



# ANNUAL REPORT 2023

**RIGHT TO PUBLIC SERVICES COMMISSION**  
GOVERNMENT OF KHYBER PAKHTUNKHWA

## **Imprints**

The Khyber Pakhtunkhwa Right to Public Services Commission (KPRTPSC) was established through an Act of the Provincial Assembly of Khyber Pakhtunkhwa in January 2014, a landmark enactment in the arena of good governance. This legislation introduced the concept of time bound delivery of public services with transparency and quality to the citizens of the province.

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## ACKNOWLEDGEMENT

The enactment of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 stands as a testament to the KP government commitment to governance, symbolized by their rallying on the slogan of good governance “Tabdeeli.” This legislation is a corner-stone of the government’s reform agenda, represents a seismic shift in the relationship between the state and its citizens, granting them the unequivocal right to timely delivery of essential public services.

Embedded within the fabric of this landmark law is a robust system of accountability, aimed at holding public officials responsible for any deviations from the mandated standards of service delivery, whether it be unwarranted delays, arbitrary refusals, or service deficiencies. The Act mandates transparency and efficiency in the provision of public services, thereby fostering a culture of responsiveness within government institutions.

At the forefront of this paradigm shift is the Right to Public Services Commission, entrusted with the monumental task of overseeing the Act’s implementation. Beyond mere oversight, the Commission serves as a catalyst for innovation and improvement, collaborating closely with service providers to streamline processes and expand the scope of public services. Through initiatives like proverbial “stick & carrot” policy, which awards exemplary service provider, the Commission incentivizes excellence while celebrating and honoring those who go above and beyond in serving the public.

A key component of the Commission’s mandate is its commitment to transparency and accountability through the regular publication of reports. These reports not only serve as a witness to the Commission’s achievements but also provide valuable insights for future strategy and planning. By fostering a culture of continuous improvement and learning, the Commission strives to set ever-higher benchmarks for service delivery, thereby enhancing the overall quality of governance in Khyber Pakhtunkhwa.

Indeed, the Annual Report for the year 2023 holds a special significance, serving as a testament to the dedicated efforts of the Commission’s core team and District Monitoring Officers. Their tireless work in compiling data, conducting analysis, and formatting the contents deserves commendation, underscoring their unwavering commitment to advancing the principles of good governance and public service excellence.

Last but not the least Commission is highly indebted to the laudable services and assistance of Hifz–ur–Rehman Sb who worked day in & day out in finalizing and bringing the report to the point where it can be understood by all the stakeholders alongwith the achievable future ambition of the Commission.

### **Zakir Hussain Afridi**

Commissioner - II  
Right to Public Services Commission  
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### **Judge Muhammad Asim Imam**

Commissioner - I  
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## FOREWORD

The compilation in hand is the Annual Report for 2023. It is an overview of the “State of Public Services Delivery” under the Khyber Pakhtunkhwa Right to Public Services Act, 2014 which was enacted as part of good governance charter of the government of Khyber Pakhtunkhwa. The initiative has proven to be a new and landmark experience in the arena of governance. This legislation introduced the concept of time bound right to public services and conferring the right so created on the residents of the province. Correspondingly, the law required the appointment of Designated Officers and obligating them with timely and efficient delivery of public services in a transparent manner. The Right to Public Services Commission was established and positioned as prime public sector oversight institution to steer implementation of the Act and oversee the delivery of public services in conformity with the dictates of the law including systemic efficiency, transparency, and regularity. As ultimate appellate authority, the Commission is mandated to enforce penal clauses of the Right to Public Services Act for addressing default, delay, or denial of public services to eligible citizens. It is a matter of great satisfaction that since its establishment in 2014, the Commission has maintained a steady pace of improvement and consolidation in discharge of its oversight role.

This Report provides a critical analysis of data of previously notified 80 public services. The Commission is dependent upon service providers for data, and it does not have means and resources to countercheck the veracity of data or information through feed feedback from applicants and recipients of public services. However, the Commission has overcome this limitation through two interventions. Firstly, the Commission has maintained regular coordination, connectivity, and engagement with the service delivery Departments. Through this transfer of data, it can hope to bring seriousness amongst the data providers. Secondly, the data received from service delivery outlets is objectively analyzed, collated with reports of the previous years and compared with other sources of information.

### **This Report consists of two parts.**

**Part-I** of the Report is descriptive in nature and wherein various aspects of the concept of Right To Public Services have been described. This part briefly highlights the efforts of the Commission for improving efficiency, enforcing the Right to Public Services Act and showcasing various events during the year.

**Part –II** of the Report deals with the data of notified services prefaced with a critical analysis of the subject matter concluding with brief recommendations for remedial action by the Service Providing Line Departments (SPLDs). This brief provides a comparative landscape of service delivery since 2022. The findings in this brief contain reflections on both upward and downward trend in service delivery. The district-wise tables provide a comparison of service delivery performance in 2022 and 2023. These tables indicate the upward and downward trends in each district and concludes with a consolidated statement of provincial level.

## EXECUTIVE SUMMARY

According to the Constitution of the Islamic Republic of Pakistan, the principles of democracy, freedom, equality, tolerance and social justice, as enunciated by Islam, constitute the corner-stone of governance structure in Pakistan. The Khyber Pakhtunkhwa Right to Public Services Act, 2014 is a statutory radiance of this contemplation. The Act seeks to ensure efficiency in delivery of services and provide for the accountability of those who fail to discharge this duty. The Right to Public Services Commission is an institutional arrangement for ensuring predictability in the delivery of public services to the people within stipulated time limit.

The Annual Report of Right to Public Services Commission for 2023 is a reflection of the “State of Public Services Delivery” in Khyber Pakhtunkhwa. The information, data, analysis, comments and recommendations in this report are the outcome of sustained engagement with service delivery departments and regular reports from the District Monitoring Officers. The descriptive part of the report highlights the efforts of the Commission for improving efficiency, enforcing the Right to Public Services Act and showcasing various events during the year. The analysis part of the report presents detailed overview of every service and concludes with specific recommendations for remedial action.

Communication and outreach constitute integral part of the work plans in the Commission. In the process, the Commission strives to identify systemic gaps, implement measures to plug those gaps and improve service delivery. The Commission believes that the concept of right to public services is a new dimension in the governance structure of the province and it is essential to communicate with the public for awareness about the concept. 2023 was a year of vigorous efforts for cementing engagement and expanding communication. These endeavours were carefully tailored and every event was aimed at disseminating the real purpose of the legislation on right to public services and creation of the Commission. During the year, the Commission produced 338 stories which were published in national and local newspapers. These stories, press releases and reports pertained to multi-dimensional activities of the Commission including hearing of complaints, decisions of the Commission on complaints and visits to educational and training institutions for interaction on the subject of right to public services. In addition, the Commission documented fourteen success stories pertaining to resolution of issues and provision of relief under the Act. During the year the Commission focused on reaching out to the higher education institutions and held awareness sessions for teachers and students in universities in Swabi, Charsadda, Mardan. Women University Peshawar and the University of Engineering and Technology, Nowshera also benefited from these sessions where the Chief Commissioner and Commissioners delivered lectures on the Right to Public services Act and the functions of the Commission. The Commission held training sessions for different groups of functionaries. These sessions included a dedicated session for the cohort of elected Chairmen, Tehsil Local Governments and other stakeholders from merged areas.

During 2023, the District Monitoring Officers of the Commission worked with a comprehensive outreach for creating awareness regarding the concept of right to public services, the efficacy of the legislation and the role of the Commission. These efforts included 138 events for minorities, women, transgender and differently-abled persons, 89 events with media and local press clubs, 47 sessions with Bar Associations, 542 sessions with elected representatives in Village Councils and Tehsil Local Governments, 297 events with Civil Society and Non-Government Organizations, 423 events in educational institutions and 165 orientation sessions for newly posted officers.

The Commission is overseeing the delivery of public services at divisional and district levels through the Steering Committees for creating an effective mechanism of oversight at local level. These forums were used to assemble all stakeholders and provide them opportunities of stocktake of the service delivery situation. During 2023, these Committees engaged in 133 sessions leading to formal record notes, directives for improvement and cognizance of lapses.

The Commission is the ultimate forum of appeal in cases where the appellants feel aggrieved with the decisions of first appellate authority or the designated officer. The Act empowers the Commission to impose fine and solicit initiation of disciplinary action where it is of the opinion that the designated officers and the appellate authorities have failed to discharge their responsibilities. The Commission exercises utmost restraint while adjudicating appeals and complaints. However, in serious cases, the Commission takes penal action to redeem the loss and agony of eligible persons soliciting delivery of service according to law. During 2023, the Commission decided 93 appeals including 36 cases relating to Police, 28 cases relating to Revenue Department, 12 cases in Local Governments, five cases in Education department, three cases each in Health and Forest department, two cases each in Home and Public Health Engineering Departments and one case each in Labour and Water and Sanitation Services Company. The resultant penal actions included imposition of fines, directives for transfer and issuance of show-causes for disciplinary action. While the appellate authorities and District Monitoring Officers also assisted and decided 217 such cases at district level.

Section 16 of the Act requires the Commission to make provisions for speedy access to public services. Rule-17 of the Right to Pub-

lic Services Rules, 2018 deals with dissemination & training and obligates the Commission to develop and organize campaigns and programmes to advance the understanding of the public, in particular the disadvantaged communities of the remote areas for enabling them to exercise their rights contemplated in the Act. During 2023, the Commission announced an opportunity and invited volunteers to work as ambassadors for the cause of right to public services in every district. This opening attracted more than 200 candidates who expressed interest in the activity. After an elaborate process on interviews and assessment, 109 volunteers, including 10 % female aspirants, have been selected and designated as Ambassadors to voluntarily advocate the cause of public service, contribute to the efforts of the Commission for speedy access to notified public services and help those in need to avail their due rights without delay, defect and deficiency. It is hoped that this cohort of 109 volunteers will graduate into a critical mass of dedicated volunteers to advocate and champion the cause and lead the movement for ensuring efficiency and transparency in the delivery of public services under the Act. The group will provide the much-needed social strength and connectivity to the District Monitoring Officers and help them create the requisite focus on the subject.

During 2023, a total of 21,85,871 applications were received for 80 services notified under the Act as against 20,47,518 applications for 80 services in 2022. There was a marginal improvement during 2023 as 96.42% of all applications were attended within notified time. The Police Department received the highest number of applications- 4,15,017 applications for the five (05) services and managed to attend 99% of these applications within notified time. It was followed by transport Department with 3,47,307 applications for nine (09) notified services. The Local Government Department was managing 18 notified services and received 2,70,460 applications for these services. Data received from the Social Welfare Department presented a gloomy picture as it received 8024 applications for its five (05) notified services. There was an abnormal drop of 50,000 + applications (from 58,997 in 2022 to 8,024 in 2023). During the year, 95,223 applicants accessed the Excise and Taxation Department for its three (03) notified services as against 1,62,066 applicants in 2022. These services include registration of vehicles and renewal of registrations. The continuous drop in the number of applications will have adverse effect on the revenues of the Department. The Boards of Intermediate and Secondary Education in the province are dealing with twelve (12) notified services. In 2022, these institutions received 1,46,440 applications for these services. In 2023, the number of applications increased to 3,03,775. The efficiency level of compliance with notified timelines registered a marginal improvement to 97% as compared to 96% in 2022. The number of applicants for the five (05) notified services in the Board of Revenue increased to 2,03,559 as compared to 1,40,674 in 2022. However, the efficiency level of the Department in compliance with time lines dropped down to 97% as against 99% in 2022. Likewise, the number of delayed responses has gone up to 4,919 as against 1,301 in 2022. Numerically, the Home Department entertained 3,95,616 applications for its five (05) notified services. There is a visible drop in the number of applications for these services as compared to 4,47,247 in 2022. However, the same is the proportion of delays as well. Standing at 34,214 the number of delays had registered an abnormal surge in 2022. In 2023, the delays have also registered a drop to 15,942.

# PART - I





## INTRODUCTION

# THE CONCEPT OF PUBLIC SERVICE, THE RIGHT TO PUBLIC SERVICES AND LEGISLATION ON THE RIGHT TO PUBLIC SERVICES IN KHYBER PAKHTUNKHWA

“Public Service” is defined as “the business of supplying commodities or services to any or all members of a community.” It is also defined as “service rendered in public interest.” In its meaning as “government employment”, the term refers to jobs which are provided or paid for by a government. This is referred to as “public service” because the jobs are funded from revenue paid by the people as taxes and charges. The institution of “public servants” springs from this concept. In essence public functionaries are paid for delivery of public services. With this in perspective, it is established that there is hardly any service for which the citizens are not charged- directly or indirectly. When citizens are charged for services, they have a right to demand certainty, predictability, transparency, quality and equity in delivery of services. There is no denying the fact over a period of time, and for different reasons in different times and different societies, the institution of public servants lost connectivity with the people and became irresponsive to public needs and aspirations. Governments are endeavouring to address these issues of disconnect and irresponsiveness through reform of work culture and institutional structures so as to improve the quality of their services. Formal legislation on the right to public services is part of these initiatives.

Legislation on the right to public services was preceded by the concept of Citizens Charter originated in the United Kingdom in 1991. It was started as a national program intended to improve the quality of public services. In 1998 the concept was renamed “Service First” and structured around the concepts of improving quality of services, providing choice to the people wherever possible, specifying standards of services expected by the public, ensuring value for money, enforcing accountability for failures and inculcating transparency in regulatory frameworks.

Since 1991, different countries have adopted the concept under different names and forms. However, the basic idea remained the same- how to enhance the quality of services delivered to the public and how to have transparency and accountability in their delivery. In India, the Maharashtra Government Servants Regulation and Transfer and Prevention of Delay in Discharge of Official Duties Act, 2005 was the first law which gave a statutory definition to the citizen charter. This was followed by sixteen other States to enact their laws. Each State customized the law according to their environment. However, all these laws focused on (i) stipulating timeframe for delivery of services (ii) providing a forum for appeal (iii) imposing penalty for delay and denial of public service (v) compensating affected persons for delay and (vi) establishing a system of oversight, monitoring and appeal.

The Government of Khyber Pakhtunkhwa legislated the Right to Public Services Act in 2014. This legislation and the subsequent creation of the Right to Public Services Commission were aimed at ensuring predictability in the delivery of public services to the people within stipulated time limit. While creating a statutory right to public services and conferring it on the people, the Act in section (3) stipulates that “every eligible person shall have a right to public services and this right includes the right to (a) have access to the public service (b) receive the public service within a specified time limit (c) receive the public service in transparent manner (d) demand performance of duties and functions by the designated officer in accordance with the Act (e) hold the concerned designated officer accountable for any deficiency in the public service and (f) claim compensation from the concerned designated officer for his failure or delay in providing public service. The process of claim to a public service and responsibility for provision of that service starts with the submission of an application for access to the right. In case of rejection, designated officers are obliged to record reasons. The Act provides a forum of appeal against the orders of rejection, delay or provision of deficient service. An appeal can be lodged within thirty (30) days and the appellate authority is obliged to decide the case within thirty (30) days after affording an opportunity of hearing to the appellant and respondent. While deciding an appeal, the appellate authority may either direct the designated officer to provide the public service within the time limit, rectify the deficiency in the service provided or reject the appeal. Second appeal lies to the Commission. In addition to other processes and sanctions, the Act empowers the appellate authorities to levy fine on the defaulting designated officer or direct him to pay compensation to the eligible person. Imposition of fine is subject to a show cause notice and a response time of thirty (30) days by the respondent officer. When an appellate authority reaches a conclusion that the actions of the designated officer con-

stitute a fit case for imposition of penalty, it shall impose a fine which may extend to Rs. 25,000 but it shall not be less than Rs. 500 in any case. The Act mandates the Commission to impose a fine on the appellate authority for not deciding an appeal within the time limit. The appellate authorities and the Commission are empowered to direct that a portion of the fines may be paid to the aggrieved person as compensation. The Act empowers the Commission to recommend disciplinary action against designated officers and appellate authorities in cases where it is of the opinion that they have failed to discharge their duties without sufficient cause. Moreover, the Act requires the acknowledgement of good performers by way of quarterly publication of “Rolls of Honour” containing the names of those designated officers and other government servants who have been consistently performing well either in providing public services in timely and efficient manner or have been reputed for discharging their administrative duties and disposal of case work, adequately and within prescribed time. The Act also indicates towards the prescription and approval of cash awards for “Best Performers” in addition to measures for promoting the culture of efficient and timely delivery of public services.

## The State of Public Services Delivery During 2023 and 2022- A Comparative Overview

A comparison of public services delivered by various Departments and institutions in Khyber Pakhtunkhwa during 2023 and 2022 may be perused in the table. A few highlights of the comparison are as under:

(Note: The data is reported by all line departments)

- **Provincial Landscape:** During 2023, a total of 21,85,871 applications were received for 80 services notified under the Right to Public Services Act as against 20,47,518 applications for 80 services in 2022. There was a marginal improvement during 2023 as 96.42% of all applications were attended within notified time.
- **Police Department:** During 2023, the Police Department received 415017 applications for the five (05) services and managed to attend 99% of these applications within notified time. In 2022, the Police department had received 392788 applications for these services. In aggregate terms the performance was at the optimum level in comparison to other Departments and institutions.
- **Transport Department:** During 2023, the Department received 347307 applications for nine (09) notified services. In 2022, the Department had entertained 3,11, 146 applications for eight (08) notified services. The efficiency level of the Department for attending application within stipulated time limits recorded a minor drop for 96% in 2022 to 95% in 2023.
- **Local Government Department:** By the end of 2023, the Department was managing 18 notified services and received 270,460 applications for those services. In 2022, the number of applications for these services was 2,64,658. The efficiency level of the department for compliance with notified time lines improved to 91% in comparison to 90% in 2022.
- **Social Welfare Department:** Data received from the Department presents a gloomy picture as it received 8,024 applications for its five (05) notified services. There was an abnormal drop of 9 more than 50,000 application (from 58,997 in 2022 to 8,024).
- **Excise Department:** 95,223 applicants accessed the Excise and Taxation Department for its three (03) notified services during 2023 as against 1,62,066 applicants in 2022. These services include registration of vehicles and renewal of registrations. The continuous drop in the number of applications will have adverse effect on the revenues of the Department.
- **Elementary & Secondary Education Department:** During 2023, the Department received 80543 applications for three (03) notified services as against 94,722 applications in the previous year. This decline is also evident in the number of delays which have been brought down to 1,618 against 3,222 in 2022.
- **Boards of Intermediate and Secondary Education:** The Boards of Intermediate and Secondary Education in the province are dealing with twelve notified public services. In 2022, these institutions received 1,46,440 applications for these services. In 2023, the number of applications increased to 3,03,775. The efficiency level of compliance with notified timelines registered a marginal improvement to 97% as compared to 96% in 2022.
- **Board of Revenue:** In 2023, the number of applicants for the five (05) notified services in the Board of Revenue increased to 2,03,559 as compared to 1,40, 674 in 2022. However, the efficiency level of the Department in compliance with time lines dropped down to 97% as against 99% in 2022. Likewise, the number of delayed responses has gone up to 4,919 as against 1, 301 in 2022.
- **Home Department:** Numerically, the Home Department entertained 3,95,616 applications for its five (05) notified services in 2023. There is a visible drop in the number of applications for these services as compared to 4,47,247 in 2022. While the proportion of delays remained the same.
- **Labour Department:** There are eight notified public services in the Department. All these services are welfare services for the benefit of working labour and their dependents. In 2022, a total of 2003 applicants accessed these services. In 2023, the number of applicants increased to 10,320. The Department was able to maintain the efficiency level of 92% for timely disposal of requisitions for the notified services.

S. no	Year 2023		Year 2022	
#	Department (Notified Services) & (Total Applications)	In Time (Efficiency Level)	(Notified Services) & (Total Applications)	In Time (Efficiency Level)
1	Forest (2) (8005)	7867 (98%)	2 (6804)	6541 (96%)
2	Police (5) (415017)	410464 (99%)	5 (392788)	389700 (99%)
3	Excise (3) (95223)	93241 (99%)	3 (164284)	162066 (99%)
4	Transport (9) (347307)	332511 (96%)	9 (311146)	302967 (97%)
5	LG&RD (18) (296534)	270460 (91%)	18 (264658)	239177 (90%)
6	Social Welfare (5) (8024)	8000 (99%)	5 (58997)	54955 (93%)
7	Education (2) (80543)	78925 (98%)	2 (94722)	91500 (97%)
8	Health (2) (15439)	14739 (95%)	2 (16267)	15681 (96%)
9	Board of Revenue (5) (203559)	198640 (98%)	5 (140674)	139373 (99%)
10	Home & TAs (5) (395616)	379574 (96%)	5 (447247)	413033 (92%)
11	BISE's (12) (303775)	297580 (97%)	12 (146440)	140981 (96%)
12	Labour (8) (11254)	10320 (92%)	8 (2003)	1862 (93%)
13	Food (1) (5517)	5318 (96%)	1 (1471)	1370 (93%)
14	Industries (3) (58)	57 (98%)	3 (17)	16 (94%)
<b>Total: (80) (2185871)</b>		<b>2107696 (96.42%)</b>	<b>80 (2047518)</b>	<b>1959222 (95.69%)</b>

## COMMUNICATION AND CONNECTIVITY

The ultimate objective of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 and the institutional arrangements under it is to improve access to public services in quick, fair and equitable manner. The oversight of all this arrangement is entrusted to the Commission. Connectivity and outreach constitute integral part of the work plans in the Commission for effective oversight and improvement of the system. All communication and connectivity efforts of the Commission are directed to identify systemic gaps, implement measures to plug those gaps, improve service delivery and increase visibility of the Commission. The Commission strongly believes that consistent communication with the people is essential to create requisite awareness regarding the new dimension of the governance weaved on the concept of right to public services. This communication provides the Commission with reliable data of public perception and their level of trust in the services delivery outlets.

