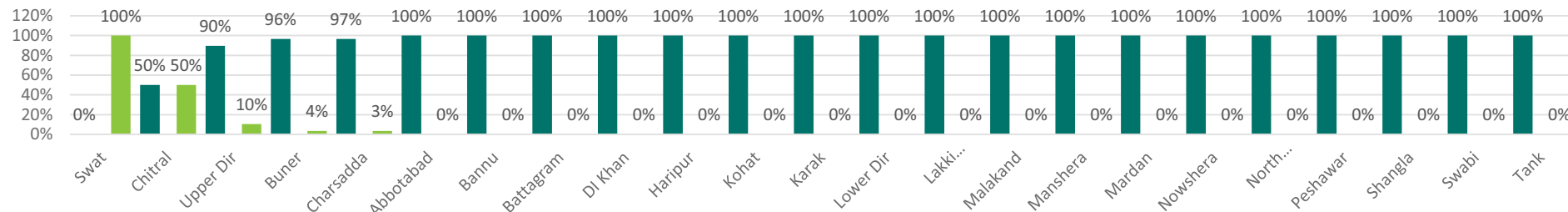
Rnewal of Driving License LTV (April-June, 2020 District Wise)



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)



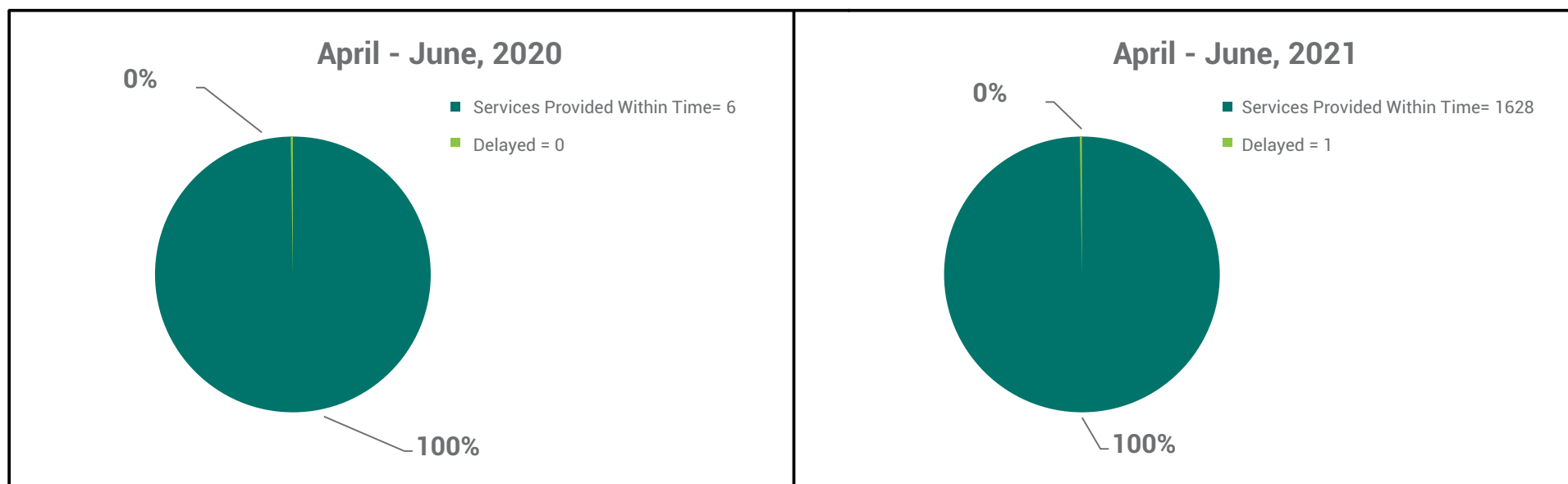
Districts	Swat	Chitral	Upper Dir	Buner	Charsadda	Abbottabad	Bannu	Battagram	DI Khan	Haripur	Kohat	Karak	Lower Dir	Lakki Marwat	Malakand	Mansehra	Mardan	Nowshera	North Waziristan	Peshawar	Shangla	Swabi	Tank
Total Application	1	4	29	57	288	24	6	37	151	67	1	16	54	94	39	2	12	3	14	1315	8	5	61
Within Time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