The rules make it mandatory for the Commission to design programmes and organize campaigns to create awareness on the subject with emphasis on reaching out to disadvantaged and marginalised communities for enabling them to avail their right to public services sanctioned by the Khyber Pakhtunkhwa Right to Public Services Act, 2014. During 2023, the District Monitoring Officers of the Commission continued with their proactive engagement with educational institutions, marginalized communities, transgender, print and electronic media, legal fraternity and civil society organizations. Public representatives in local government institutions at village, neighbourhood and sub-district level constituted major component of the engagement. The following paragraphs provide an overview of the effort:

- a) Groups of minorities, women, transgender and differently-abled persons were engaged in 138 events to create awareness regarding the right to public services and the processes to access notified public services.
- b) In 89 events, the District Monitoring Officers reached out to local print and electronic media for highlighting the role of the Commission in conflict resolution and access to public services.
- c) In 47 events, the district teams of the Commission engaged legal fraternity, local Bar Associations for interaction on Grievance Redressal Mechanisms under the Right to Public Services Act.
- d) Keeping in view the very close relationship of the elected representatives and their electorate, elected councillors were engaged in 952 consultative sessions which included 410 sessions in remote rural areas.
- e) In 297 events, the Commission reached out to local level civil society organizations to utilise their outreach capacity for connectivity with the people.
- f) In 423 events, the district teams of the Commission reached out to teachers and students in educational institutions for harnessing their potential to improve the image of service delivery institutions.
- g) In 165 orientation sessions, the Commission sensitised officers and officials in the district-based service delivery units of government departments. Newly posted officers constituted the major components of beneficiaries in these events.

### Utilizing the Institution of Steering Committees

The institution of Steering Committees is a regulatory arrangement for oversight at district and regional level. In 2023, the Divisional, District and Sub-Divisional Steering Committees in the province held 133 meetings to review the service delivery situation in their respective jurisdiction.

## ACTIVITIES OF THE RIGHT TO PUBLIC SERVICES COMMISSION IN 2023

In view of its outreach requirements the Commission needs regular interaction with print and electronic media. In 2023, the Commission maintained its tradition of meaningful connectivity with media, educational institutions, critical stakeholders and public functionaries. This relationship provided the Commission with opportunities to disseminate its message to the readers, viewers and participants of special sessions. Following are the highlights of these activities:

- a) **Newspaper Stories:** During the year, the Commission produced 338 stories which were published in national and local newspapers. These stories, press releases and reports pertained to multi-dimensional activities of the Commission including hearing of complaints, decisions of the Commission on complaints and visits to educational and training institutions for interaction on the subject of right to public services.
- b) **Interviews and Reports on Television and Video Messages:** Five television outlets telecast five interviews on the activities of the Commission. The Commission also featured in eight reports aired on television screens. In 2023, the Commission transmitted two video messages on special occasions.
- c) **Radio Broadcasts:** Three programmes of the Commission were transmitted on different radio channels. In October 2023 the Chief Commissioner Muhammad Salim Khan, in November 2023, Mr. Muhammad Asim Imam, Commissioner-I, and in December 2023 Mr. Zakir Hussain Commissioner-II visited the Khyber Pakhtunkhwa Judicial Academy Peshawar where they interacted with Radio Meezan.
- d) **Success Stories:** During the year, the Commission was able to document fourteen success stories and disseminate those stories for replication. These stories pertained to resolution of issues and provision of relief under the Right to Public Services Act, 2014.
- e) **Awareness Sessions and Outreach:** The headquarter of the Commission organised nine awareness sessions for different stakeholders. These sessions included special sessions in the University of Swabi, Bacha Khan University Charsadda, Abdul Wali Khan University, Mardan, Shaheed Benazir Bhutto Women University Peshawar, University of Engineering and Technology, Nowshera. In all these sessions, Mr. Mohammad Salim Khan Chief Commissioner, Mr. Muhammad Asim Imam, Commissioner-1 and Mr. Zakir Hussain Afridi, Commissioner-II delivered lectures on the Right to Public services Act and the functions of the Commission.
- f) **Training Sessions:** During the year, the Commission held sixteen training sessions for different groups of functionaries dealing with right to public services. These sessions included a dedicated session for the cohort of elected Chairmen, Tehsil Local Governments, legal fraternity, journalists, women councillors and social activists from merged districts. In May, 2023, the Commission reached out to the Designated Officers in Chitral Lower and Chitral Upper for day-long training sessions.
- g) **Citizen Integration Forums:** Five district level Citizen Integration Forums were major highlight of the year in review through which the Commission created opportunities for different stakeholders to interact on the concept and utility of the right to public services in Khyber Pakhtunkhwa. In this format, the Commission reached out to the people in Chitral, Mansehra and Battagram districts.

## RESOLUTION OF ISSUES AND COMPLAINTS AT COMMISSION AND DISTRICT LEVEL

During 2023, the Commission, Appellate Authorities and District Monitoring Officers at district and provincial level made efforts to resolve issues/complaints and provided relief in 310 cases as per following details:

S. No	Department	Complaints Resolved through			Total	Percentage
		DMOs	1st Appellate Authority	2nd Appellate authority Commission level		
1	Police Department	9	14	36	59	19.03%
2	Revenue Department	10	24	28	62	20%
3	Local Government Department	64	14	15	93	30%
4	E&SE Department	0	4	5	9	2.9%
5	Health Department	2	0	3	5	1.6%
6	Forest Department	2	4	3	9	2.9%
7	Home Department	32	4	2	38	12.2%
8	Transport Department	21	6	0	27	8.7%
9	Labour Department	0	0	1	1	0.3%
10	Excise Department	2	1	0	3	0.9%
11	Zakat Department	4	0	0	4	1.29%
<b>Total</b>		<b>167</b>	<b>50</b>	<b>93</b>	<b>310</b>	

## THE CAUSE OF RIGHT TO PUBLIC SERVICES-ADVOCACY THROUGH LOCAL INFLUENCERS AND OPINION LEADERS

Section (16) of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 the Commission make provisions for speedy access to public services. Rule (17) of the Khyber Pakhtunkhwa Right to Public Services Rules, 2018 deals with dissemination and training and obligates the Commission to develop and organize campaigns and programmes to advance the understanding of the public, in particular of the disadvantaged communities and remote areas for enabling them to exercise their rights contemplated in the Act. The Steering Committees Regulations require the Divisional Steering Committee to review the performance of service delivery outlets regarding community awareness, engagement and development of linkages. Likewise, the District Steering Committees are mandated to review the District Action Plans of the District Monitoring Officers regarding awareness, capacity building, communication and engagement with stakeholders. Creation of awareness, developing linkages and finding out champions for disseminating the information on the Act and the working modalities for accessing public services are major part of the mandate and responsibilities of the Commission. The Communication Strategy of the Commission manifests engagement of local social media influencers, journalists, media persons, lawyers, teachers, students, and social activists in every district to voluntarily work for the cause entrusted to the Commission in the arena of outreach and connectivity. This arrangement will address the genuine need to augment the efforts of the operational arm of the Commission i.e., the District Monitoring Officers who are singlehandedly carrying forward the cause since 2014.

During 2023, the Commission announced an opportunity on its official social media pages at headquarter and district levels and invited volunteers to work as ambassadors for the cause of right to public services in every district. This opening attracted more than 200 candidates who expressed interest in the activity. All these candidates were interviewed by Muhammad Asim Imam, Commissioner, Right to Public Services. Data Analyst and the Administration and Establishment provided assistance in the interview and selection process as members of the committee. The selection criterion was structured around essential skills of capability to communicate, quality to lead, capacity to motivate, command over local languages, sensitivity to cultural and social values, self-esteem, and ability to collaborate. As a result of this exercise and based on their education attainment, influence in the society and number of followers on social media, 109 volunteers, including 10 % female aspirants were selected and designated as Ambassadors to voluntarily advocate the cause of public service, contribute to the efforts of the Commission for speedy access to notified public services and help those in need to avail their due rights without delay, defect and deficiency.

It is hoped that this cohort of 109 volunteers will graduate into a critical mass of dedicated volunteers to advocate and champion the cause and lead the movement for ensuring efficiency and transparency in the delivery of public services contemplated by the Khyber Pakhtunkhwa Right to Public Services Act, 2014. The group will provide the much-needed social strength and connectivity to the District Monitoring Officers and help them create the requisite focus on the subject.



# PART - II

**COMMENTS AND RECOMMENDATIONS  
ON SERVICES DATA FOR THE YEAR 2023**



## A. BOARD OF REVENUE:

**General:** The province of Khyber Pakhtunkhwa is administratively divided into seven (7) Revenue Divisions and thirty-six (36) Revenue Districts. Latest addition to the list of districts is district Upper South Waziristan carved out of the South Waziristan in October, 2022. This bifurcation recognized the distinct demographic entities of Mehsud and Ahmadzai Wazir tribes as separate districts. The predominantly Mehsud areas of Sarwakai and Ladha sub-divisions were included in district Upper South Waziristan with Spinkai Raghazai as its headquarters. These two sub-divisions have Tiarza, Serwakai, Shawal, Ladha, Makin, Shaktui and Sararogha as their tehsils. With Wana being retained as its headquarters, district Lower South Waziristan comprises one sub-division (Wana) and four tehsils, including Wana, Shakai, Tolkhela and Birmal. The district is home to Ahmadzai Wazir tribe.

### Public Services in the Board of Revenue

**A1) Demarcation of Land:** In 2022, a total of 903 applications for the service were received. 887 applications were decided within notified time while 16 requests for the service were delayed. These delays occurred in two districts- Dera Ismail Khan (15) and Shangla (01). 13 districts had reported compliance with timelines. The service was not available in fifteen (15) districts while six districts had not reported on the service. In 2023, a total of 911 applications were received for the service out of which 897 were attended in notified time while 14 were delayed. The following aspects of the service need consideration by the Board of Revenue:

- District Peshawar has reported the highest number (195) of applications and attended all these applications within notified timelines.
- District Charsadda has continued with the declining trend. It had reported 115 cases in 2020, 51 cases in 2022, 7 cases in 2022 and only one (01) case in 2023.
- Two-third of the districts (24 out of 35 districts) have not reported on the service of which Tank, Lakki Marwat, Haripur, Mansehra and Kohat are settled districts.

**Recommendations:** The Commission recommends the following:

- As the land related disputes have increased, it is in the larger interest of the province and the land owners to have authentic and reliable land records. Expeditious completion of Land Settlement operations will help achieve this objective.
- The trend in Charsadda would need specific focus.
- An overall review of applications for demarcation and their disposal will give the Board of Revenue a clearer picture of the situation on ground. This review will also lead to corrective measures.
- Department needs to look into non sharing of data in the five above mentioned settled districts.

**Table A1. Demarcation of Land**

Department: Board of Revenue						Public Service: Demarcation of Land		
Time Limit: 30 Days		Designated Officer: Revenue Officer				Appellate Authority: Deputy Commissioner/District Collector		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mardan	▲	170	0	170	389	0	389
2	Karak	▲	1	0	1	6	0	6
3	Swabi	▲	38	0	38	11	0	11
4	Swat	▲	138	0	138	2	0	2
5	Charsadda	▲	1	0	1	7	0	7
6	Battagram	▲	7	0	7	6	0	6
7	Hangu	▲	38	0	38	20	0	20
8	Nowshera	▲	22	0	22	30	0	30
9	Bannu	▲	2	0	2	9	0	9
10	Abbottabad	▲	132	0	132	197	0	197

11	DI Khan	▲	80	0	80	95	15	110
12	Shangla	▼	48	1	49	87	1	88
13	Buner	▼	25	13	38	10	0	10
14	Peshawar	No Result	195	0	195	Data Not Reported		
15	Tank		Data Not Reported			14	0	14
16	Lakki Marwat					4	0	4
17	Haripur					Data Not Reported		
18	Mansehra							
19	Kurram							
20	North Waziristan							
21	Malakand							
22	Chitral Lower							
23	Dir Lower							
24	Kohat							
25	Mohmand							
26	Kohistan Upper							
27	Kolai Palas							
28	Chitral Upper							
29	Torghar							
30	Kohistan Lower							
31	Bajaur							
32	South Waziristan							
33	Orakzai							
34	Khyber							
35	Dir Upper							
Khyber Pakhtunkhwa		▲	897	14	911	887	16	903

**A2) Fard:** In 2022, a total of 93,521 applications for the service were received. 93,132 applications were decided within notified time while 389 requests for the service were delayed. Major portion of these delays (264) occurred in Peshawar. 11 districts had reported complete compliance with timelines. The service was not available in thirteen (13) districts. In 2023, a total of 1,46,161 applications were received in 20 districts where 1,48,684 applications were attended according to notified timelines while 447 applications were delayed. Data for 16 districts was not received. The following aspects of the service need consideration by the Board of Revenue:

- District Peshawar has entertained a reduced workload (3,854 cases) during the year as compared to 9,225 cases in 2022. However, it has eliminated delay in providing the service to applicants. District Mardan has entertained heavier workload (40,624 cases) as compared to 43,617 cases in 2022. Both these districts are working with the Service Delivery Centers. When compared to the data from Mardan, the data from Peshawar does not reflect the situation on ground.
- District Abbottabad has reported approximately 32,000 more applications for the service during 2023 as compared to only 2, 659 applications in the previous year. Likewise, district Buner has also entertained a heavier workload of 16,422 cases as compared to 2022 when it reported 6,365 cases in this category. The district has reported compliance with timelines in all these cases.

**Recommendations:** The Commission recommends the following:

- Reductions in demand for provision of the service in Peshawar need a review.
- The impact and utility of the Service Delivery Centers, with particular focus on comparative utility in Peshawar and Mardan need an objective assessment and corrective measures.
- The Board of Revenue may also carry out some random audit to ascertain if the fees were timely deposited. It will lead to

- improved recovery and timely deposit in treasury.
- d) The online data received by the department needs to be interlinked with RTPS Commission so that exact figures are ensured.

**Table A2. Fard**

Department: Board of Revenue						Public Service: Fard		
Time Limit: 3 Days		Designated Officer: Patwari				Appellate Authority: Deputy Commissioner		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Battagram	▲	2246	0	2246	442	0	442
2	Kohat	▲	3665	0	3665	1320	0	1320
3	Shangla	▲	5288	0	5288	4196	0	4196
4	Abbottabad	▲	34463	0	34463	2659	0	2659
5	DI Khan	▲	11578	0	11578	6826	0	6826
6	Lakki Marwat	▲	1816	0	1816	2029	0	2029
7	North Waziristan	▲	3	0	3	5	0	5
8	Mardan	▲	40606	18	40624	43589	28	43617
9	Swabi	▲	5189	0	5189	3259	1	3260
10	Charsadda	▲	1962	36	1998	276	7	283
11	Bannu	▲	164	1	165	238	4	242
12	Peshawar	▲	5823	31	5854	8961	264	9225
13	Swat	▲	3009	0	3009	206	7	213
14	Karak	▼	219	19	238	135	1	136
15	Tank	▼	766	132	898	346	35	381
16	Mansehra	▼	478	34	512	122	2	124
17	Hangu	▼	2140	179	2319	545	29	574
18	Nowshera	▼	2831	9	2840	723	0	723
19	Haripur	▼	10019	15	10034	10759	11	10770
20	Buner	▼	16419	3	16422	6365	0	6365
21	Kurram	No Results	Data Not Reported			6	0	6
22	Chitral Lower					125	0	125
23	Mohmand					Data Not Reported		
24	Kohistan Upper							
25	Kolai Palas							
26	Chitral Upper							
27	Torghar							
28	Kohistan Lower							
29	Bajaur							
30	South Waziristan							
31	Orakzai							
32	Khyber							

33	Dir Upper							
34	Malakand							
35	Dir Lower							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>148684</b>	<b>477</b>	<b>149161</b>	<b>93132</b>	<b>389</b>	<b>93521</b>

**A3) Inheritance Mutation (Entry in Roznamcha and Revenue Record):** In 2022, a total of 903 references for entry of inheritance mutations were received. Out of those, 887 entries were recorded within notified time limit while 16 entries were delayed. In the year under review a total of 16,918 applications for entry of inheritance mutations were received. Out of those, 16,282 applications were entertained within the stipulated time while 636 requests were delayed. Comparison of the statistics suggests that demand for the service has registered a phenomenal increase. Following aspects of the service need consideration by the Board of Revenue:

- District Peshawar has reported 120 requests for the service in 2023 as compared to 7,766 in Mardan, 4,496 in Buner, 1,078 in Shangla and 1,082 in Dera Ismail Khan.
- The workload in Mardan has gone up to 7,766 applications from 389 applications in 2022. Likewise, the workload in Dera Ismail Khan, Shangla and Buner has also increased manifold.

**Recommendations:** Recommendations on the state of this service are given in the succeeding comments on the attestation of inheritance mutations.

**Table A3. Inheritance Mutation (Entry in Roznamcha and Revenue Record)**

Department: Board of Revenue						Public Service: Entry in Roznamcha and Revenue Record		
Time Limit: 60 Days			Designated Officer: Patwari/ Circle Revenue Officer			Appellate Authority: Deputy Commissioner		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	1082	0	1082	95	15	110
2	Mardan	▲	7766	0	7766	389	0	389
3	Battagram	▲	84	0	84	6	0	6
4	Hangu	▲	28	0	28	20	0	20
5	Nowshera	▲	48	0	48	30	0	30
6	Abbottabad	▲	153	0	153	197	0	197
7	Bannu	▲	151	0	151	9	0	9
8	Lakki Marwat	▲	11	0	11	4	0	4
9	Swat	▼	340	3	343	2	0	2
10	Karak	▼	96	1	97	6	0	6
11	Swabi	▼	466	6	472	11	0	11
12	Shangla	▼	1629	79	1708	87	1	88
13	Charsadda	▼	273	31	304	7	0	7
14	Buner	▼	4017	479	4496	10	0	10
15	Peshawar	No Result	111	9	120	Data Not Reported		
16	Kohat		13	1	14			
17	Mansehra		14	27	41			

18	Tank		Data Not Reported			14	0	14
19	Haripur		Data Not Reported			Data Not Reported		
20	Kurram							
21	North Waziristan							
22	Malakand							
23	Chitral Lower							
24	Dir Lower							
25	Mohmand							
26	Kohistan Upper							
27	Kolai Palas							
28	Chitral Upper							
29	Torghar							
30	Kohistan Lower							
31	Bajaur							
32	South Waziristan							
33	Orakzai							
34	Khyber							
35	Dir Upper							
<b>Khyber Pakhtunkhwa</b>		▼	<b>16282</b>	<b>636</b>	<b>16918</b>	<b>887</b>	<b>16</b>	<b>903</b>

**A4) Attestation of Inheritance Mutations:** Historical trends in delivery of this service indicate that in 2020, out of a total of 4,971 inheritance mutations, 4,854 mutations were attested within the stipulated time limit while attestation of 117 mutations, constituting 2% of the total, were delayed. In 2021, a total of 14,304 mutations were received out of which 14,187 mutations were attested within notified time while 117 mutations were delayed. In 2022, a total of 23,488 mutations were entertained out of which 23,148 mutations were attested within the prescribed time limit. 340 mutations, constituting 1.45% of the total, were delayed. In 2023, this service was solicited by 27,105 applicants. 23,717 attestations were completed within the stipulated time while 3,388 cases of attestation were delayed. Following aspects of the service need consideration by the Board of Revenue:

- The service delivery has recorded a sharp decline as 3,388 cases were delayed. This makes 12.49% of the demand as against 1.45% observed in 2022.
- The workload in district Mardan has dropped to 8,186 applications in 2023 as against 12,580 applications in 2022. The same pattern is observed in district Haripur where the demand for the service dropped from 2,671 in 2022 to 1,130 in 2023. Peshawar and Abbottabad follow the same trend.
- District Kohat has registered quantum increase from 376 cases in 2022 to 4,453 cases in 2023. The bulk of delay (1,820 cases in 3,388 cases) has occurred in this district.
- Sixteen districts have not provided data on the service delivery and delays.