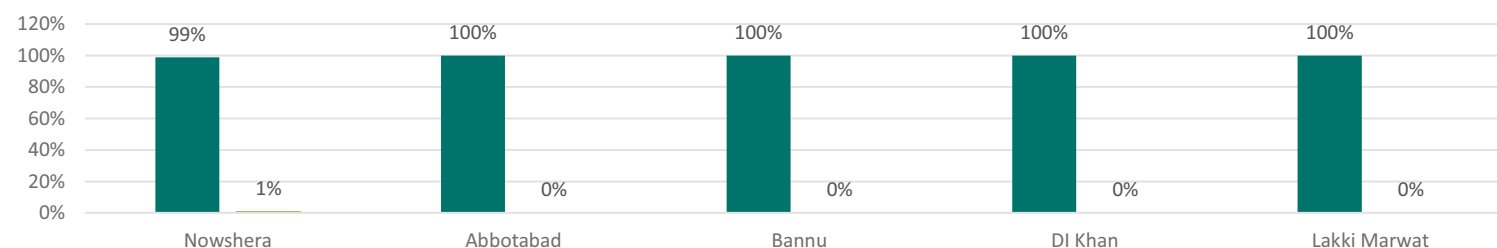


Release of Fund from District to Local Committee (April-June, 2020 District Wise)



Districts	Malakand
Total Application	6
Within Time	6
Beyond Time	0

(April-June, 2021 District Wise)



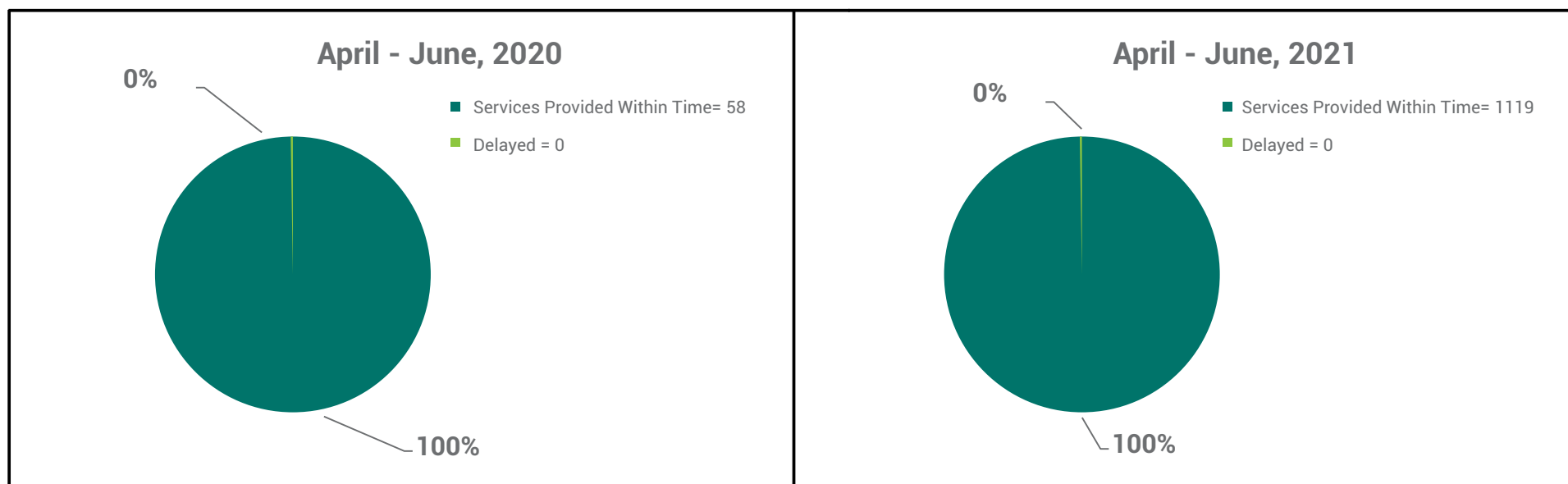
Districts	Nowshera	Abbotabad	Bannu	DI Khan	Lakki Marwat
Total Application	92	1 129	139	179	90
Within Time	91	1 129	139	179	90
Beyond Time	1	0	0	0	0

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	Nil Report
Karak	Nil Report
Haripur	Nil Report
Hangu	Nil Report
Upper Dir	Nil Report
Lower Dir	Nil Report
Chitral	Nil Report
Buner	Nil Report
Bajaur	Nil Report
Battagram	Nil Report
Malakand	Nil Report
Mansehra	Nil Report
Mardan	Nil Report
Mohmand	Nil Report
Orakzai	Nil Report
Shangla	Nil Report
South Waziristan	Nil Report
Swat	Nil Report
Torghar	Nil Report

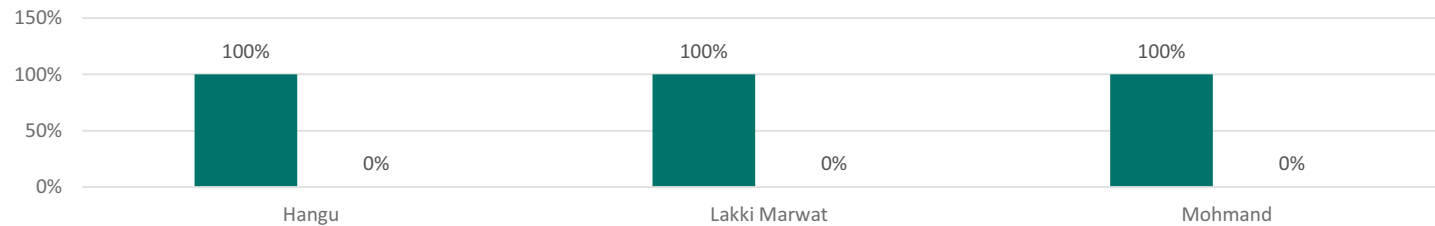
Analysis: This service is internal affairs of the department and as such does not come under the definition of the 'Public Service'. Astonishingly the service is not available in District Tank. Five districts Nowshera, Abbotabad, Bannu, DI Khan and Lakki Marwat have reported the service. Seven districts 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)

Notified Time	20 Days
Designated officer	Chairman local Zakat Committee
Appellate Authority	Chairman District Zakat Committee

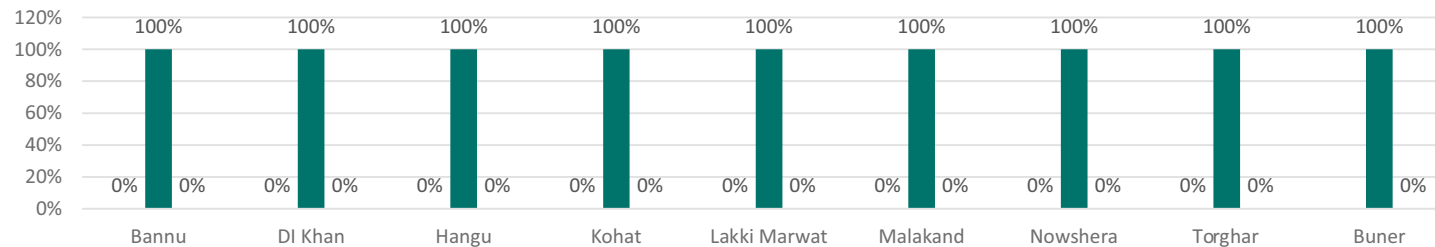


Disbursement of Zakat to Musatheegeen (April-June, 2020 District Wise)



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)