**Recommendations of the Commission:** The Board of Revenue may carry out a review of both components of the service i.e., (i) entry of inheritance mutations in the daily register and (ii) attestation of inheritance mutations. In 2022, a total of 903 references for entry of inheritance mutations were entertained. When it comes to the number of attested mutations, all districts had reported 23,488 attestations. Mardan had reported to have entered 389 mutations in the daily registers but it has reported attestation of 12,580 mutations. On the other hand, Shangla had reported to have entered 88 inheritance mutations in the revenue record but has reported to have attested 1,321 inheritance mutations. These samples provide ample justification for the Board of Revenue to carry out a comprehensive review of both the services as attestation of a mutation follows its entry in the daily register. The Board of Revenue may also carry out a review of the subject with focus on the workload in districts Mardan, Dera Ismail Khan, Kohat, Shangla, Abbottabad and Buner. The case of Peshawar would need a dedicated survey in view of the relatively low number of cases. Delays in attestation of inheritance mutations in Kohat also need remedial measures to eliminate the backlog. Department also needs to check the discrepancies in the figures.

Table A4. Attestation of Inheritance Mutations

Department: Board of Revenue						Public Service: Attestation of Inheritance Mutations		
Time Limit: 60 Days		Designated Officer: Revenue Officer				Appellate Authority: Deputy Commissioner/District Collector		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mardan	▲	8186	0	8186	12580	0	12580
2	Battagram	▲	84	0	84	68	0	68
3	North Waziristan	▲	91	0	91	22	0	22
4	Lakki Marwat	▲	165	0	165	33	0	33
5	DI Khan	▲	1082	0	1082	914	0	914
6	Swabi	▲	643	17	660	525	18	543
7	Swat	▲	161	2	163	40	1	41
8	Kohat	▼	2633	1820	4453	344	32	376
9	Karak	▼	73	20	93	256	3	259
10	Nowshera	▼	370	86	456	96	0	96
11	Mansehra	▼	204	102	306	125	24	149
12	Shangla	▼	1234	310	1544	1278	43	1321
13	Charsadda	▼	256	48	304	50	0	50
14	Tank	▼	105	28	133	98	11	109
15	Abbottabad	▼	2642	255	2897	643	1	644
16	Haripur	▼	964	166	1130	2535	136	2671
17	Buner	▼	3865	472	4337	1350	54	1404
18	Bannu	▼	135	19	154	240	17	257
19	Peshawar	▼	716	34	750	1923	0	1923
20	Hangu	▼	108	9	117	28	0	28
21	Kurram	No Result	Data Not Reported			Data Not Reported		
22	Mohmand							
23	Kohistan Upper							
24	Kolai Palas							
25	Chitral Upper							
26	Torghar							
27	Kohistan Lower							
28	Bajaur							
29	South Waziristan							
30	Orakzai							
31	Khyber							
32	Dir Upper							
33	Malakand							



34	Chitral Lower							
35	Dir Lower							
<b>Khyber Pakhtunkhwa</b>		▼	<b>23717</b>	<b>3388</b>	<b>27105</b>	<b>23148</b>	<b>340</b>	<b>23488</b>

**A5) Issuance of Certified Copies of Registered Documents:** During 2022, the Sub-Registrars in the province entertained 7,024 requests for the service and complied with the timelines of seven days in 6,752 applications. In 272 cases, constituting 3.87% of the total workload, the Designated Officers were not able to meet the timelines. In 2023, 24 districts have reported to have received 9,137 applications for the service. 8,829 applications were entertained within the stipulated time while 308 applications were delayed. The data suggest that the overall delivery of the service has improved but delays are also on the increase. Twelve (12) districts have not reported data on the delivery of this service.

**Recommendations:** The Commission solicits action of the Board of Revenue on the following issues:

- The workload in district Swat has increased from 10 cases in 2022 to 2,927 cases in 2023. The workload in Peshawar has registered a decrease from 3,274 cases in 2022 to 2,540 cases in 2023. Correspondingly, the delays have also decreased.
- Currently the Registration Act is extended to all the districts in the province. In view of this, the Board of Revenue may examine the state of service delivery in all the districts.
- Sharing of exact data needs to be ensured by the department as a settled district Charsadda has not shared any data in 2023.

**Table A5. Issuance of Certified Copies of Registered Documents:**

Department: Board of Revenue						Public Service: Issuance of Certified Copies of Registered Document		
Time Limit: 7 Days		Designated Officer: Sub Registrar				Appellate Authority: Deputy Commissioner/ District Collector		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kurram	▲	3	0	3	2	1	3
2	Peshawar	▲	2491	49	2540	3064	210	3274
3	Shangla	▲	41	0	41	194	3	197
4	Mardan	▲	496	0	496	353	0	353
5	North Waziristan	▲	43	0	43	17	0	17
6	Lakki Marwat	▲	44	0	44	69	0	69
7	Malakand	▲	133	0	133	113	0	113
8	Chitral Lower	▲	124	0	124	166	0	166
9	Tank	▲	50	0	50	32	0	32
10	Dir Upper	▲	66	0	66	78	0	78
11	Karak	▲	81	0	81	172	0	172
12	Bannu	▲	264	0	264	318	0	318
13	Nowshera	▲	309	0	309	304	0	304
14	Battagram	▲	120	0	120	461	0	461
15	Swat	▲	2927	0	2927	10	0	10
16	Abbottabad	▼	313	8	321	294	0	294
17	Buner	▼	8	1	9	14	1	15
18	Swabi	▼	39	2	41	28	0	28
19	Kohat	▼	27	3	30	11	0	11

20	Hangu	▼	17	2	19	7	0	7
21	Haripur	▼	320	75	395	295	23	318
22	DI Khan	▼	721	156	877	626	29	655
23	Mansehra	▼	3	12	15	11	5	16
24	Chitral Upper	No Result	189	0	189	Not Reported		
25	Charsadda		Data Not Reported			113	0	113
26	Kohistan Upper					Data Not Reported		
27	Kolai Palas							
28	Torghar							
29	Bajaur							
30	Kohistan Lower							
31	Dir Lower							
32	Mohmand							
33	Orakzai							
34	Khyber							
35	South Waziristan							
Khyber Pakhtunkhwa		▲	8829	308	9137	6752	272	7024

## B. PUBLIC SERVICES IN THE ELEMENTARY AND SECONDARY EDUCATION DEPARTMENT:

**B1) Provisional/Character Certificate:** During 2022 the districts had reported to have received 18,444 applications for the service which was 62% more than the applicants in 2021. 18342 applicants were provided the service within time limit while 102 applications were delayed. In 2023, 28 districts reported to have received a total of 18,358 applications for the service. 18,194 applications were attended in the notified time while 164 applications were delayed.

**Recommendations:** The Commission recommends that the Department may examine the need for revisiting the nature of this service in the following parameters:

- Nomenclature of the service combines two different services- (i) Provisional Certificate and (ii) Character Certificate. These two services may be segregated for better understanding at the operational and institutional level in the Elementary and Secondary Education Department. The current practice is indicative of the fact that the "Provisional Certificate" is issued by the Boards of Intermediate and Secondary Education while the service of "Character Certificate" is resting with the institution last attended by the applicant. The Provisional Certificate is issued as a matter of obligation while Character Certificate is issued on demand.
- Character Certificate has a relationship with School Leaving Certificate. This relationship may be articulately clarified for the purpose of instituting a standard format of School Leaving Certificate to include Character Certificate as a component for convenience of the students.
- The districts are reporting fluctuating figures. These fluctuations are causing oblique reflections on the efficacy of the service. This aspect may be considered for inducing symmetry in reporting.

**Table B1. Provisional/Character Certificate:**

Department: Elementary & Secondary Education						Public Service: Provisional/Character Certificate		
Time Limit: 5 Days		Designated Officer: Head of Institution				Appellate Authority: DEO/ Director Education		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Tank	▲	7	0	7	152	38	190
2	South Waziristan	▲	49	0	49	163	38	201
3	Khyber	▲	82	0	82	77	1	78
4	DI Khan	▲	1816	1	1817	388	5	393
5	Swabi	▲	168	0	168	170	2	172
6	Haripur	▲	172	0	172	948	5	953
7	Karak	▲	23	0	23	1217	1	1218
8	Malakand	▲	441	0	441	365	0	365
9	Swat	▲	1174	0	1174	668	0	668
10	Lakki Marwat	▲	1373	0	1373	602	0	602
11	Battagram	▲	1182	0	1182	937	0	937
12	Dir Lower	▲	1458	0	1458	1479	0	1479
13	Shangla	▲	253	0	253	794	0	794
14	Bannu	▲	65	0	65	89	0	89
15	Hangu	▼	42	3	45	90	2	92
16	Mardan	▼	5581	9	5590	7319	1	7320
17	Mohmand	▼	264	1	265	1	0	1
18	Mansehra	▼	245	1	246	40	0	40
19	Nowshera	▼	442	3	445	1346	2	1348
20	Kohistan Lower	▼	490	5	495	60	0	60
21	Buner	▼	219	3	222	7	0	7
22	Kolai Palas	▼	256	7	263	92	0	92
23	Peshawar	▼	555	21	576	13	0	13
24	Abbottabad	▼	58	3	61	150	1	151
25	Kohat	▼	584	26	610	27	0	27
26	Bajaur	▼	945	80	1025	533	5	538
27	Chitral Upper	No Result	41	1	42	Data Not Reported		
28	Charsadda	No Result	209	0	209	Data Not Reported		
29	Dir Upper	No Result	Data Not Reported			4	0	4
30	Torghar					3	0	3
31	Orakzai					91	0	91
32	Chitral Lower					321	1	322

33	Kohistan Upper					196	0	196
34	Kurram					Data Not Reported		
35	North Waziristan							
Khyber Pakhtunkhwa		▼	18194	164	18358	18342	102	18444

**B2) School Leaving Certificate in Private Sector Schools:** Before examining the reported figures of School Leaving Certificate in private schools in the province, it will not be out of place to mention that according to the School Census report for 2020-21, there are 1,724 primary schools, 3,274 middle schools, 2,875 high schools and 1,110 higher secondary schools in the private sector in Khyber Pakhtunkhwa and these schools have a combined enrolment of 2.458 million students. With this landscape of schools and students in private sector, the figures reported on account of School Leaving Certificates issued by private schools indicate that in 2022 all districts reported to have handled a workload of 2,537 cases. In 2023, the reported figure stands at 4,878 cases out of which 4,800 cases were attended within the stipulated timelines while 78 cases were delayed. These reports do not reflect the situation on ground.

**Recommendations:** The Commission recommends that the Department may examine this issue in requisite detail in consultation with the Private Schools Regulatory Authority.

**Table B2. School Leaving Certificate in Private Sector Schools:**

Department: Elementary & Secondary Education						Public Service: School Leaving Certificate (Private Sector)		
Time Limit: 7 Days			Designated Officer: Headmaster/Principal			Appellate Authority: District Education Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Orakzai	▲	9	0	9	19	1	20
2	Nowshera	▲	202	3	205	59	4	63
3	Buner	▲	4	0	4	25	1	26
4	South Waziristan	▲	57	0	57	46	1	47
5	Peshawar	▲	4	0	4	81	1	82
6	DI Khan	▲	553	1	554	335	3	338
7	Shangla	▲	96	0	96	161	1	162
8	Mardan	▲	257	0	257	517	1	518
9	Malakand	▲	669	0	669	328	0	328
10	Swat	▲	707	0	707	58	0	58
11	Battagram	▲	34	0	34	129	0	129
12	Torghar	▲	19	0	19	7	0	7
13	Khyber	▲	57	0	57	125	0	125
14	Haripur	▲	1	0	1	1	0	1
15	Bannu	▲	8	0	8	10	0	10
16	Hangu	▲	6	0	6	85	0	85
17	Swabi	▲	21	0	21	39	0	39
18	Charsadda	▲	24	0	24	104	0	104
19	Kolai Palas	▲	17	0	17	37	0	37
20	Kohistan Upper	▲	4	0	4	7	0	7
21	Chitral Lower	▲	11	0	11	22	0	22

22	Dir Upper	▼	247	2	249	57	0	57
23	Bajaur	▼	520	63	583	234	1	235
24	Karak	▼	16	3	19	32	0	32
25	Lakki Marwat	No Result	968	0	968	Data Not Reported		
26	Abbottabad		13	6	19			
27	Kohat		50	0	50			
28	Kohistan Lower		226	0	226			
29	Tank		Data Not Reported			4	1	5
30	Dir Lower					Data Not Reported		
31	Mohmand							
32	Mansehra							
33	Kurram							
34	Chitral Upper							
35	North Waziristan							
Khyber Pakhtunkhwa		▼	4800	78	4878	2522	15	2537

**B3) School Leaving Certificate in Public Sector Schools:** Before examining the reported figures of School Leaving Certificate in public schools in the province, it is necessary to mention that according to School Census Report for the year 2020-21, the province of Khyber Pakhtunkhwa had 22,000 primary schools, 2,622 middle schools, 2,268 high schools and 738 higher secondary schools in the public sector. These schools a combined enrolment of 4.649 million students. With this landscape of schools and students in public sector, the figures reported on account of School Leaving Certificates issued by public schools indicate that in 2022 all districts reported to have handled a workload of 73,418 cases. 3,092 out of these cases encountered delays while the remaining were attended within stipulated timeline. In 2023, thirty-three districts reported to have attended 57,013 cases of School Leaving Certificates. 1,344 cases encountered delays while 55,669 cases were attended within timelines. These reports need a deep reflection on the obtaining situation.

**Recommendations:** The Commission recommends that the Department may review this subject with the following parameters in perspective:

- At what grades do the educational institutions issue School Leaving Certificate and for what purpose? There is a general understanding that every student passing out a primary school (Grade-V) is issued a School Leaving Certificate while in other cases, such certificates are issued on demand when a student leaves a school.
- In 2023, district Bajaur reported to have entertained 13,007 cases. In 2022, this district entertained 2,138 cases. In 2023, district Swabi reported 9,888 cases while the same district reported to have issued 7,684 School Leaving Certificates in 2022. District swat presents a unique picture. In 2022 the district had reported 27,619 cases for School Leaving Certificates. In 2023, the workload dropped to 2,758.
- In the absence of clarity of the issue mentioned at sub-paragraph (a), the increasing numbers of School Leaving Certificates from public sector schools radiate a negative impression as if there is a large-scale migration from these schools. This impression is magnified by the unrealistic low reports of School Leaving Certificates from private schools.

Table B3. School Leaving Certificate in Public Sector Schools:

Department: Elementary & Secondary Education						Public Service: School Leaving Certificate (Public Sector)		
Time Limit: 7 Days			Designated Officer: Headmaster/Principal			Appellate Authority: District Education Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Tank	▲	19	0	19	143	38	181
2	South Waziristan	▲	49	0	49	159	38	197
3	Orakzai	▲	5	0	5	210	28	238
4	Swabi	▲	9871	17	9888	7229	455	7684
5	Swat	▲	2660	98	2758	25312	2307	27619
6	Mansehra	▲	1526	3	1529	393	10	403
7	Bannu	▲	186	1	187	505	8	513
8	DI Khan	▲	1910	1	1911	450	4	454
9	Haripur	▲	3770	23	3793	6327	68	6395
10	Chitral Lower	▲	168	0	168	939	4	943
11	Malakand	▲	1020	0	1020	1649	0	1649
12	Battagram	▲	1425	0	1425	1110	0	1110
13	Torghar	▲	106	0	106	110	0	110
14	Lakki Marwat	▲	1373	0	1373	113	0	113
15	Dir Lower	▲	1516	0	1516	1480	0	1480
16	Kohistan Upper	▲	54	0	54	190	0	190
17	Shangla	▼	1366	1	1367	1382	1	1383
18	Charsadda	▼	1029	4	1033	1082	3	1085
19	Mardan	▼	5190	6	5196	7757	0	7757
20	Kohistan Lower	▼	399	2	401	99	0	99
21	Mohmand	▼	318	2	320	19	0	19
22	Khyber	▼	238	2	240	93	0	93
23	Dir Upper	▼	812	12	824	196	0	196
24	Kolai Palas	▼	267	6	273	97	0	97
25	Buner	▼	295	9	304	140	1	141
26	Nowshera	▼	2372	77	2449	2407	15	2422
27	Peshawar	▼	3014	175	3189	3141	95	3236
28	Kohat	▼	1035	35	1070	88	0	88
29	Abbottabad	▼	76	4	80	127	1	128
30	Hangu	▼	75	4	79	155	1	156
31	Bajaur	▼	12206	801	13007	2123	15	2138
32	Karak	▼	40	3	43	5059	0	5059
33	Chitral Upper	No Result	1279	58	1337	Data Not Reported		

34	North Waziristan		Data Not Reported			42	0	42
35	Kurram					Data Not Reported		
Khyber Pakhtunkhwa		▲	55669	1344	57013	70326	3092	73418

## C. PUBLIC SERVICES IN THE EXCISE AND TAXATION DEPARTMENT:

**C1) Registration of New Motor Vehicles:** In 2020, the district offices of the Excise and Taxation Department in 24 districts reported to have registered 90,637 vehicles. The cases of 87,597 applicants were completed on the day the service was solicited while the cases of 3,141 applicants were delayed. In 2021, the service was provided to 90,335 applicants. 86,421 applications were decided within the stipulated time while 3,914 cases were delayed. In 2022, the registration of new vehicles in the province registered a steep drop to 64,400 vehicles. 63,056 applicants received the service within the time limit while the cases of 1,344 applicants were delayed. Data received from five large districts in the province is tabulated for ease of referencing:

Year	Peshawar	Mardan	Swabi	Nowshera	Kohat
2020	64,581	8,458	2,131	4,466	3,639
2021	52,031	11,150	4,357	2,654	5,646
2022	27,488	11,658	3,465	2,210	6,508
2023	14,088	10,807	4,493	1,734	3,435

These statistics reveal that:

- Demand for the service in districts Peshawar and Nowshera is witnessing an unusual steep drop;
- District Mardan and Kohat, which maintained a steady increase during 2020-22, have also witnessed drop in demand for the service;
- District Swabi is representing a fluctuating trend.
- The overall trend is more alarming as the demand has dropped from 64,400 in 2022 to 44,226 in 2023.

**Recommendations:** The Commission recommends that the Department may examine the issue of steep drop in registration of new vehicles in the province with particular focus on resultant decline in revenues. Motor registration is an area open to all the competitors (Registration Authorities) and that is why owners have wider choices available to them. They prefer districts where the fee threshold is low or where there are less chances of fudging/ record tempering. Registration authorities in Khyber Pakhtunkhwa need to work to establish their credibility and improve its image of customers friendliness. Sharing of digitized data may be interlinked with RTPS Commission for accuracy purpose and proper analysis.

**Table C1. Registration of New Motor Vehicles**

Department: Excise & Taxation Department						Public Service: Registration of New Motor Vehicles		
Time Limit: Same Days		Designated Officer: ETO/MRA				Appellate Authority: DG Excise & Taxation		
		Year 2023				Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kohistan Upper	▲	5	0	5	7	6	13
2	Tank	▲	242	0	242	223	32	255
3	Battagram	▲	83	16	99	101	32	133
4	Dir Lower	▲	40	0	40	34	2	36
5	Abbottabad	▲	516	12	528	2358	194	2552
6	DI Khan	▲	651	103	754	932	200	1132
7	Peshawar	▲	14057	31	14088	27030	458	27488

8	Haripur	▲	1564	0	1564	2413	19	2432
9	Swat	▲	1774	0	1774	2264	8	2272
10	Mardan	▲	10672	135	10807	11499	159	11658
11	Malakand	▲	183	0	183	255	0	255
12	Dir Upper	▲	70	0	70	72	0	72
13	Lakki Marwat	▲	72	0	72	145	0	145
14	Nowshera	▲	1734	0	1734	2210	0	2210
15	Buner	▲	17	0	17	40	0	40
16	Hangu	▲	101	0	101	63	0	63
17	Bannu	▼	418	27	445	484	31	515
18	Charsadda	▼	1394	23	1417	1081	13	1094
19	Mansehra	▼	1888	14	1902	1619	0	1619
20	Karak	▼	306	5	311	789	4	793
21	Chitral Lower	▼	52	1	53	25	0	25
22	Swabi	▼	4248	245	4493	3357	108	3465
23	Kohat	▼	3210	225	3435	5985	73	6058
24	Shangla	▼	12	1	13	62	0	62
25	Khyber	No Result	75	0	75	Data Not Reported		
26	Bajaur	No Result	4	0	4	Data Not Reported		
27	Torghar		Data Not Reported			8	5	13
28	Mohmand					Data Not Reported		
29	Orakzai							
30	South Waziristan							
31	Kohistan Lower							
32	Kolai Palas							
33	North Waziristan							
34	Kurram							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	43388	838	44226	63056	1344	64400

**C2) Renewal of Vehicle's Registration:** In 2020, the service was provided to 34,498 applicants. 96% of these applicants received the service on the day when it was solicited. In 2021, demand for the service radiated an upward trend as 85,842 customers accessed the service with 98% receiving the service on the day of their application. In 2022, the demand for the service dropped to 81,612 applications. Compliance rate with timelines went up to 99%. In 2023 the districts have reported a total of 41014 applicants accessing the service. 39,901 applicants received the service within notified time while 1,113 applicants were provided the service with delay. Reports from five sample districts during the last three years is tabulated as under:

Year	Peshawar	Mardan	Swabi	Nowshera	Kohat
2020	23,830	3,161	499	697	78
2021	64,288	4,524	862	712	1,759
2022	55,220	4,624	758	359	1,656
2023	25,091	4,227	777	461	3,439



### These statistics reveal that:

- Demand for the service in district Peshawar has drastically dropped from 55,220 in 2022 to 25,091 in 2023.
- Demand in district Mardan is steady.
- Districts Swabi, Nowshera and Kohat have very light workload on this account.
- The collective figures in the province reveal that the service was availed by 81,612 applicants in 2022 but in 2023 the demand dropped to 41,014. It is a decrease of almost 50%.
- These statistics do not correspond to the number of vehicles registered over the years.