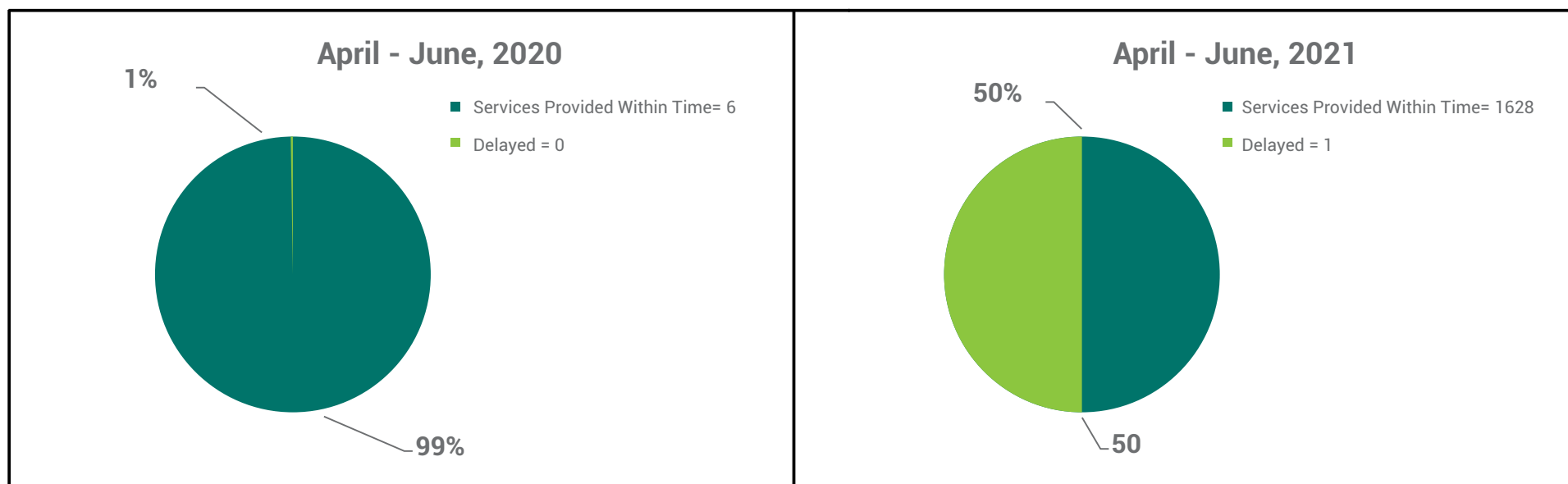
Districts	Bannu	DI Khan	Hangu	Kohat	Lakki Marwat	Malakand	Nowshera	Torghar	Buner
Total Application	198	18	3	88	163	551	6	65	27
Within Time	198	18	3	88	163	551	6	65	27
Beyond Time	0	0	0	0	0	0	0	0	0

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

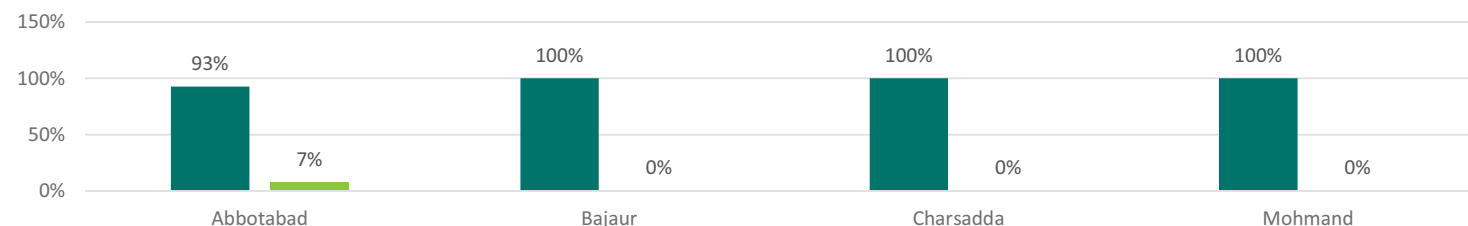
Analysis: The service is not available in district Tank. Nine districts have reported the service as compare to three during 2nd quarter of 2020. Five districts have not reported while rest of the districts have nil reports.

J3.Issuance of Istehqaq Certificate (PROVINCE)

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



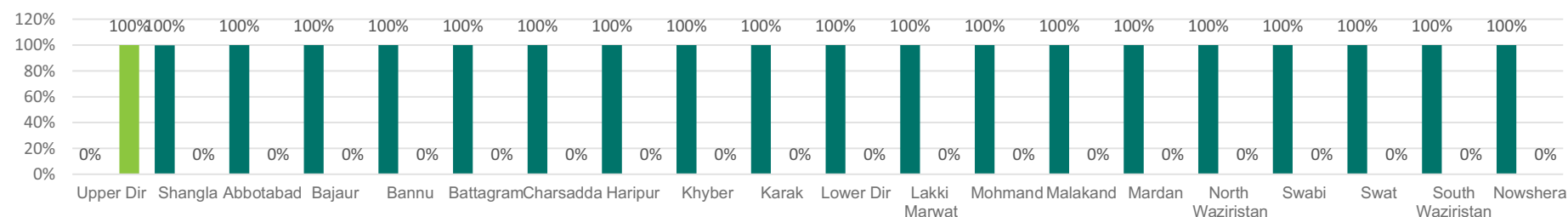
Issuance of Istehqaq Certificate (April-June, 2020 District Wise)



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

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

(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