**Recommendations:** The Excise and Taxation Department may carry out a comprehensive review of the sector to find out the reasons for decrease in renewals of registrations. The Department may think innovatively in terms of rebate in fee for those aspiring to renew vehicle registration for multiple years in one go. This can decrease the multiple visits of clients, reduction in transaction cost and instant higher revenues.

**Table C2. Renewal of Vehicle's Registration:**

Department: Excise & Taxation Department						Public Service: Renewal of Vehicles Registration		
Time Limit: Same Days			Designated Officer: ETO/MRA			Appellate Authority: DG Excise & Taxation		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Lakki Marwat	▲	13	0	13	42	42	84
2	Mansehra	▲	1385	2	1387	1098	741	1839
3	Tank	▲	57	0	57	67	8	75
4	Dir Lower	▲	17	0	17	42	2	44
5	Dir Upper	▲	64	0	64	77	1	78
6	Buner	▲	35	0	35	100	1	101
7	Swabi	▲	777	0	777	757	1	758
8	Malakand	▲	135	0	135	103	0	103
9	Shangla	▲	12	0	12	63	0	63
10	Mardan	▲	4227	0	4227	4614	0	4614
11	Nowshera	▲	461	0	461	359	0	359
12	Swat	▲	1809	0	1809	9327	0	9327
13	Hangu	▲	84	0	84	29	0	29
14	Haripur	▲	1252	0	1252	1129	0	1129
15	Battagram	▲	82	0	82	66	0	66
16	Charsadda	▲	200	0	200	270	0	270
17	Peshawar	▲	25091	0	25091	55220	0	55220
18	Kohistan Upper	▲	4	0	4	45	0	45
19	DI Khan	▼	653	15	668	1032	18	1050
20	Karak	▼	240	2	242	312	0	312
21	Bannu	▼	235	4	239	253	0	253
22	Chitral Lower	▼	323	45	368	333	0	333
23	Abbottabad	▼	300	51	351	3801	1	3802
24	Kohat	▼	2445	994	3439	1656	0	1656

25	Torghar	No Result	Data Not Reported			0	2	2
26	Kohistan Lower					Data Not Reported		
27	Khyber							
28	Mohmand							
29	Orakzai							
30	South Waziristan							
31	Bajaur							
32	Kolai Palas							
33	North Waziristan							
34	Kurram							
35	Chitral Upper							
Khyber Pakhtunkhwa		▼	39901	1113	41014	80795	817	81612

**C3) Transfer of Vehicles:** In 2020, the service for transfer of vehicles was availed by 12,216 customers in Khyber Pakhtunkhwa. The number increased to 28,937 in 2021 while 2022 recorded a drop of 10,666 cases when the whole demand generated a workload of 18,271 cases. The data on transfer of vehicles from five districts during the last four years present the following impression.

Year	Peshawar	Mardan	Swabi	Nowshera	Kohat
2020	6,974	1,214	182	431	434
2021	17,434	2,436	357	489	589
2022	7,202	2,223	519	344	997
2023	2,046	1,958	595	379	1,052

#### These statistics reveal that:

- Demand for the service in district Peshawar is constantly decreasing. It has contributed more than 5,000 cases to the decrease. Mardan has followed suit; and
- Collective figures reveal that the demand has dropped to 9,982 in 2023 from 18,214 in 2022.

**Recommendations:** The statistics reported on account of transfer of vehicles in the province, particularly in Peshawar-the provincial metropolis, present a bleak picture of stagnation. It is either decrease in transactions or irresponsiveness to the need for documenting and formalizing transfer transactions which are leading to stagnancy. Both these factors have negative implications for the province. The Department may review this subject with these implications in perspective. Reduction in fee can disincentivize informal transfer through manual receipts/ stamp paper. Moreover, some campaign to discourage unauthorized possession can yield some good results.

**Table C3. Transfer of Vehicles:**

Department: Excise & Taxation Department						Public Service: Transfer of Vehicles		
Time Limit: 03 Days		Designated Officer: ETO/MRA				Appellate Authority: DG Excise & Taxation		
		Year 2023				Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Tank	▲	43	0	43	50	5	55
2	DI Khan	▲	337	0	337	616	9	625
3	Haripur	▲	1160	0	1160	1462	6	1468
4	Peshawar	▲	2046	0	2046	7176	26	7202
5	Swat	▲	142	0	142	1064	3	1067

6	Battagram	▲	75	3	78	47	2	49
7	Abbottabad	▲	481	0	481	2100	4	2104
8	Malakand	▲	104	0	104	99	0	99
9	Dir Upper	▲	38	0	38	38	0	38
10	Lakki Marwat	▲	173	0	173	21	0	21
11	Shangla	▲	5	0	5	41	0	41
12	Mansehra	▲	916	0	916	795	0	795
13	Chitral Lower	▲	31	0	31	9	0	9
14	Nowshera	▲	379	0	379	344	0	344
15	Hangu	▲	4	0	4	4	0	4
16	Dir Lower	▲	27	0	27	14	0	14
17	Karak	▲	27	0	27	30	0	30
18	Charsadda	▼	152	3	155	202	0	202
19	Bannu	▲	182	0	182	308	0	308
20	Kohistan Upper	▲	8	0	8	39	0	39
21	Swabi	▼	592	3	595	518	1	519
22	Mardan	▼	1949	9	1958	2222	1	2223
23	Kohat	▼	1041	11	1052	997	0	997
24	Buner	▼	14	1	15	18	0	18
25	Khyber	No Result	26	0	26	Data Not Reported		
26	Torghar							
27	Kohistan Lower							
28	Mohmand							
29	Orakzai							
30	South Waziristan							
31	Bajaur							
32	Kolai Palas							
33	North Waziristan							
34	Kurram							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	9952	30	9982	18214	57	18271

## D. PUBLIC SERVICES IN THE FOREST DEPARTMENT

**D1) Grant of Trees:** During 2020, a total of 2,199 applications for the service were entertained out of which 2,077 applications were decided within the stipulated time limit of 60 days and 122 services were delayed. In 2021, a slight increase was reported in the number of applications when 2,934 applications were received for the service. 2,861 applicants were provided the service within stipulated time while 73 services were delayed. In 2022, the number of reported cases had drastically reduced to 548 in seven districts. 98% of the cases were decided within time limit while 2% cases were delayed. Collective reflection of the workload in districts which reported data since 2020 is as under:

Year	Mansehra	Haripur	Abbotta- bad	Shangla	Swat	Orakzai	Khyber	Kurram
2020	1,458		257	285	16		170	1,866

2021	97	20	111	195	2	42		
2022	7	1	102	404	13	21		
2023	15	9	46	441	67			

This landscape reveal that the delivery of this service and reporting of the same are yet to achieve an organized approach. In 2023, only five (05) districts have reported delivery of the service. It can be safely concluded that there are issues in reporting. Likewise, the frequency of delays in 2023 has increased despite considerable reduction in workload.

**Recommendation:** The Commission recommends that the Department may carry out a stock-take to find out the situation on ground with particular focus on Kurram and Shangla districts. Department needs to direct district offices to share proper data with the Commission.

Table D1. Grant of Trees

Department: Forest Department						Public Service: Grant of Trees		
Time Limit: 60 Days			Designated Officer: Divisional Forest Officer			Appellate Authority: Conservator of Forest		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	67	0	67	13	0	13
2	Abbottabad	▲	46	0	46	102	0	102
3	Mansehra	▼	8	7	15	4	3	7
4	Shangla	▼	407	34	441	389	15	404
5	Haripur	▼	8	1	9	1	0	1
6	Orakzai	No Result	Not Reported	Not Reported	Not Reported	21	0	21
7	Kurram					Not Reported	Not Reported	Not Reported
8	Malakand							
9	Dir Upper							
10	Lakki Marwat							
11	Chitral Lower							
12	Nowshera							
13	Buner							
14	Hangu							
15	Dir Lower							
16	Karak							
17	Charsadda							
18	Kohat							
19	Peshawar							
20	Bannu							
21	Tank							
22	Battagram							
23	DI Khan							
24	Swabi							
25	Mardan							
26	Kohistan Upper							

27	Torghar							
28	Kohistan Lower							
29	Khyber							
30	Mohmand							
31	South Waziristan							
32	Bajaur							
33	Kolai Palas							
34	North Waziristan							
35	Chitral Upper							
<b>Khyber Pakhtunkhwa</b>		▼	<b>536</b>	<b>42</b>	<b>578</b>	<b>530</b>	<b>18</b>	<b>548</b>

**D2) Issuance of Wood Permit:** In 2020 these permits were issued to 1,122 applicants with delay in 17% cases. In 2021, the issuance of 3,181 permits was reported with only 6% of the total provided beyond the time limit of 60 days. In 2022, the issuance of permit in 12 districts stood at 6,237 with 7% of the total issued beyond the time limit. In 2023, a total of 7,472 applicants accessed the service in 12 districts. The comparative landscape of seven districts with relatively heavy workload is as under:

Year	Mansehra	Haripur	Abbottabad	Chitral	Buner	Mohmand	Upper Dir
<b>2020</b>	131	6	211		145		170
<b>2021</b>	129	1050	85	301	225	696	280
<b>2022</b>	105	1,208	104	577	315	3,569	248
<b>2023</b>	82	1,261	138	18	112	5,135	198

These statistics represent the same pattern as reported on the service titled “Grant of Trees”. The reporting is not cohesive and as such these reports do not represent ground realities. The districts of Haripur and Mohmand represent a classic case of irregular reporting.

**Recommendations:** The Commission recommends the following course of action for the Department:

- Revisit the notifications and nomenclatures of both the services (Grant of Trees and Issuance of Wood Permit). The distinction of both the services may be clarified and circulated to all Divisional Forest Officers for better understanding of the services and their prerequisites at the operational level.
- Examine the cases of Mohmand and Haripur for finding out the reasons for abnormally inflated number of reports since 2021.
- Chitral is yet another district for a case study. The level of community awareness, organization and development in the district is very high and conservation of natural resources is one of the major focuses of these efforts. It will be interesting to find out as to how this service is affecting the preservation of forests.

**Table D2. Issuance of Wood Permit:**

Department: Forest Department						Public Service: Issuance of Wood Permit		
Time Limit: 60 Days			Designated Officer: Divisional Forest Officer			Appellate Authority: Conservator of Forest		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Shangla	▲	2	0	2	0	1	1
2	Hangu	▲	10	0	10	5	1	6
3	Mansehra	▲	62	20	82	74	31	105
4	Battagram	▲	204	1	205	61	1	62

5	Mohmand	▲	5135	0	5135	3556	13	3569
6	Haripur	▲	1261	0	1261	1208	0	1208
7	Orakzai	▲	179	0	179	28	0	28
8	Dir Upper	▲	198	0	198	248	0	248
9	Swat	▲	71	0	71	14	0	14
10	Abbottabad	▼	121	17	138	101	3	104
11	Buner	▼	74	38	112	243	72	315
12	Chitral Lower	▼	1	17	18	462	115	577
13	Bajaur	No Result	13	3	16	Not Reported		
14	Kurram							
15	Malakand							
16	Lakki Marwat							
17	Nowshera							
18	Dir Lower							
19	Karak							
20	Charsadda							
21	Kohat							
22	Peshawar							
23	Bannu							
24	Tank							
25	DI Khan							
26	Swabi							
27	Mardan							
28	Kohistan Upper							
29	Torghar							
30	Kohistan Lower							
31	Khyber							
32	South Waziristan							
33	Kolai Palas							
34	North Waziristan							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	7331	96	7427	6000	237	6237

## E. PUBLIC SERVICES IN HEALTH DEPARTMENT

**E1) Copies of Post-mortem or Medico-Legal Report:** In 2020, this service was provided to 2,338 applicants with only 6 cases entertained beyond the specified time limit of 30 days. In 2021, demand for service was reported at 9,884 cases. 165 of these cases were delivered after the timelines. In 2022, the service data received from 30 districts is indicative of a sharp increase. During the year, a total of 13,025 cases were reported with 99.6% delivery within specified time limit. In 2023, thirty districts reported a total workload of 12,341 cases. It registered a decrease from 13,025 cases attended in 2022. However, the frequency of delays has increased from 49 in 2022 to 120 in 2023. Data from 7 districts with heavy case load present the following picture:

Year	Haripur	Batagram	Mardan	Lakki Mar-wat	Swabi	Peshawar	Malakand
2020	7	504	73	223	254	206	3
2021	2874	901	551	381	436	498	701
2022	4153	964	348	958	754	448	425
2023	3,641	822	354	444	727	689	374

The above table reveals the following:

- Haripur has the highest rate of reports for the last three years. It is followed by Battagram. Both districts have different disposition. Haripur is predominantly urban while Battagram is largely rural. Social set up of the two districts is also distinctly different. In contrast Mardan, a largely urban district, radiates another pattern. Peshawar, the provincial metropolis, is reporting relatively smaller number of cases despite the fact that the rate of medicolegal cases in the district is higher than all other districts. This assessment leads to a very clear conclusion that the data is not representative of the real situation.
- The districts report combined statistics of postmortem and medicolegal cases which are two distinct certifications and have different connotations. These combined statistics do not provide reliable data for analysis of trends in offences against person.
- The patchy reports make it very difficult to draw articulate conclusions.

**Recommendations:** The Commission recommends that the Department may consider:

- Bifurcation of the two certifications. This bifurcation will provide the Department a clearer picture of the crime patterns and trends.
- A comprehensive review of the reports to find out the reasons for low reporting from Peshawar.
- Department needs to ensure that accurate data is shared with the Commission by the field offices.

**Table E1. Copies of Postmortem or Medico-Legal Report:**

Department: Health Department						Public Service: Copies of Post Mortem or Medico Legal Report		
Time Limit: 30 Days			Designated Officer: Medical Officer of Civil Hospital			Appellate Authority: District Health Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swabi	▲	727	0	727	744	10	754
2	Peshawar	▲	688	1	689	447	1	448
3	Malakand	▲	374	0	374	425	0	425
4	Chitral Lower	▲	9	0	9	89	0	89
5	Mardan	▲	354	0	354	348	0	348
6	Mansehra	▲	1372	0	1372	419	0	419
7	Abbottabad	▲	25	0	25	26	0	26
8	Lakki Marwat	▲	444	0	444	968	0	968
9	Karak	▲	588	0	588	498	0	498
10	DI Khan	▲	101	0	101	133	0	133
11	Hangu	▲	89	0	89	52	0	52
12	Kohistan Lower	▲	36	0	36	76	0	76
13	Battagram	▲	822	0	822	964	0	964
14	Charsadda	▲	42	0	42	216	0	216

15	Bannu	▲	35	0	35	49	0	49
16	Tank	▲	224	0	224	389	0	389
17	Khyber	▲	248	0	248	149	0	149
18	Orakzai	▲	64	0	64	73	0	73
19	North Waziristan	▲	83	0	83	163	0	163
20	South Waziristan	▲	81	0	81	63	0	63
21	Buner	▲	139	0	139	262	0	262
22	Mohmand	▲	37	0	37	40	0	40
23	Kohistan Upper	▲	20	0	20	50	0	50
24	Haripur	▼	3640	1	3641	4153	0	4153
25	Shangla	▼	436	5	441	619	1	620
26	Kohat	▼	63	1	64	40	0	40
27	Dir Upper	▼	123	25	148	197	33	230
28	Nowshera	▼	1258	87	1345	1304	4	1308
29	Bajaur	No Result	50	0	50	Data Not Reported		
30	Chitral Upper		49	0	49	Data Not Reported		
31	Dir Lower		Data Not Reported			16	0	16
32	Torghar					4	0	4
33	Kurram					Data Not Reported		
34	Swat							
35	Kolai Palas							
Khyber Pakhtunkhwa		▼	12221	120	12341	12976	49	13025

**E2) Issuance of Drug License:** Twenty (20) districts in the province had reported to have entertained a total of 1,404 cases in 2020. Thirty (30) districts in the province reported a workload of 1,471 cases in 2021 while the same number of districts reported a case load of 3,143 in 2022. Twenty-six (26) districts reported a workload of 3,058 cases in 2023. The number of delays increased in 2023 (544 against 447 in 2022) despite the decrease in number of cases. Data from 7 districts with heavy case load present the following picture:

Year	Haripur	DI Khan	Mardan	Lakki Mar-wat	Nowshera	Peshawar	Swat
2020	62	89	23	82	124	365	14
2021	20	123	193	66	91	339	133
2022	282	411	404	186	181	425	233
2023	200	324	386	84	183	427	300

**The above details and the comparison reveal that:**

- In 2023, district Haripur witnessed an abnormal delay as 193 out of 200 cases were served with delays;
- Reports from Peshawar are indicative of lag in reporting in view of the huge demand for the service in this district;
- 2023 has registered an overall decrease in the number of licenses issued and reported; and
- Delays in delivery of this service in notified timelines have increased and it is a cause of concern.

**Recommendations:** The Commission recommends that the Department may investigate the issue of delays in delivery of this service. Likewise, the Department may carry out a review of assessing the situation on ground in all districts in view of the fact that (i) Drug Licensing is regulatory function and effective management of the service improves regulatory regime, (ii) Growth in demand for the service owes to rapid expansion of healthcare facilities in both public and private sector. The Department needs to brace up for higher demand and readiness in improving the regulatory regime and (iii) department needs to interlink their digitized data with the



Commission for accuracy and better analysis.

**Table E2. Issuance of Drug License:**

Department: Health Department						Public Service: Issuance of Drug License		
Time Limit: 10 Days			Designated Officer: Drug Inspector			Appellate Authority: District Health Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Orakzai	▲	3	0	3	2	2	4
2	Bajaur	▲	17	0	17	14	9	23
3	Swabi	▲	39	0	39	63	30	93
4	Mansehra	▲	44	32	76	33	68	101
5	Dir Lower	▲	200	7	207	128	50	178
6	Khyber	▲	7	3	10	3	3	6
7	Lakki Marwat	▲	82	2	84	148	38	186
8	Battagram	▲	18	17	35	7	9	16
9	Charsadda	▲	97	0	97	76	3	79
10	Bannu	▲	61	0	61	40	1	41
11	Peshawar	▲	427	0	427	424	1	425
12	Mardan	▲	386	0	386	404	0	404
13	Swat	▲	300	0	300	233	0	233
14	Abbottabad	▲	90	0	90	20	0	20
15	Malakand	▲	53	0	53	95	0	95
16	Buner	▲	116	0	116	127	0	127
17	Dir Upper	▲	36	0	36	9	0	9
18	Chitral Lower	▼	43	1	44	11	0	11
19	Karak	▼	85	9	94	62	4	66
20	DI Khan	▼	309	15	324	407	4	411
21	Haripur	▼	7	193	200	48	234	282
22	Tank	▼	11	14	25	23	4	27
23	Hangu	▼	12	20	32	31	7	38
24	Shangla	▼	0	21	21	8	7	15
25	Kohat	▼	38	60	98	60	2	62
26	Nowshera	▼	33	150	183	180	1	181
27	Kohistan Upper	No Result	Data not Reported			10	0	10
28	Kohistan Lower					Data not Reported		
29	Torghar							
30	North Waziristan							
31	South Waziristan							

32	Mohmand	▼	2514	544	3058	2666	477	3143
33	Kurram							
34	Kolai Palas							
35	Chitral Upper							
Khyber Pakhtunkhwa								

## F. PUBLIC SERVICE DELIVERY IN HOME DEPARTMENT

(Note: Public Service notified as (i) Processing of arms licenses, (ii) verification of arms licenses application by police (iii) issuance of arms licenses and (iv) all-Pakistan cartridges increase in Home Department are dealing with one subject- Arms and Arms Licenses. Analyses of all the four services are separately given but the radiations and recommendations are given in consolidated form so as to provide a holistic brief for the Home Department to addresses some critical issues.)

**F1) Processing of Arms License:** In 2022, the total workload in 32 districts was reported at 99,600 applications. 22 districts reported complete conformity with the time limit of seven (07) days for processing. In aggregate terms the service was delivered with 97.69% efficiency. North Waziristan (666 out of 902 cases), Buner (370 out of 1320 cases), Nowshera (307 cases out of 1,533 cases), Swabi (627 out of 3,517 cases) and Hangu (205 out of 2,397 cases) were major contributors to the delays. In 2023, the total workload from 29 districts is reported at 64,361 applications. 17 districts have reported compliance with timelines. With 494 cases, Buner tops the list of delays in processing. It is followed by Nowshera (418 cases) and Peshawar (302 cases). Overall demand for the service has dropped from 99,600 in 2022 to 64,361 applications in 2023.

**Table F1. Processing of Arms License:**

Department: Home Department						Public Service: Processing of Arms License		
Time Limit: 7 Days			Designated Officer: Deputy Commissioner			Appellate Authority: Concerned Commissioner		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	North Waziristan	▲	1259	102	1361	236	666	902
2	Khyber	▲	116	22	138	76	54	130
3	Swabi	▲	3284	62	3346	2890	627	3517
4	Hangu	▲	1289	0	1289	2192	205	2397
5	Kohat	▲	4609	17	4626	473	17	490
6	Buner	▲	1401	494	1895	950	370	1320
7	Dir Lower	▲	3452	0	3452	4034	4	4038
8	Malakand	▲	361	0	361	269	0	269
9	Chitral Lower	▲	312	0	312	429	0	429
10	Mardan	▲	7129	0	7129	10511	0	10511
11	DI Khan	▲	3658	0	3658	5414	0	5414
12	Mansehra	▲	1153	0	1153	1806	0	1806
13	Swat	▲	2499	0	2499	3040	0	3040
14	Shangla	▲	1528	0	1528	1630	0	1630
15	Bannu	▲	4477	0	4477	6619	0	6619
16	Torghar	▲	190	0	190	108	0	108
17	Kohistan Lower	▲	721	0	721	678	0	678

18	Charsadda	▲	960	0	960	2024	0	2024
19	Lakki Marwat	▲	1935	0	1935	4287	0	4287
20	Mohmand	▲	144	0	144	55	0	55
21	Kohistan Upper	▲	70	0	70	416	0	416
22	Kolai Palas	▲	196	0	196	228	0	228
23	Karak	▼	2415	1	2416	4777	0	4777
24	Battagram	▼	582	1	583	433	0	433
25	Bajaur	▼	986	27	1013	1283	20	1303
26	Peshawar	▼	17522	362	17884	32732	0	32732
27	South Waziristan	▼	228	7	235	433	0	433
28	Nowshera	▼	271	418	689	1226	307	1533
29	Haripur	▼	3	98	101	1149	0	1149
30	Abbottabad	No Result	Not Reported			1049	0	1049
31	Orakzai					0	2	2
32	Tank					455	0	455
33	Kurram					Not Reported		
34	Chitral Upper							
35	Dir Upper							
Khyber Pakhtunkhwa		▼	62750	1611	64361	91902	2272	94174

**F2) Verification of Arms Applicants by Police:** This step in the issue of arms license is generated when the particulars of applicants are forwarded to the local police. Time limit notified for verification is 15 days. In 2020, the particulars of 45,209 applicants were sent for verification. In 2021, the particulars of 49,018 applicants were sent for verification. 90% verifications were done within the stipulated time while 10% were delayed. In 2022, the particulars of 64,052 applicants were sent for verification. The efficiency rate came down to 88.69%. Considerable number of cases (7,245 constituting more than 11% of the total) was delayed. In 2023, a total of 48,379 cases were processed for verification. 45,812 cases were verified in the given timelines while 3,367 cases were delayed. The following table indicates the districts contributing major portion of the delays over the last four years:

Year	Peshawar	Dera Ismail Khan	Bannu	Karak	Charsadda
2020	1,054	326	907	647	475
2021	1,601	730	254	305	24
2022	3,038	1,035	633	423	522
2023	1,772	270	268	255	199

**Table F2. Verification of Arms Applicants by Police**

Department: Home Department						Public Service: Verification of Arms Applicant		
Time Limit: 15 Days		Designated Officer: Deputy Commissioner				Appellate Authority: Concerned Commissioner		
		Year 2023				Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swabi	▲	4411	149	4560	655	232	887
2	DI Khan	▲	1329	270	1599	2093	1035	3128
3	Dir Upper	▲	144	33	177	356	166	522

4	Tank	▲	141	0	141	170	17	187
5	Bajaur	▲	497	9	506	168	19	187
6	Hangu	▲	375	68	443	751	231	982
7	Bannu	▲	2743	268	3011	3435	633	4068
8	Shangla	▲	1074	1	1075	954	57	1011
9	Buner	▲	1764	100	1864	1733	198	1931
10	Dir Lower	▲	2553	0	2553	3219	120	3339
11	Lakki Marwat	▲	2001	0	2001	3176	101	3277
12	Torghar	▲	23	0	23	74	2	76
13	Nowshera	▲	1505	202	1707	2860	448	3308
14	Karak	▲	974	255	1229	1562	423	1985
15	Kohat	▲	4391	0	4391	654	2	656
16	South Waziristan	▲	782	0	782	1119	1	1120
17	Malakand	▲	610	0	610	980	0	980
18	Mardan	▲	2826	0	2826	5382	0	5382
19	Swat	▲	2499	0	2499	1599	0	1599
20	Abbottabad	▲	65	0	65	1064	0	1064
21	Haripur	▲	592	0	592	1622	0	1622
22	Kohistan Lower	▲	480	0	480	626	0	626
23	Kohistan Upper	▲	202	0	202	482	0	482
24	Kolai Palas	▲	70	0	70	142	0	142
25	Mansehra	▼	1032	1	1033	1038	0	1038
26	Battagram	▼	508	1	509	901	0	901
27	North Waziristan	▼	1508	21	1529	244	0	244
28	Peshawar	▼	9559	1772	11331	18410	3038	21448
29	Mohmand	▼	132	12	144	55	0	55
30	Chitral Lower	▼	36	6	42	152	0	152
31	Charsadda	▼	176	199	375	1131	522	1653
32	Kurram	No Result	10	0	10	Data Not Reported		
33	Khyber							
34	Orakzai							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	45012	3367	48379	56807	7245	64052

**F3) Issuance of Arms Licenses:** In 2020, a total of 29,464 licenses were issued. 49% of the applicants received the service within the notified time of 15 days. 51% of the applicants had to wait for the service beyond specified time. In 2021, the service was provided to 33,505 applicants. 68% of the cases were attended within specified time while 32 % cases were delayed beyond 15 days. In 2022, the service was received by 39,577 applicants. The efficiency level came down to 63.58% and the delays went up to 36.42%. In 2023, a total of 31,810 applicants received this service out of which 25,539 applicants received the service within stipulated time limit while the remaining 6,271 applicants received it with delays. Five districts contributing major portion of the delays during the last four years are indicated in the following table:

Year	Peshawar	Mansehra	Swabi	Nowshera	Buner
2020	566	2,044	1,541	1,461	3,026
2021	2,630	1,139	1,078	836	943
2022	10,513	429	511	373	445
2023	2,725	223		571	462

**Note:** District Swabi has reported complete compliance with timelines in 2023 for issuing 2,599 licenses within the notified time-lines of fifteen days.

**Table F3. Issuance of Arms Licenses**

Department: Home Department						Public Service: Issuance of Arms License		
Time Limit: 15 Days			Designated Officer: Deputy Commissioner			Appellate Authority: Commissioner		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mansehra	▲	715	223	938	65	429	494
2	Swabi	▲	2599	0	2599	475	511	986
3	Dir Upper	▲	668	3	671	549	456	1005
4	Peshawar	▲	3523	2725	6248	2330	10513	12843
5	Charsadda	▲	823	0	823	1782	533	2315
6	Mohmand	▲	143	1	144	178	43	221
7	Hangu	▲	294	24	318	391	104	495
8	Khyber	▲	283	19	302	105	25	130
9	Karak	▲	505	16	521	565	101	666
10	South Waziristan	▲	880	27	907	1243	189	1432
11	Shangla	▲	428	14	442	221	25	246
12	Abbottabad	▲	60	0	60	148	10	158
13	Bannu	▲	828	2	830	1407	36	1443
14	Kohat	▲	4214	0	4214	349	4	353
15	Bajaur	▲	1013	2	1015	1377	10	1387
16	Lakki Marwat	▲	812	1	813	1368	4	1372
17	Dir Lower	▲	1542	1	1543	2137	2	2139
18	Battagram	▲	732	0	732	776	0	776
19	Mardan	▲	1525	0	1525	2011	0	2011
20	Torghar	▲	329	0	329	537	0	537
21	Malakand	▲	792	0	792	1039	0	1039
22	Kohistan Upper	▲	73	0	73	421	0	421
23	Tank	▼	174	5	179	371	0	371
24	DI Khan	▼	356	21	377	715	20	735
25	North Waziristan	▼	1423	127	1550	1903	103	2006
26	Chitral Lower	▼	127	5	132	171	0	171

27	Orakzai	▼	23	1	24	2	0	2
28	Haripur	▼	13	408	421	38	386	424
29	Buner	▼	147	462	609	429	445	874
30	Kohistan Lower	▼	114	44	158	593	0	593
31	Kolai Palas	▼	131	59	190	206	2	208
32	Nowshera	▼	20	571	591	256	373	629
33	Kurram	▼	10	8	18	44	0	44
34	Swat	▼	220	1502	1722	962	89	1051
35	Chitral Upper	No Result	Data Not Reported			Data Not Reported		
Khyber Pakhtunkhwa		▲	25539	6271	31810	25164	14413	39577

**F4) All Pakistan Cartridges Increase:** Only 16 districts have reported data on the subject. Data of applicants and delivery of this service for 2022 and 2023 given in the table below indicates that the demand for the service has drastically dropped from 16,009 to 8,068 applicants. is as under:

2022			2023		
Total	Intime	Delayed	Total	Intime	Delayed
16,009	11,729	4,280	8,068	6,674	1,394

**Issues and Radiations of the Process:** As a matter of policy every district is allotted a specific quota for grant of licenses and all districts are required to observe those limits. For all practical purposes, the processing of application for a license and verification of the antecedents of applicant are part of the ultimate service- the grant of license. An application, complete in all respects with the applicant qualifying the eligibility criteria, takes 37 days to mature if the service is provided within the stipulated time (7-days for processing, 15-days for verification and 15-days for issuance of license). With these parameters and timelines in the perspective, the data for the last four years indicate the following:

- a) The data of all the three stages of the process for grant of an arms license is not cohesive and this is evident from the patterns of reports received since 2020. The following comparison highlights this aspect:

Year	Processing (7-days)		Verification (15-days)		Issuance (15-days)
	Total	Processed	Total	Verified	Total Issued
2020	47,241	45,603	45,209	40,738	29,464
2021	73,906	72,570	49,018	44,211	33,505
2022	94,174	91,902	64,052	56,807	39,577
2023	64,361	62,750	48,379	45,012	25,539

- b) Some districts are constantly contributing to the delays in a major way and this aspect is highlighted in the tabulations given in the preceding paragraphs.
- c) It is observed that in some districts the demand for arms licenses has registered an abnormal increase. In the southern part of the province, district Lakki Marwat had processed 1,868 cases in 2020, 1,045 cases in 2021. This demand went up to 4,287 in 2022. In 2023, this demand stood at 1,935. Dera Ismail Khan received 1,571 applications for processing in 2020, 4,862 applications in 2021 and 5,414 applications in 2022. In 2023, this district received 3,658 applications for the service. District Tank had a workload of 12 applications in 2020, 69 applications in 2021 and 455 applications in 2022. In 2023, this district did not report on the service. In the central part of the province, district Swabi had a workload of 861 cases in 2020, 1,569 cases in 2021 and 3,517 cases in 2022. In 2023, the district maintained the trend with 3,346 applications for the service. Peshawar entertained 15,666 applications in 2020, 25,564 applications in 2021 and 32,732 applications in 2022. In 2023, the district reported 17,884 cases for this service. District Mardan had reported 4,627 cases in 2020. In 2021, it reported 6,177 cases and in 2022 it entertained 10,511 cases. It has reported a workload of 7,129 applications in 2023.

In Malakand Division, district Swat worked out a caseload of 1,387 applications in 2020. This workload increased to 2,122 in 2021 and 3040 in 2022. In 2023, district Swat entertained 2,499 applications. This increase in demand radiates an impression of sense of insecurity. It may have some relationship with the crime trends and patterns in the respective districts.

- d) The public service titled "All Pakistan Cartridges Increase" is entertained at the level of Home Department but the data is reported by the districts. There are major delays in the delivery of this service.
- e) Statistics on account of grant of licenses in districts need to be assessed on the touchstone of quota allocated to the districts. It needs clarity whether monthly/annual quota for a district can be carried over to the next month/year or not?
- f) It also needs consideration if the subject deserves to be retained on the list of public services.

**Recommendations:** The Commission recommends that the Home Department may carry out a comprehensive review of these services with the above issues constituting the basis of the process. The purpose should be to create one window facility and public ease in accessing these services. The data sharing by the field offices also needs to be streamlined.

**Table F4. All Pakistan Cartridges Increase**

Department: Home Department						Public Service: All Pakistan Cartridges Increase		
Time Limit: 10 Days			Designated Officer: Deputy Secretary Home			Appellate Authority: Secretary Home		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swabi	▲	2474	46	2520	1598	1123	2721
2	Charsadda	▲	58	15	73	210	198	408
3	Swat	▲	203	7	210	53	24	77
4	Karak	▲	73	3	76	345	152	497
5	Abbottabad	▲	60	0	60	99	27	126
6	Shangla	▲	216	0	216	248	28	276
7	Peshawar	▲	975	318	1293	4127	1958	6085
8	DI Khan	▲	92	13	105	198	37	235
9	Malakand	▲	535	0	535	1160	0	1160
10	Mardan	▲	1586	0	1586	2728	0	2728
11	Buner	▼	130	1	131	28	0	28
12	Dir Lower	▼	142	12	154	517	19	536
13	Haripur	▼	16	423	439	13	144	157
14	Nowshera	▼	14	536	550	68	559	627
15	Mansehra	▼	49	6	55	198	4	202
16	Bannu	▼	51	14	65	76	7	83
17	Chitral Lower	No Result	Not Reported			63	0	63
18	Kohat					Not Reported		
19	Mohmand							
20	Kohistan Upper							
21	Kolai Palas							
22	Chitral Upper							
23	Kurram							
24	Battagram							

25	Torghar							
26	Kohistan Lower							
27	Bajaur							
28	Lakki Marwat							
29	North Waziristan							
30	South Waziristan							
31	Orakzai							
32	Hangu							
33	Tank							
34	Khyber							
35	Dir Upper							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>6674</b>	<b>1394</b>	<b>8068</b>	<b>11729</b>	<b>4280</b>	<b>16009</b>

**F5) Domicile Certificate:** Domicile certificate happens to be one of the most sought service among the public services notified in Khyber Pakhtunkhwa. This phenomenon is evident from the data of four years given in the following table:

Year	Reporting District	Total	Intime Delivery	Delayed Delivery
2020	31	1,43,108	1,38,553	4,555
2021	32	1,96,666	1,93,297	3,369
2022	34	2,29,684	2,26,035	3,653
2023	34	2,42,856	2,39,612	3,246

Data received from the districts further reveal that merged districts in Khyber Pakhtunkhwa have managed a heavier workload as compared to other districts. This phenomenon is indicative of some kind of backlog. Statistics for these districts over the same period of three years are as under:

Year	Khyber	Kurram	Orakzai	Bajaur	North Waziristan	South Waziristan
2020	6,762	1,050	2,200	1,450		2,070
2021	2,506	1,145	2,835	7,396	16,618	15,736
2022	2,438		3,767	7,898	16,552	25,935
2023	6,664		1,820	4,657	16,822	17,2434

Data pertaining to 2023 is indicative of significant improvement in delivery of the service within stipulated time limit of 10 days. However, there are visible delays in Mohmand (294 cases), Khyber (692 cases), Abbottabad (662 cases), Swat (171 cases), South Waziristan (515 cases) and Tank (464 cases).

**Recommendations:** The Commission recommends the following for consideration of the Home and Tribal Affairs Department:

- Domicile certificate is primarily required by students for getting admission at higher secondary level, another category of recipients of the service are those individuals who need it as Annexure to their applications for jobs and employment. This requirement is essential in view of the fact that Khyber Pakhtunkhwa is working with a Zonal Quota system of recruitments in public sector. The Department may examine the possibility of upscaling the service and evolving a system of grant of domicile certificate to every student admitted in the 9th/10th grade in high schools. It would need the preparation of a comprehensive project proposal and its implementation in coordination with the Elementary and Secondary Education Department and the Boards of Intermediate and Secondary Education in the province.
- The current system requires every applicant to visit a minimum of four offices (Stamp-Vendor, Notary Public, School, and Revenue Staff) for the purpose of attestation and verification of his antecedents. In addition to costs, this process has its negative effects. The Department may consider improving the system to an online application system and delivery of the service.



- c) The merged districts had a tedious system for grant of domicile before merger in 2018. The current workload in these districts is relatively heavier than settled districts. The Department may focus on elimination of delays and hiccups in these districts.
- d) Integration of online data system with Commission for accuracy of data and better monitoring.

**Table F5. Domicile Certificate**

Department: Board of Revenue						Public Service: Domicile		
Time Limit: 10 Days			Designated Officer: Additional Deputy Commissioner			Appellate Authority: Deputy Commissioner		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Orakzai	▲	1807	63	1870	3055	712	3767
2	Mohmand	▲	1029	294	1323	1240	480	1720
3	Hangu	▲	1534	22	1556	3189	428	3617
4	Haripur	▲	6925	5	6930	9879	151	10030
5	Abbottabad	▲	4886	662	5548	6799	991	7790
6	Bannu	▲	32573	1	32572	4106	31	4137
7	Shangla	▲	3657	26	3683	4518	58	4576
8	Peshawar	▲	5290	0	5290	9661	27	9688
9	Dir Upper	▲	1448	0	1448	4075	1	4076
10	Battagram	▲	2491	0	2491	2541	0	2541
11	Torghar	▲	588	0	588	842	0	842
12	Kohistan Lower	▲	1020	0	1020	869	0	869
13	Malakand	▲	4158	0	4158	5888	0	5888
14	Dir Lower	▲	3398	0	3398	2182	0	2182
15	Swabi	▲	10861	0	10861	8157	0	8157
16	Lakki Marwat	▲	4600	0	4600	7718	0	7718
17	North Waziristan	▲	16822	0	16822	16552	0	16552
18	Mansehra	▲	10980	0	10980	9410	0	9410
19	Karak	▲	3613	0	3613	4636	0	4636
20	Kohistan Upper	▲	196	0	196	757	0	757
21	Chitral Upper	▲	2540	0	2540	14	0	14
22	Mardan	▼	20517	1	20518	17980	0	17980
23	Bajaur	▼	4656	1	4657	7898	0	7898
24	Buner	▼	3804	6	3810	3933	4	3937
25	Kohat	▼	611	3	614	2746	3	2749
26	Swat	▼	34628	171	34799	24999	4	25003
27	Charsadda	▼	8710	52	8762	12141	0	12141
28	DI Khan	▼	5091	47	5138	5973	19	5992
29	South Waziristan	▼	16728	515	17243	25318	617	25935
30	Nowshera	▼	12740	147	12887	10383	3	10386
31	Chitral Lower	▼	2304	42	2346	3219	0	3219

32	Kolai Palas	▼	482	32	514	316	0	316
33	Khyber	▼	5972	692	6664	2381	57	2438
34	Tank	▼	2953	464	3417	2656	67	2723
35	Kurram	No Result	Not Reported			Not Reported		
Khyber Pakhtunkhwa		▲	239612	3246	242856	226031	3653	229684

## G. PUBLIC SERVICES DELIVERY IN LOCAL GOVERNMENT DEPARTMENT

**G1) Birth Certificate:** This public service in Local Government Department is provided at the Village/Neighborhood Council level in collaboration with National Database and Registration Authority. It is a service-cum-regulatory function and serves as a major tool for planning at local, provincial and national level. In 2020, all districts reported to have registered 23,754 births with 86% registered within the stipulated time limit of two (2) days. In 2021, a total of 83,509 births were registered in the province with efficiency level raised to 94% timely registration. In 2022, a total of 2,07,860 births were registered in the province. However, the efficiency in observing timelines dropped to 92%. In 2023, the data reported from 34 districts reveal out of 2,37,571 births reported for registration, 20,002 certifications were delayed beyond the notified time limit of two days. Few striking features of the reporting are tabulated for comparison:

Year	Peshawar	Mansehra	DI Khan	Swabi	Charsadda	Shangla
2020	936	2,450	1,755	1,178	1,489	583
2021	5,629	8,016	8,299	2,105	7,410	11,968
2022	9,292	2,974	18,563	43,822	29,468	16,889
2023	73,082	838	16,336	9	28,590	17,621

This table indicates the strange phenomenon of incoherence in reporting. Annual trends in all districts are inconsistent. This inconsistency indicates that (i) people are unaware of their responsibility to register births with their local council (ii) secretaries of the Village/Neighborhood Councils have little or no idea about the regulatory aspect of this service and (iii) data is not correctly reported from all Village and Neighborhood Councils.

**Table G1. Birth Certificate**

Department: Local Government						Public Service: Birth Certificate		
Time Limit: 03 Days			Designated Officer: Secretary Village Council			Appellate Authority: AD Local Government		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Orakzai	▲	575	148	723	4018	2999	7017
2	Peshawar	▲	72806	276	73082	7669	1623	9292
3	Khyber	▲	3466	850	4316	1322	721	2043
4	Mansehra	▲	822	16	838	2485	489	2974
5	Kurram	▲	2	0	2	431	66	497
6	Mardan	▲	5382	751	6133	2601	735	3336
7	Abbottabad	▲	386	6	392	126	16	142
8	Swabi	▲	9	0	9	39566	4256	43822
9	Haripur	▲	6938	1778	8716	2385	819	3204
10	Nowshera	▲	1302	143	1445	900	158	1058
11	Swat	▲	5434	191	5625	3900	296	4196

12	DI Khan	▲	15990	346	16336	17774	789	18563
13	Lakki Mar-wat	▲	2644	13	2657	7204	191	7395
14	Dir Lower	▲	3159	0	3159	1628	24	1652
15	South Wa-ziristan	▲	8383	269	8652	3516	156	3672
16	Chitral Lower	▲	3450	0	3450	978	6	984
17	Battagram	▲	6289	2	6291	8862	35	8897
18	Karak	▲	2292	99	2391	6112	278	6390
19	Malakand	▲	459	0	459	2110	0	2110
20	Kohistan Upper	▲	5846	0	5846	1434	0	1434
21	Kolai Palas	▼	989	12	1001	543	0	543
22	Bannu	▼	183	16	199	699	45	744
23	Shangla	▼	17066	555	17621	16874	15	16889
24	Kohistan Lower	▼	913	29	942	399	0	399
25	Bajaur	▼	10932	1461	12393	3124	188	3312
26	Dir Upper	▼	51	4	55	3991	0	3991
27	Charsadda	▼	24717	3873	28590	28543	925	29468
28	Kohat	▼	5560	2258	7818	1791	321	2112
29	Torghar	▼	1812	404	2216	3054	37	3091
30	North Wa-ziristan	▼	1868	2012	3880	552	269	821
31	Buner	▼	2969	1215	4184	5449	11	5460
32	Hangu	▼	891	836	1727	522	58	580
33	Mohmand	▼	2927	2439	5366	7393	279	7672
34	Tank	No Result	Data Not Reported			3757	265	4022
35	Chitral Upper		1057	0	1057	Data Not Reported		
<b>Khyber Pakhtunkhwa</b>		▼	<b>217569</b>	<b>20002</b>	<b>237571</b>	<b>191712</b>	<b>16070</b>	<b>207782</b>

**G2) Death Certificate:** Like Birth Certification, this public service is also delivered at the Village/Neighborhood Council level in collaboration with National Database and Registration Authority. 29 districts reported data in 2020 on this account and had reported to have registered 10,972 deaths with 89% reports registered and certified within the stipulated time limit of two (2) days. In 2021, a total of 22,298 deaths were registered and certified in 32 districts of the province. Timelines were observed in 92% cases. In 2022, a total of 19,299 deaths were registered in the province. However, the efficiency in observing timelines for certification dropped to 85%. In 2023, data is reported by 31 districts. These districts registered 13,116 deaths and issued certifications in this regard. Certification was delayed in 1,590 cases. Data received from the district reveal that reporting, registration and certification of deaths is not given importance.

**Recommendations:** The Commission recommends that the Local Government Department may review the situation for addressing the two issues of (i) regularity in registration/ certification of births and deaths and (ii) delays in providing certification to applicants for the services in some districts. The Coordination Unit constituted under section (10) of the Khyber Pakhtunkhwa Local Government Act, 2013 is mandated to “conduct surveys on certification function of village and neighbourhood councils in the province.” This Unit may be pressed into service for preparatory work of this important review. Furthermore, the discrepancies in data needs further improvement and streamlining the data being shared by the offices concerned and integrating the online data with the Commission for

accuracy and monitoring purposes.

**Table G2. Death Certificate**

Department: Local Government						Public Service: Death Certificate		
Time Limit: 3 Days			Designated Officer: Village Council Secretary			Appellate Authority: AD Local Government		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Khyber	▲	296	59	355	64	274	338
2	Peshawar	▲	182	0	182	1080	476	1556
3	Bannu	▲	67	0	67	110	45	155
4	Nowshera	▲	159	11	170	124	34	158
5	Bajaur	▲	416	67	483	202	77	279
6	Mardan	▲	823	198	1021	916	378	1294
7	South Waziristan	▲	1320	0	1320	612	65	677
8	Haripur	▲	1020	265	1285	526	208	734
9	Abbottabad	▲	200	10	210	105	14	119
10	Mansehra	▲	76	16	92	1228	377	1605
11	DI Khan	▲	1082	30	1112	1089	89	1178
12	Karak	▲	327	9	336	844	62	906
13	Swat	▲	141	0	141	348	13	361
14	Lakki Marwat	▲	136	3	139	459	18	477
15	Orakzai	▲	89	70	159	194	153	347
16	Battagram	▲	120	0	120	202	0	202
17	Dir Lower	▲	195	0	195	96	0	96
18	Malakand	▲	13	0	13	563	0	563
19	Kohistan Upper	▲	65	0	65	262	0	262
20	Kolai Palas	▲	54	0	54	30	0	30
21	Kohistan Lower	▼	464	1	465	161	0	161
22	Chitral Lower	▼	449	1	450	187	0	187
23	Shangla	▼	516	44	560	685	4	689
24	Torghar	▼	61	9	70	65	2	67
25	North Waziristan	▼	125	205	330	195	185	380
26	Hangu	▼	135	105	240	54	20	74
27	Buner	▼	37	12	49	267	0	267
28	Mohmand	▼	126	68	194	1281	17	1298
29	Kohat	▼	835	228	1061	694	72	766
30	Charsadda	▼	1468	179	1647	1799	88	1887

31	Kurram	No Result	Data Not Reported			44	7	51
32	Swabi					1279	205	1484
33	Dir Upper					70	5	75
34	Tank					541	35	576
35	Chitral Upper			531	0	531	Data Not Reported	
Khyber Pakhtunkhwa		▲	11528	1590	13116	16376	2923	19299

**G3) Disposal of Garbage and Solid Waste:** This public service in Local Government Department is provided by Water and Sanitations Services Companies in urban areas of City Local Governments at Provincial and Divisional Headquarters, Urban Areas Development Authorities in their area of jurisdiction, Tehsil/City Local Governments in other areas of the respective Tehsils and statutory authorities established at Galiyat, Upper-Swat, Dir, Chitral, Kaghan and Kalam. Reports compiled in 2020, suggest that 12,142 demands for disposal of garbage and solid waste were attended. 75% of these demands were responded within 24-36 hours- the notified time for provision of the service. In 2021, a total of 19,941 calls were attended. However, the efficiency level registered a down-slide to 70%. In 2022, demand for the service declined to 12,957 calls. However, the efficiency level went up to 78%. In 2023, demand for the service further dropped to 8,872 calls for the service. Following are few aspects of the subject:

- Water and Sanitation Services Companies (WSSCs) are incorporated to improve the two critical municipal services of water supply and sanitation. Currently there are seven (7) companies in the province catering to the needs of divisional headquarters. Kohat had reported only 4 cases in 2022 and 112 cases in 2023. The succeeding table gives the landscape of reports from the remaining six (6) Sanitation Companies in their areas of jurisdiction:

Year	Peshawar	Mardan	DI Khan	Swat	Abbottabad	Bannu
2020	6,294	3,891	67	235	275	66
2021	9,621	5,496	580	607	232	62
2022	3,753	3,747	575	1,996	191	128
2023	891	2,344	366	14	89	44

This table clearly indicates that the data provided by the municipal institutions including the Water and Sanitation Services Companies for the headquarter districts of all Divisions is not reflective of the situation on ground.

- The data provided by 30 districts in 2023 is not sufficient for a comparative assessment of performance by Tehsil Municipal Administration, Sanitation Companies and Urban Area Development Authorities as it cannot be clearly sifted and segregated institution-wise;
- In addition to Peshawar Development Authority, there are eleven (11) Urban Areas Development Authorities established in terms of section 3 (2) (a) of the Khyber Pakhtunkhwa Urban Areas Development Authorities Act, 2020. These institutions are established at Dera Ismail Khan, Bannu, Karak, Kohat, Mardan, Swabi, Swat, Abbottabad, Mansehra, Chitral and Dir. This arrangement is supplemented with Galiyat Development Authority, Kaghan Development Authority, Upper Swat Development Authority and Kalam Development Authority established under special statutes. These institutions provide sanitation services but their performance is not reflected in the data.
- Comparison of data for 2022 and 2023 reveal that in terms of numbers the service delivery has declined.

**Recommendations:** The Commission recommends that the Local Government Department may consider a comprehensive review of the situation for addressing the issue of non-reporting by all institutions obligated with the delivery of this service.

Table G3. Disposal of Garbage and Solid Waste

Department: Local Government						Public Service: Disposal of Garbage and Solid Waste		
Time Limit: 24-36 Hours			Designated Officer: Zonal Manager WSS/Sanitary Inspec TMA			Appellate Authority: CEO WSSC, TMO TMA		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kohat	▲	73	39	112	0	4	4
2	Mansehra	▲	96	8	104	95	43	138
3	North Waziristan	▲	121	65	186	50	67	117
4	Karak	▲	13	1	14	25	10	35
5	Swat	▲	2000	135	2135	1512	484	1996
6	DI Khan	▲	323	43	366	420	155	575
7	Bajaur	▲	333	105	438	196	121	317
8	Swabi	▲	67	19	86	59	34	93
9	Mohmand	▲	50	6	56	63	14	77
10	Peshawar	▲	528	363	891	1980	1773	3753
11	Dir Upper	▲	687	0	687	475	2	477
12	South Waziristan	▲	253	0	253	290	1	291
13	Mardan	▲	2338	6	2344	3728	19	3747
14	Lakki Marwat	▲	28	0	28	27	0	27
15	Abbottabad	▲	89	0	89	191	0	191
16	Dir Lower	▲	94	0	94	34	0	34
17	Battagram	▲	28	0	28	41	0	41
18	Chitral Lower	▲	7	0	7	7	0	7
19	Kohistan Lower	▲	94	0	94	101	0	101
20	Chitral Upper	▲	7	0	7	6	0	6
21	Shangla	▼	48	8	56	31	5	36
22	Khyber	▼	226	11	237	173	5	178
23	Bannu	▼	42	2	44	126	2	128
24	Charsadda	▼	45	33	78	64	40	104
25	Buner	▼	115	38	153	125	25	150
26	Malakand	▼	6	1	7	5	0	5
27	Nowshera	▼	140	40	180	203	8	211
28	Tank	▼	13	14	27	24	10	34
29	Torghar	▼	3	3	6	24	2	26
30	Hangu	▼	8	57	65	47	9	56
31	Kurram	No Result	Data Not reported			1	0	1
32	Orakzai					1	0	1

33	Haripur	▲	7875	997	8872	10124	2833	12957
34	Kohistan Upper							
35	Kolai Palas							
Khyber Pakhtunkhwa								

**G4) Building Plans:** This public service in Local Government Department is provided by City Local Governments at Provincial and Divisional Headquarters, Tehsil Local Governments in other districts, Urban Areas Development Authorities in their area of jurisdiction, and statutory authorities established at Galiyat, Upper-Swat, Dir, Chitral, Kaghan and Kalam. A comparative statement of reports provided since 2020 is as under:

Year	Reporting Districts	Services Delivered			
		Timely	delayed	Total	% of Intime Delivery
2020	20	690	243	933	74%
2021	23	978	580	1,558	63%
2022	23	1,201	903	2,104	57%
2023	22	1,119	427	1,618	69%

A comparison of data from seven (7) districts with heavier workload is as under:

Year	Peshawar	Mardan	Abbottabad	Mansehra	Haripur	DIKhan	Swabi
2020	151	21	104	177	290	38	11
2021	194	80	110	220	270	274	128
2022	177	203	86	282	514	127	159
2023	181	117	48	134	516	67	65

**Following are few reflections of the data and critical issues in delivery of this service in the shape of approval of building plans:**

- Building plans have two outcomes for the approving institutions. Firstly, it regulates the construction and secondly, it is a source of revenue for the institutions. The details received through the data are not representative of the real situation of construction works undertaken in every part of the province. The data suggests two possibilities. Either the reports are patchy or the institutions responsible for regulating the construction and delivering the service of approving building plans are not performing their regulatory functions. Both have adverse reflections on institutional efficacy.
- The statistics do not match even the works going on in the jurisdiction of Urban Areas Development Authorities and the special authorities.
- Even the reported workload is not efficiently managed as there are huge delays in some districts. For instance, Mansehra (89 cases of delay), Haripur (123 cases of delay and Peshawar with 85 cases of delay in a workload of 181 cases.

**Recommendations:** Delays in approval of Construction Plans disrupts construction planning as well as cost escalation of the project. The higher cost of construction is waste which can be addressed by bringing efficiency in processing time and adhering to the timelines set by the government. Lower output deprives relevant institutions of their genuine income. The Commission recommends that the Local Government Department may review the situation for (i) effective enforcement of Building Bye-Laws by City and Tehsil Local Governments and Urban Areas Development Authorities; and (ii) addressing the issues of delays by taking corrective measures including backstopping districts having higher workload. (iii) effective data sharing system for accuracy and better monitoring.

Table G4. Building Plans

Department: Local Government						Public Service: Building Plan		
Time Limit: 30 Days			Designated Officer: Tehsil Officer AMO (Planning)			Appellate Authority: Chief Municipal Officer/TMO		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Torghar	▲	2	0	2	0	2	2
2	Hangu	▲	25	1	26	11	24	35
3	Shangla	▲	2	0	2	8	5	13
4	Swat	▲	92	13	105	38	31	69
5	Haripur	▲	393	123	516	225	289	514
6	Nowshera	▲	17	1	18	40	23	63
7	Dir Lower	▲	27	1	28	16	8	24
8	DI Khan	▲	38	29	67	35	86	121
9	Charsadda	▲	25	8	33	25	20	45
10	Mardan	▲	93	24	117	118	85	203
11	Battagram	▲	2	1	3	8	8	16
12	Kohat	▲	83	4	87	35	7	42
13	Karak	▲	75	0	75	83	5	88
14	Mansehra	▲	45	89	134	79	203	282
15	Lakki Marwat	▲	27	0	27	22	0	22
16	Malakand	▼	28	2	30	32	1	33
17	Swabi	▼	54	11	65	142	17	159
18	Bannu	▼	25	4	29	30	2	32
19	Tank	▼	7	8	15	10	6	16
20	Abbottabad	▼	13	35	48	39	47	86
21	Buner	▼	2	8	10	8	12	20
22	Peshawar	▼	116	65	181	156	21	177
23	Chitral Lower	No Result	Data Not Reported			41	1	42
24	Kurram					Data Not Reported		
25	Dir Upper							
26	Bajaur							
27	Khyber							
28	Orakzai							
29	Kohistan Upper							
30	Kohistan Lower							
31	North Waziristan							
32	South Waziristan							
33	Mohmand							
34	Kolai Palas							
35	Chitral Upper							



Khyber Pakhtunkhwa	▲	1191	427	1618	1201	903	2104
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**G5) Plan of Commercial Building-Outside City Walls:** This public service in Local Government Department is provided by City Local Governments at Provincial and Divisional Headquarters, Tehsil Local Governments in other districts, Urban Areas Development Authorities in their area of jurisdiction, and statutory authorities established at Galiyat, Upper Swat, Dir, Chitral, Kaghan and Kalam. A comparative statement of reports provided since 2020 is as under:

Year	Reporting Districts	Services Delivered			
		Timely	delayed	Total	% of Intime Delivery
2020	11	120	41	161	75%
2021	18	469	87	557	84%
2022	19	427	97	524	81.49%
2023	19	378	56	434	87%

A comparison of data from seven (7) districts with heavier workload is as under:

Year	Peshawar	Mardan	Abbottabad	Charsadda	Haripur	DIKhan	Nowshera
2020	57	9	55	7	2	20	2
2021	207	40	60	48	15	44	13
2022	83	60	65	57	37	19	21
2023	46	63	6	11	21	22	12

Commercial buildings outside the city walls are a kind of expanding existing markets or creating new markets in the periphery of urban centers. This activity needs very vigilant oversight to ensure orderly expansion catering to emerging needs. The data is not reflective of the activity on ground and so is the case with the oversight and regulatory function. The data from Peshawar is indicative of minor workload and the trend suggests a constant drop since 2021.

**Recommendations:** Private sector has the capacity to move faster and the ability to seize every opportunity of profit. That is considered the most potent driver of economic growth while rapid urbanization is one of its outcomes. Vertical and horizontal expansion of cities is not unique to Khyber Pakhtunkhwa and Pakistan alone. This is a global challenge which is taken with the right spirit and high enthusiasm by the relevant state institution. High rise buildings, expansion in businesses and commercial activities lead to urban sprawl which is positive and healthy sign provided it is managed. Complicated procedures, slow processing ability, multiple lairs of approval either damps the Urban sprawl or leads to unauthorized construction and the resultant low standards of construction. The Commission recommends that the Local Government Department may review the situation for addressing the issue of effective enforcement of Building Bye-Laws by City and Tehsil Local Governments and Urban Areas Development Authorities and improving the regulatory regime for ensuring orderly expansion in sub-urban areas.

**Table G5. Plan of Commercial Building-Outside City Walls**

Department: Local Government						Public Service: Plan of Commercial Building Outside City Wall		
Time Limit: 60 Days			Designated Officer: Tehsil Planning Officer			Appellate Authority: Tehsil Municipal Officer		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	37	3	40	5	11	16
2	Peshawar	▲	45	1	46	40	43	83
3	Bajaur	▲	38	2	40	26	12	38
4	Mardan	▲	60	3	63	52	8	60
5	Bannu	▲	9	0	9	16	1	17

6	DI Khan	▲	19	3	22	16	3	19
7	Charsadda	▲	9	2	11	46	11	57
8	Chitral Lower	▲	1	0	1	3	0	3
9	Malakand	▲	17	0	17	17	0	17
10	Nowshera	▲	12	0	12	21	0	21
11	Lakki Marwat	▲	23	0	23	5	0	5
12	Karak	▲	22	0	22	6	0	6
13	Haripur	▼	19	2	21	35	2	37
14	Kohat	▼	23	1	24	25	0	25
15	Hangu	▼	12	1	13	21	0	21
16	Shangla	▼	3	3	6	10	3	13
17	Mansehra	▼	25	32	57	6	2	8
18	Abbottabad	▼	4	2	6	65	0	65
19	Buner	▼	0	1	1	12	1	13
20	Dir Lower	No Result	Data Not Reported			Data Not Reported		
21	Battagram							
22	Mohmand							
23	South Waziristan							
24	Tank							
25	Orakzai							
26	North Waziristan							
27	Khyber							
28	Kurram							
29	Swabi							
30	Dir Upper							
31	Torghar							
32	Kohistan Lower							
33	Kohistan Upper							
34	Kolai Palas							
35	Chitral Upper							
Khyber Pakhtunkhwa			378	56	434	427	97	524

**G6) Plan of Commercial Building-Within City Walls:** This public service in Local Government Department is provided by City Local Governments at Provincial and Divisional Headquarters and Tehsil Local Governments in other districts. A comparative statement of reports provided since 2020 is as under:

Year	Reporting Districts	Services Delivered			
		Timely	delayed	Total	% of Intime Delivery
2020	11	176	57	233	76%
2021	18	510	98	608	86%
2022	22	666	125	791	84.20%
2023	19	643	70	711	90%

A comparison of data from seven (7) divisional headquarters is as under:

Year	Peshawar	Mardan	Abbottabad	Kohat	Bannu	DIKhan	Swat
2020	34	17	63	0	19	23	0
2021	68	92	77	11	36	41	26
2022	29	75	57	9	55	16	102
2023	15	59	12	19	52	12	118

There is no denying the fact that commercial infrastructure in old cities is being reconstructed. It is horizontal as well as vertical expansion in almost all cities. Residential areas adjoining old markets are attached in new designs. For all practical purposes, this activity is reshaping the cities. The data suggest that reports from Peshawar, Mardan, Abbottabad, Kohat and Dera Ismail Khan have declined. The data from Peshawar is indicative of declining workload.

**Recommendations:** The Commission recommends that the Local Government Department may review the situation on ground so as to ensure customer facilitation, better tracking of construction activity and robust oversight in terms of effective enforcement of Building Bye-Laws by City and Tehsil Local Governments within city walls and improving the regulatory regime for ensuring orderly expansion.

**Table G6. Plan of Commercial Building-Within City Walls**

Department: Local Government						Public Service: Plan of Commercial Building Within City Wall		
Time Limit: 30 Days			Designated Officer: Tehsil Planning Officer			Appellate Authority: Tehsil Municipal Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Peshawar	▲	14	1	15	15	14	29
2	Shangla	▲	11	1	12	7	6	13
3	Haripur	▲	98	12	110	133	71	204
4	Mansehra	▲	30	15	45	3	3	6
5	Mardan	▲	57	2	59	67	8	75
6	Bannu	▲	52	1	51	54	1	55
7	Lakki Marwat	▲	24	0	24	12	0	12
8	Dir Lower	▲	15	0	15	18	0	18
9	Malakand	▲	18	0	18	15	0	15
10	Chitral Lower	▲	7	0	7	6	0	6
11	Karak	▲	86	0	86	89	0	89
12	Nowshera	▲	19	0	19	25	0	25
13	Swat	▼	107	11	118	93	9	102
14	Hangu	▼	17	2	19	12	1	13
15	DI Khan	▼	10	2	12	14	2	16
16	Charsadda	▼	56	13	69	30	5	35
17	Kohat	▼	17	2	19	9	0	9
18	Abbottabad	▼	5	7	12	54	3	57
19	Buner	▼	0	1	1	10	2	12

20	Tank	No Result	Data Not Reported			Data Not Reported		
21	Battagram							
22	Orakzai							
23	Kohistan Lower							
24	Swabi							
25	Khyber							
26	Mohmand							
27	Dir Upper							
28	North Waziristan							
29	Bajaur							
30	South Waziristan							
31	Torghar							
32	Kurram							
33	Chitral Upper							
34	Kohistan Upper							
35	Kolai Palas							
Khyber Pakhtunkhwa		▲	643	70	711	666	125	791

**G7) Water Connection:** This public service is provided by three distinct entities. In some areas of provincial and divisional headquarters, the service is provided by Water and Sanitation Services Companies. In urban areas of districts (including areas beyond the jurisdiction of WSSCs), the service is provided by City and Tehsil Local Governments. In rural areas the service is provided by the Public Health Engineering Department. A comparative statement of reports reflecting the overall situation of service delivery in four years is as under:

Year	Reporting Districts	Services Delivered (Connections Given)			
		Timely	delayed	Total	% of Intime Delivery
2020	22	3,174	143	3,137	96%
2021	25	5,636	406	6,042	93%
2022	26	7,109	321	7,430	95.63%
2023	25	7,443	269	7,712	96%

A comparison of data from seven (7) divisional headquarters is as under:

Year	Peshawar	Mardan	Abbottabad	Kohat	Bannu	DIKhan	Swat
2020	550	218	386	211	356	440	125
2021	794	737	377	398	494	301	833
2022	690	516	112	264	694	367	2157
2023	650	570	197	224	1,417	172	1,808

A comparison of data from predominantly rural and remote districts in the province is as under:

Year	Kohistan	Torghar	Tank	Chitral	Shangla	Upper Dir	Karak
2020	34	9	1	0	0	8	0
2021	2	6	6	72	62	0	152
2022	27	4	2	122	8	147	69
2023	81	1		67	2	73	259

### The data captured in the above tables indicate that:

- The overall data reporting is infrequent. It does not reflect the general performance of the three entities separately.
- Data from divisional headquarters is indicative of the fact that the Water and Sanitation Services Companies had not been able to boost connectivity and regularization of water connections so as to expand their revenue base on account of water charges.
- The rural districts are the least attended.
- Merged districts are yet to report any statistics except for Orakzai (15 connections in 2022, Mohmand (221 connections in 2023 and Norh Waziristan (28 connections in 2023).

### Recommendations: The Commission recommends the following

- Water unfortunately, is the least cost commodity in the country and thus its wastage is increasing. While the ground-based water supply projects heavily outnumber the gravity schemes in the province, the waste is unviable economically as well. Falling water table in urban areas and slower recharge potential coupled with global warming effects, drastic climatic change and erratic rain pattern, the emerging drought conditions have become a far bigger challenge. The wastage of water can be effectively checked provided the supply agencies begin metering water supplies. Although this is a tough task but the Department needs to keep encouraging the supply agencies to begin the move in a right earnest immediately. Water metering can effectively check the tendencies of informal connection as well and result in revenue generation.
- The Local Government Department may review the situation for evaluating the performance and reporting by the City/Tehsil Local Governments, Water and Sanitation Services Companies and the Local Area Development Authorities
- The Public Health Engineering Department may review the situation for evaluating the performance of its district offices in the rural areas of the province, including all the merged districts, to address the issues in expanding water supply coverage, data reporting and revenue generation.

**Table G7. Water Connection**

Department: Local Government						Public Service: Water Connection		
Time Limit: 2 Weeks			Designated Officer: Zonal Manager WSSC, TMO TMA, XEN PHED			Appellate Authority: CEO WSSC, TMO TMA, Supt Engr PHED		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kohat	▲	224	0	224	212	52	264
2	Bannu	▲	1417	0	1417	641	53	694
3	Swat	▲	1781	27	1808	1991	166	2157
4	Lakki Marwat	▲	39	0	39	81	4	85
5	Mansehra	▲	156	18	174	141	24	165
6	Battagram	▲	53	0	53	32	1	33
7	DI Khan	▲	172	0	172	358	9	367
8	Hangu	▲	9	0	9	40	1	41
9	Charsadda	▲	81	1	82	67	2	69
10	Malakand	▲	125	0	125	201	0	201
11	Dir Lower	▲	64	0	64	78	0	78
12	Mardan	▲	570	0	570	516	0	516
13	Chitral Lower	▲	67	0	67	122	0	122
14	Swabi	▲	349	0	349	661	0	661
15	Karak	▲	259	0	259	69	0	69
16	Torghar	▲	1	0	1	4	0	4

17	Shangla	▲	2	0	2	8	0	8
18	Kohistan Lower	▲	81	0	81	27	0	27
19	Dir Upper	▲	73	0	73	147	0	147
20	Orakzai	▲	15	0	15	29	0	29
21	Peshawar	▼	636	14	650	690	0	690
22	Nowshera	▼	218	10	228	215	0	215
23	Buner	▼	279	19	298	111	0	111
24	Haripur	▼	436	42	478	556	7	563
25	Abbottabad	▼	88	109	197	110	2	112
26	Chitral Upper	No Result	28	0	28	Data Not Reported		
27	Mohmand		220	1	221			
28	North Waziristan		0	28	28			
29	Tank	No Result	Data Not Reported			2	0	2
30	Khyber					Data Not Reported		
31	Bajaur							
32	South Waziristan							
33	Kurram							
34	Kohistan Upper							
35	Kolai Palas							
Khyber Pakhtunkhwa		▲	7443	269	7712	7109	321	7430

**G8) Supply of Clean Drinking Water:** Delivery of this public service is allocated to Water and Sanitation Services Companies, City/Tehsil Local Governments and Public Health Engineering Department. The timeline for the delivery of service is regulated according to policy of the government. The seven Water and Sanitation Services Companies are responsible for delivery of the service in the provincial and divisional headquarters. In urban areas of districts (including areas beyond the jurisdiction of WSSCs), delivery of the service is allocated to City and Tehsil Local Governments. In rural areas, delivery of the service is the responsibility of the Public Health Engineering Department. A comparative statement of reports reflecting the overall situation of delivery of the service in three years is as under:

Year	Reporting Districts	Services Delivered (Connections Given)			
		Timely	delayed	Total	% of Intime Delivery
2020	14	3,170	1,850	5,020	63%
2021	19	4,733	3,296	8,029	59%
2022	22	5,504	1,621	7,125	77.25%
2023	21	3354	1055	4409	76%

Comparison of data reported from seven (7) divisional headquarters is as under:

Year	Peshawar	Mardan	Abbottabad	Kohat	Bannu	DIKhan	Swat
2020	4,327	0	15	104	75	78	6
2021	6,024	19	94	185	73	71	289
2022	4,703	512	76	139	59	18	0
2023	2,395	591	54	75	37	57	0

**The data captured in the above tables indicate that:**

- a) The overall efficiency level is not satisfactory. It is despite the fact that the institutions responsible for the delivery of this

service are not provided tight timelines. 37% delays in 2020, 41% delays in 2021, 23 % delays in 2022 and 24% delays in 2023 are alarming as compared to other services.

- b) Data from divisional headquarters is indicative of the fact that the level of delivery of this service has registered a decline in all divisional headquarters except Mardan and Dera Ismail Khan where the improvement is very marginal while Swat is not reporting data since 2022.

**Recommendations:** The Commission recommends that (i) the Local Government Department may review the situation for evaluating the performance and reporting by the City/Tehsil Local Governments, Water and Sanitation Services Companies and the Local Area Development Authorities with regard to provision of clean drinking water to people in conformity with the policy of the provincial government and (ii) the Public Health Engineering Department may review the situation for evaluating the performance of its district offices in the rural areas of the province, including all the merged districts. (iii) Data reporting needs to be improved.

**Table G8. Supply of Clean Drinking Water**

Department: Local Government						Public Service: Supply of Clean Drinking Water		
Time Limit: As per Govt Policy			Designated Officer: GM Operations WSS, TPO TMA, XEN PHED			Appellate Authority: Tehsil Municipal Officer		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Battagram	▲	1	0	1	0	4	4
2	Lakki Marwat	▲	33	0	33	40	19	59
3	Chitral Lower	▲	36	0	36	89	33	122
4	Khyber	▲	145	2	147	30	7	37
5	Buner	▲	179	1	180	99	4	103
6	Dir Lower	▲	52	15	67	65	21	86
7	Mardan	▲	403	188	591	339	173	512
8	Hangu	▲	431	12	443	204	10	214
9	Swabi	▲	69	0	69	654	6	660
10	Malakand	▲	7	0	7	9	0	9
11	Haripur	▲	2	0	2	48	0	48
12	Orakzai	▲	0	15	15	0	90	90
13	Peshawar	▼	1778	617	2395	3553	1150	4703
14	Abbottabad	▼	47	7	54	70	6	76
15	Kohat	▼	52	23	75	112	27	139
16	Karak	▼	0	3	3	1	7	8
17	DI Khan	▼	12	45	57	7	11	18
18	Bannu	▼	25	12	37	47	5	52
19	Mansehra	▼	10	16	26	86	32	118
20	Nowshera	▼	44	99	143	49	11	60
21	Charsadda	No Result	Data Not Reported			2	3	5
22	Torghar		Data Not Reported			0	2	2
23	Chitral Upper		28	0	28	Data Not Reported		
24	Swat							
25	Shangla							

26	Tank	▼	3354	1055	4409	5504	1621	7125
27	Kohistan Lower							
28	Mohmand							
29	Dir Upper							
30	North Waziristan							
31	Bajaur							
32	South Waziristan							
33	Kurram							
34	Kohistan Upper							
35	Kolai Palas							
Khyber Pakhtunkhwa		▼	3354	1055	4409	5504	1621	7125

**G9) Marriage Registration:** Like births and death registration, the delivery of the public service titled “Marriage Registration” is also performed at the Village Council and Neighborhood Council level in Local Government Department. This service has a regulatory aspect as well. A comparative statement of reports reflecting the overall situation of delivery of the service in 2022 and 2023 is as under:

Year	Reporting Districts	Services Delivered (Marriage Registration)			
		Timely	delayed	Total	% of Intime Delivery
2022	22	4612	323	4935	93%
2023	32	11766	1006	12772	92%

The data received and the comparison captured in the above table indicate that:

- The overall delivery of service has improved and so is the case with the number of districts reporting on delivery of this service. Ten (10) more districts have started reporting as compared to 2022 and the efficiency level has remained at 92%.
- With 2,838 registrations, Peshawar tops the list of applicants for registration of marriages while with 219 delays in 359 applications for registration of marriages North Waziristan has worked with maximum delays despite a light workload.
- In factual terms, the trend in marriage registration is very casual. An insignificant number of couples register their marriages.

**Recommendations:** The Commission recommends that the Local Government Department may review the situation for addressing the two issues of (i) regularity in registration/ certification of marriages and (ii) delays in providing certification to applicants for the services in some districts. The Coordination Unit constituted under section (10) of the Khyber Pakhtunkhwa Local Government Act, 2013 is mandated to “conduct surveys on certification function of village and neighbourhood councils in the province.” This Unit may be pressed into service for preparatory work of this important review.

**Table G9. Marriage Registration**

Local Govt, Elections & Rural Development Department						Marriage Registration		
Time Limit: 3 Days		Designated Officer: Secretary VC/NC				Appellate Authority: AD/DD Local Government		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Orakzai	▲	73	14	87	70	36	106
2	Mansehra	▲	144	13	157	35	12	47
3	Peshawar	▲	2809	29	2838	974	128	1102
4	Bajaur	▲	208	7	215	94	9	103
5	Nowshera	▲	320	15	335	213	23	236



6	Swabi	▲	11	0	11	102	5	107
7	Khyber	▲	156	15	171	17	2	19
8	Karak	▲	782	4	786	276	6	282
9	Lakki Marwat	▲	294	3	297	356	5	361
10	DI Khan	▲	740	17	757	287	7	294
11	Malakand	▲	193	0	193	59	0	59
12	Battagram	▲	99	0	99	19	0	19
13	South Waziristan	▲	324	0	324	45	0	45
14	Kolai Palas	▲	30	0	30	3	0	3
15	Dir Lower	▲	178	0	178	57	0	57
16	Kohistan Lower	▲	272	0	272	100	0	100
17	Chitral Lower	▲	216	0	216	82	0	82
18	Dir Upper	▲	3	0	3	17	0	17
19	Tank	▲	84	0	84	58	0	58
20	Kohistan Upper	▲	43	0	43	51	0	51
21	Shangla	▼	301	20	321	77	4	81
22	Mohmand	▼	26	8	34	30	8	38
23	Charsadda	▼	1717	96	1813	723	20	743
24	Swat	▼	213	10	223	18	0	18
25	Abbottabad	▼	122	8	130	10	0	10
26	Buner	▼	235	44	279	37	3	40
27	Mardan	▼	829	80	909	347	0	347
28	Haripur	▼	392	118	510	47	5	52
29	Hangu	▼	247	105	352	150	28	178
30	Bannu	▼	23	4	27	73	0	73
31	Kohat	▼	354	177	531	148	7	155
32	North Waziristan	▼	140	219	359	22	10	32
33	Chitral Upper	No Result	185	0	185	Data Not Reported		
34	Torghar		3	0	3			
35	Kurram		Data Not Reported			15	5	20
Khyber Pakhtunkhwa		▼	11766	1006	12772	4612	323	4935

**G10) Divorce Registration:** Like marriage registration, the delivery of the public service titled “Divorce Registration” is also performed at the Village Council and Neighborhood Council level in Local Government Department. This service has a regulatory aspect as well. A comparative statement of reports reflecting the overall situation of delivery of the service in 2022 and 2023 is as under:

Year	Reporting Districts	Services Delivered (Marriage Registration)			
		Timely	delayed	Total	% of Intime Delivery
2022	28	252	5	257	98%
2023	32	590	24	614	96%

**The data received and the comparison captured in the above table indicate that:**

- The general trend in divorce registration is very casual.
- The year 2023 has registered significant increase in the number of divorces registered. This trend speaks of social stress

and weakening of family structures.

- c) The overall efficiency in delivery of the service has dropped to 96% as compared to 98% in 2022.
- d) With 110 cases for registrations of divorces in 2023, Malakand tops the list of applicants for the service while with 17 delays in 75 applications for registration of divorce, Haripur has worked with maximum delays despite a light workload.

**Recommendations:** The Commission recommends that the Local Government Department may review the situation for addressing the two issues of (i) regularity in registration/ certification of divorces and (ii) delays in providing certification to applicants for the services in some districts. The Coordination Unit constituted under section (10) of the Khyber Pakhtunkhwa Local Government Act, 2013 is mandated to “conduct surveys on certification function of village and neighbourhood councils in the province.” This Unit may be pressed into service for preparatory work of this important review. This review may include the four-village council level public services of Birth Registration, Death Registration, Marriage Registration and Divorce Registration.

**Table G10. Divorce Registration**

Local Govt, Elections & Rural Development Department						Divorce Registration		
Time Limit: 7-15 Days			Designated Officer: Secretary VC/NC			Appellate Authority: AD/DD Local Government		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mansehra	▲	31	1	32	2	1	3
2	Haripur	▲	58	17	75	6	4	10
3	Peshawar	▲	16	0	16	4	0	4
4	Bajaur	▲	9	0	9	3	0	3
5	Nowshera	▲	12	0	12	11	0	11
6	Swabi	▲	6	0	6	10	0	10
7	Lakki Marwat	▲	5	0	5	9	0	9
8	Malakand	▲	110	0	110	7	0	7
9	Battagram	▲	3	0	3	1	0	1
10	South Waziristan	▲	24	0	24	2	0	2
11	Kohistan Lower	▲	20	0	20	30	0	30
12	Chitral Lower	▲	23	0	23	13	0	13
13	Tank	▲	20	0	20	1	0	1
14	Kohistan Upper	▲	10	0	10	40	0	40
15	Shangla	▲	10	0	10	1	0	1
16	Khyber	▲	13	0	13	2	0	2
17	Charsadda	▲	36	0	36	12	0	12
18	Swat	▲	4	0	4	1	0	1
19	Abbottabad	▲	20	0	20	38	0	38
20	Buner	▲	1	0	1	2	0	2
21	Mardan	▲	12	0	12	2	0	2
22	Hangu	▲	6	0	6	5	0	5
23	Bannu	▲	5	0	5	3	0	3
24	DI Khan	▼	53	1	54	29	0	29
25	Kohat	▼	20	1	21	10	0	10
26	Karak	▼	15	1	16	5	0	5

27	Orakzai	▼	7	1	8	2	0	2
28	North Waziristan	▼	4	2	6	1	0	1
29	Mohmand	No Result	1	0	1	Data Not Reported		
30	Chitral Upper		9	0	9			
31	Kolai Palas		26	0	26			
32	Dir Lower		1	0	1			
33	Dir Upper		Data Not Reported					
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▼	590	24	614	252	5	257

**G11) Demolish Certificate:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Infrastructure while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, only five districts (Abbottabad, Battagram, Hangu, Mansehra and Charsadda) reported a total of nine (09) applications for the service which were attended within the allocated timeline of seven (07) days except one (01) case in Abbottabad. In 2023, Abbottabad, Battagram, Hangu, Torghar, Peshawar and Shangla collectively attended 21 cases and provided the certification within allocated time.

**Recommendations:** The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G11. Demolish Certificate**

Local Govt, Elections & Rural Development Department						Demolish Certificate		
Time Limit: 7 Days			Designated Officer: TOI			Appellate Authority: TMO		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	4	0	4	0	1	1
2	Battagram	▲	1	0	1	1	0	1
3	Hangu	▲	4	0	4	1	0	1
4	Torghar	No Result	2	0	2	Data Not Reported		
5	Peshawar		9	0	9	Data Not Reported		
6	Shangla		1	0	1	Data Not Reported		
7	Mansehra		Data Not Reported			1	0	1
8	Charsadda					5	0	5
9	Haripur					Data Not Reported		
10	Bajaur							
11	Nowshera							
12	Swabi							
13	Lakki Marwat							
14	DI Khan							
15	Malakand							

16	South Waziristan							
17	Kohistan Lower							
18	Chitral Lower							
19	Tank							
20	Kohistan Upper							
21	Khyber							
22	Swat							
23	Buner							
24	Mardan							
25	Bannu							
26	Kohat							
27	Karak							
28	Orakzai							
29	North Waziristan							
30	Mohmand							
31	Chitral Upper							
32	Kolai Palas							
33	Dir Lower							
34	Dir Upper							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>8</b>	<b>1</b>	<b>9</b>

**G12) Limit Certificate:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Infrastructure while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, only five districts (Peshawar, Mansehra, Charsadda, Karak and Haripur) reported a total of forty-four (44) applications for the service. Half of the application (22) were attended within the allocated timeline of seven (07) days while the remaining were delayed. All the delays occurred in Peshawar. In 2023, Peshawar, Abbottabad, Battagram, Torgar, Shangla, Nowshera and Swabi collectively attended 15 cases and provided the certification to 12 applicants within allocated time line. The remaining three (03) cases were attended with delay.

**Recommendations:** The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G12. Limit Certificate**

Local Govt, Elections & Rural Development Department						Limit Certificate		
Time Limit: 3 Days			Designated Officer: TOI			Appellate Authority: TMO		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Peshawar	▲	2	2	4	11	22	33
2	Abbottabad	No Result	3	0	3	Data Not Reported		
3	Battagram		1	0	1	Data Not Reported		
4	Torgar		2	0	2	Data Not Reported		

5	Shangla		1	0	1	Data Not Reported		
6	Nowshera		0	1	1	Data Not Reported		
7	Swabi		3	0	3	Data Not Reported		
8	Mansehra		Data Not Reported			1	0	1
9	Charsadda					7	0	7
10	Karak					1	0	1
11	Haripur					2	0	2
12	Bajaur					Data Not Reported		
13	Hangu							
14	Lakki Marwat							
15	DI Khan							
16	Malakand							
17	South Waziristan							
18	Kohistan Lower							
19	Chitral Lower							
20	Tank							
21	Kohistan Upper							
22	Khyber							
23	Swat							
24	Buner							
25	Mardan							
26	Bannu							
27	Kohat							
28	Orakzai							
29	North Waziristan							
30	Mohmand							
31	Chitral Upper							
32	Kolai Palas							
33	Dir Lower							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	12	3	15	22	22	44

**G13) Repair & Maintenance of Water Supply line of DWSS:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Infrastructure while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, only nine districts (Abbottabad, Dir Lower, Malakand, Battagram, Mardan, Swat, Haripur, Charsadda and Hangu) reported a total of 72 applications for the service which were entertained within the timelimit of 3-7 days except three cases in Abbottabd (2) and Hangu (1). In 2023, districts Abbottabd, Dir Lower, Malakand, Mardan, Swat, Haripur, Bannu, Dera Ismail Khan, Peshawar, Torghar, Shangla and Nowshera (13 districts) collectively attended 564 cases and provided the certification to 543 applicants within allocated time line. The remaining 21 cases were attended with delay.

**Recommendations:** The delivery of the service as Notified Public service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G13. Repair & Maintenance of Water Supply line of DWSS**

Local Govt, Elections & Rural Development Department						Repair & Maintenance of Water Supply line of DWSS		
Time Limit: 3-7 Days			Designated Officer: TOI			Appellate Authority: TMO		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	10	6	16	3	2	5
2	Dir Lower	▲	57	0	57	12	0	12
3	Malakand	▲	4	0	4	1	0	1
4	Battagram	▲	1	0	1	1	0	1
5	Mardan	▲	295	0	295	7	0	7
6	Swat	▲	24	0	24	11	0	11
7	Haripur	▼	92	14	106	29	0	29
8	Bannu	No Result	8	0	8	Data Not Reported		
9	DI Khan		12	1	13			
10	Peshawar		19	0	19			
11	Torghar		2	0	2			
12	Shangla		2	0	2			
13	Nowshera		17	0	17			
14	Charsadda		Data Not Reported			5	0	5
15	Hangu					0	1	1
16	Swabi					Data Not Reported		
17	Mansehra							
18	Karak							
19	Bajaur							
20	Lakki Marwat							
21	South Waziristan							
22	Kohistan Lower							
23	Chitral Lower							
24	Tank							
25	Kohistan Upper							
26	Khyber							
27	Buner							
28	Kohat							
29	Orakzai							
30	North Waziristan							
31	Mohmand							
32	Chitral Upper							

33	Kolai Palas							
34	Dir Upper							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>543</b>	<b>21</b>	<b>564</b>	<b>69</b>	<b>3</b>	<b>72</b>

**G14) Clearing Choked/Clogged Drains and Nullahs in Designated Areas of TMAs:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Infrastructure while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, fifteen districts reported a total of 459 applications for the service out of which 303 applications were entertained within the time limit of 1-3 days while 156 applicants were served with delayed response. Bulk of the delays (151 out of 156) occurred in Peshawar. In 2023, twenty districts collectively attended 3,264 applications and provided the service to 2,949 applicants within allocated time line of 1-3 days. The remaining 315 cases were attended with delay. Bulk of the delays (295 out of 315) occurred in Peshawar.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G14. Clearing Choked/Clogged Drains and Nullahs in Designated Areas of TMAs**

Local Govt, Elections & Rural Development Department						Clearing Choked/Clogged drains and nullahs in designated areas of TMAs		
Time Limit: 1-3 Days			Designated Officer: TOI			Appellate Authority: TMO		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Buner	▲	49	3	52	4	3	7
2	Mansehra	▲	60	0	60	2	1	3
3	Peshawar	▲	729	295	1024	169	151	320
4	Dir Lower	▲	75	0	75	17	0	17
5	Malakand	▲	12	0	12	3	0	3
6	Battagram	▲	3	0	3	1	0	1
7	Karak	▲	9	0	9	1	0	1
8	Bannu	▲	77	0	77	6	0	6
9	Shangla	▲	11	0	11	3	0	3
10	Mardan	▲	1402	0	1402	15	0	15
11	Nowshera	▼	130	1	131	23	0	23
12	DI Khan	▼	254	5	259	30	0	30
13	Charsadda	▼	25	1	26	20	0	20
14	Abbottabad	▼	11	5	16	5	1	6
15	Tank	No Result	13	0	13	Data Not Reported		
16	Swabi		20	0	20			
17	Haripur		35	5	40			
18	Torghar		1	0	1			
19	Chitral Upper		8	0	8			
20	Kohat		25	0	25			

21	Swat	Data Not Reported	Data Not Reported			4	0	4
22	Hangu							
23	Bajaur							
24	Lakki Marwat							
25	South Waziristan							
26	Kohistan Lower							
27	Chitral Lower							
28	Kohistan Upper							
29	Khyber							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	2949	315	3264	303	156	459

**G15) Sanitation in Designated area of TMAs:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Chief Officer while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, sixteen districts reported a total of 190 applications for the service out of which 189 applications were entertained within the time limit of three (03) days while only one (01) applicant was served with delayed response. In 2023, twenty districts collectively attended 1,424 applications and provided the service to 1,382 applicants within allocated time line of three (03) days. The remaining 42 cases were attended with delay. Bulk of the delays (25 out of 42 and 15 out of 42) occurred in occurred in Hangu and Dera Ismail Khan respectively.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G15. Sanitation in Designated area of TMAs**

Local Govt, Elections & Rural Development Department						Sanitation in Designated area of TMAs		
Time Limit: 3 Days			Designated Officer: Chief Officer TOI, TMA			Appellate Authority: TMO, TMA		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mansehra	▲	73	1	74	1	1	2
2	Swat	▲	62	0	62	19	0	19
3	Dir Lower	▲	75	0	75	10	0	10
4	Malakand	▲	3	0	3	1	0	1
5	Kohistan Upper	▲	11	0	11	48	0	48
6	Khyber	▲	47	0	47	23	0	23
7	Battagram	▲	49	0	49	11	0	11



8	Karak	▲	10	0	10	4	0	4
9	Bannu	▲	56	0	56	15	0	15
10	Mardan	▲	651	0	651	3	0	3
11	Nowshera	▼	88	1	89	34	0	34
12	Buner	▼	26	1	27	4	0	4
13	Abbottabad	▼	14	1	15	7	0	7
14	DI Khan	▼	72	13	85	3	0	3
15	Hangu	▼	4	25	29	4	0	4
16	Torghar	No Result	2	0	2	Data Not Reported		
17	Chitral Upper		88	0	88			
18	Kohat		36	0	36			
19	Peshawar		9	0	9			
20	Shangla		6	0	6			
21	Charsadda		Data Not Reported			2	0	2
22	Tank					Data Not Reported		
23	Swabi							
24	Haripur							
25	Bajaur							
26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▼	1382	42	1424	189	1	190

**G16) Grant of Trade License for Small Business by TMAs:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Regulations while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, only six districts (Abbottabad, Swat, Malakand, Nowshera, Battagram, and Mansehra) reported a total of 134 applications for the service out of which 132 applications were entertained within the time limit of ten (10) days while only two (02) applicants were served with delayed response in Abbottabad. In 2023, six districts (Abbottabad, Swat, Malakand, Nowshera, Torghar, and Shangla) collectively attended 128 applications and provided the service to all applicants within allocated time line of ten (10) days.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service. Data sharing of the notified service and above mentioned few services needs to be streamlined.

Table G16. Grant of Trade License for Small Business by TMAs

Local Govt, Elections & Rural Development Department						Grant of Trade License for Small Business by TMAs		
Time Limit: 10 Days			Designated Officer: TOR, TMA			Appellate Authority: TMO, TMA		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	2	0	2	1	2	3
2	Swat	▲	13	0	13	6	0	6
3	Malakand	▲	5	0	5	2	0	2
4	Nowshera	▲	105	0	105	121	0	121
5	Torghar	No Result	2	0	2	Data Not Reported		
6	Shangla		1	0	1			
7	Battagram		Data Not Reported			1	0	1
8	Mansehra					1	0	1
9	Dir Lower					Data Not Reported		
10	Kohistan Upper							
11	Khyber							
12	Karak							
13	Bannu							
14	Mardan							
15	Buner							
16	DI Khan							
17	Hangu							
18	Chitral Upper							
19	Kohat							
20	Peshawar							
21	Charsadda							
22	Tank							
23	Swabi							
24	Haripur							
25	Bajaur							
26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	128	0	128	132	2	134

**G17) Streetlight R&M TMAs:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Officer Infrastructure (TOI) while the Tehsil Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, thirteen districts (Abbottabad, Swat, Malakand, Nowshera, Battagram, Mansehra, Dir Lower, Buner, Dera Ismail Khan, Hangu, Swabi, Haripur and Peshawar) reported a total of 138 applications for the service out of which 113 applications were entertained within the time limit of 3-7 days while 25 cases were attended with delayed response in Mansehra. In 2023, eighteen (18) districts ((Abbottabad, Swat, Malakand, Nowshera, Battagram, Mansehra, Dir Lower, Buner, Dera Ismail Khan, Hangu, Swabi, Haripur, Torghar, Shangla, Mardan, Chitral Upper, Kohat and Peshawar) collectively attended 839 applications and provided the service to 812 applicants within allocated time line of 3-7 days. Mansehra (09), Haripur (07) and Swabi (07) witnessed delays in response to calls for repair of streetlights.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table G17. Streetlight R&M TMAs**

Local Govt, Elections & Rural Development Department						Streetlight R&M TMAs		
Time Limit: 3-7 Days			Designated Officer: TOI, TMA			Appellate Authority: TMO, TMA		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	5	0	5	2	0	2
2	Malakand	▲	4	0	4	2	0	2
3	Nowshera	▲	140	0	140	47	0	47
4	Abbottabad	▲	16	0	16	3	0	3
5	Battagram	▲	6	0	6	1	0	1
6	Mansehra	▲	124	9	133	19	25	44
7	Dir Lower	▲	46	0	46	12	0	12
8	Buner	▲	3	0	3	1	0	1
9	DI Khan	▲	67	0	67	4	0	4
10	Hangu	▼	12	1	13	1	0	1
11	Swabi	▼	29	7	36	7	0	7
12	Haripur	▼	262	7	269	7	0	7
13	Torghar	No Result	2	0	2	Data Not Reported		
14	Shangla		1	0	1			
15	Mardan		55	0	55			
16	Chitral Upper		10	0	10			
17	Kohat		18	1	19			
18	Peshawar		12	2	14			
19	Charsadda		Data Not Reported			7	0	7
20	Kohistan Upper					Data Not Reported		
21	Khyber							
22	Karak							
23	Bannu							
24	Tank							
25	Bajaur							


26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>812</b>	<b>27</b>	<b>839</b>	<b>113</b>	<b>25</b>	<b>138</b>

**G18) Grant of No Objection Certificate for Establishment of Fruit & Vegetables Markets:** This Public Service in Local Government, Election and Rural Development Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Tehsil Municipal Officer (TMO) while the Regional Municipal Officer is declared as Appellate Authority. The allocation of responsibilities is indicative of the fact that the institutional arrangements for the delivery of service are envisaged in City and Tehsil Local Governments. In 2022, only four districts (Malakand, Battagram, Charsadda and Mansehra) reported a total of four applications for No Objection for Establishment of Fruit and Vegetable Markets. The application in Mansehra was attended with a delay while other three districts observed the notified timelines of 45 days for delivery of the service. In 2023, six districts (Malakand, Battagram, Charsadda, Torghar, Shangla and Peshawar) collectively attended 12 applications and provided the service to all applicants within allocated time line of 45 days. Peshawar entertained 50% of the applications.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with City and Tehsil Local Governments so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service. Data sharing needs to be improved.

**Table G18. Grant of NOC for Establishment of Fruit & Vegetables Markets**

Local Govt, Elections & Rural Development Department						Grant of NOC for establishment of fruit & Vegetables Markets		
Time Limit: 45 Days			Designated Officer: TMO			Appellate Authority: RMO		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Malakand	▲	2	0	2	1	0	1
2	Battagram	▲	1	0	1	1	0	1
3	Charsadda	▲	1	0	1	1	0	1
4	Torghar	No Result	1	0	1	Data Not Reported		
5	Shangla		1	0	1	Data Not Reported		
6	Peshawar		6	0	6	Data Not Reported		
7	Mansehra		Data Not Reported			0	1	1
8	Nowshera					Data Not Reported		
9	Abbottabad							
10	Swat							
11	Dir Lower							
12	Buner							
13	DI Khan							

14	Hangu							
15	Swabi							
16	Haripur							
17	Mardan							
18	Chitral Upper							
19	Kohat							
20	Kohistan Upper							
21	Khyber							
22	Karak							
23	Bannu							
24	Tank							
25	Bajaur							
26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>			<b>12</b>	<b>0</b>	<b>12</b>	<b>3</b>	<b>1</b>	<b>4</b>

## H. PUBLIC SERVICES DELIVERY IN POLICE

**H1) Registration of First Information Report (FIR):** First Information Reports in criminal cases are registered at the Police Station level. The instrument notifying the service as Public Service in terms of the Khyber Pakhtunkhwa Right to Public Services Act, 2014 tags its delivery with instant registration after the receipt of report in cognizable offences. The Station House Officers are notified as Designated Officers while the District Police Officers are the Appellate Authorities to take cognizance of delay and inaction. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (First Information Reports Registered)			
		Timely	delayed	Total	% of Intime Delivery
<b>2020</b>	31	48,605	619	49,224	99%
<b>2021</b>	32	71,496	519	72,015	99%
<b>2022</b>	33	45,956	582	55,538	99%
<b>2023</b>	34	56808	750	57558	99%

Comparison of data reported from districts in Peshawar Division is as under:

Year	Peshawar	Charsadda	Nowshera	Khyber	Mohmand
<b>2020</b>	2,045	7,598	6,858	224	111
<b>2021</b>	3,655	9,738	10,268	544	288

<b>2022</b>	4,139	9,915	6,885	345	138
<b>2023</b>	4,167	9,534	3,422	476	206

Comparison of data reported from seven merged districts is as under:

Year	Waziristan						
	North	South	Kurram	Khyber	Mohmand	Bajaur	Orakzai
<b>2020</b>	2	40	79	224	111	38	0
<b>2021</b>	602	145	84	544	288	76	240
<b>2022</b>	135	263	0	345	138	62	242
<b>2023</b>	126	70	0	476	205	391	242

District Swabi has shown a constant downwards trend in reporting. In 2020, it communicated to have registered 10,126 reports. In 2021, the figures came down to registration of 6,629 reports while in 2022, the district reported to have registered 5,572 reports. The same trend is observed in 2023 with reported registration of 4,158 cases.

### The data captured in the above tables and paragraph indicate that:

- The overall efficiency level (with 99% instant registration of First Information Reports) is satisfactory.
- Reports from Peshawar do not reflect the real situation of crime rate in cognizable offences. Charsadda and Nowshera have reported to have registered more cases than Peshawar.
- Data from newly merged districts is indicative of a general decline. South Waziristan is the only district which has reported more cases in 2022 as compared to 2021. Orakzai has remained constant for 2021, 2022 and 2023 with reported registration 240+ cases.
- Data from Swabi seems to be incorrect. The drastic reduction in numbers since 2020 cannot be the result of improvement in law-and-order situation in the district.

**Recommendations:** The Commission recommends that the Provincial Police Officer and the Home Secretary may review:

- The whole subject of instant registration of First Information Reports as the reduction in reports during 2023 (as compared to 2022) does not seem to be the result of reduction in crime rate. It seems that the figures are not reflective of the situation on ground.
- The situation in district Swabi may be examined as a case study with specific focus on the constant and drastic reduction in reports.
- The situation in district Peshawar may be examined to find out the causes of poor reporting.
- Registration of First Information Reports and investigation of cases in merged districts would need special attention for setting standards in both areas of criminal cases.

**Table H1. Registration of FIR**

Department: Police						Public Service: FIR		
Time Limit: Instantly			Designated Officer: SHO			Appellate Authority: District Police Officer		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Torghar	▲	5	0	5	19	9	28
2	Kohat	▲	296	14	310	169	61	230
3	Tank	▲	332	0	332	335	15	350
4	Peshawar	▲	4120	47	4167	4055	84	4139
5	Karak	▲	329	0	329	345	3	348
6	Charsadda	▲	9534	0	9534	9893	22	9915

7	Abbottabad	▲	186	0	186	651	1	652
8	Swabi	▲	4157	1	4158	5509	3	5512
9	Mohmand	▲	206	0	206	138	0	138
10	South Waziristan	▲	70	0	70	263	0	263
11	Shangla	▲	2007	0	2007	1691	0	1691
12	Chitral Lower	▲	231	0	231	170	0	170
13	Malakand	▲	1195	0	1195	1933	0	1933
14	Orakzai	▲	242	0	242	242	0	242
15	Mardan	▲	1799	0	1799	1435	0	1435
16	Nowshera	▲	3422	0	3422	13885	0	13885
17	Swat	▲	2709	0	2709	2204	0	2204
18	Dir Lower	▲	282	0	282	159	0	159
19	DI Khan	▲	3826	0	3826	5096	0	5096
20	Battagram	▲	700	0	700	311	0	311
21	Kohistan Upper	▲	240	0	240	968	0	968
22	Kohistan Lower	▲	149	0	149	471	0	471
23	Mansehra	▼	11647	19	11666	1765	0	1765
24	Khyber	▼	475	1	476	345	0	345
25	Haripur	▼	5495	65	5560	5175	4	5179
26	Kolai Palas	▼	346	5	351	176	1	177
27	Hangu	▼	29	17	46	16	8	24
28	Lakki Marwat	▼	177	12	189	379	0	379
29	Buner	▼	454	33	487	1669	1	1670
30	Dir Upper	▼	1195	201	1396	1636	136	1772
31	Bannu	▼	493	250	743	656	234	890
32	North Waziristan	▼	114	12	126	135	0	135
33	Bajaur	▼	319	72	391	62	0	62
34	Chitral Upper	No Result	27	1	28	Data Not Reported		
35	Kurram		Data Not Reported					
Khyber Pakhtunkhwa		▼	56808	750	57558	61956	582	62538

**H2) Learner Permit Motor Car/Jeep:** Police department in Khyber Pakhtunkhwa is mandated to approve driving licenses for motor car and jeep. The process starts with grant of a Learner Permit. Senior Superintendent of Police in Peshawar, Deputy Commissioner in Malakand and District Police Officers in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. Learner Permit is required to be issued on the day when application is submitted. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Learner Permit HTV)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	26	25,272	3,275	28,547	89%	Nowshera-3220
2021	32	93,890	3,139	97,029	97%	Abbotabad-2145
2022	33	98,279	1,521	99,800	98%	DIKhan-694

2023	34	101384	1875	103259	98%	Abbottabad-544
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The state of delivery of the service in merged districts is as under:

Year	Waziristan						
	North	South	Kurram	Khyber	Mohmand	Bajaur	Orakzai
2020	31	222	405	0	5	58	0
2021	8,163	502	3,243	1,349	2,446	1,579	230
2022	2,741	279	616	2,118	1,355	1,994	516
2023	2,274	1,307	777	2,026	1,509	2,172	661
2023	2,274	1,307	777	2,026	1,509	2,172	661

### The data captured in the above tables indicate that:

- The overall service delivery has registered marked improvement with the efficiency level maintaining upward trend since 2020.
- Nowshera in 2020, Abbottabad in 2021 and Dera Ismail Khan in 2022 were the only districts which had shown major delays in delivery of service. In 2023, Abbottabad again registered the highest number (544) of delays. It followed by Dera Ismail Khan with 426 delays, Mansehra with 256 delays and Kohat with 219 delays.
- Data from merged districts indicates that now the system is providing service to the locals from within the district. However, in 2023 North Waziristan and Khyber reported a decline in the number of applicants availing the service.

**Recommendations:** Driving license provides opportunities of employment to a person. Delaying it without sufficient cause amounts to denying him livelihood. His family would suffer as long as he is without a job. The Commission recommends that the Provincial Police Officer and Secretary Transport may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts.

**Table H2. Learner Permit Motor Car/Jeep**

Department: Police						Public Service: Issuance of Learner Permit Motorcar/Jeep		
Time Limit: Same Day			Designated Officer: SSP Peshawar, DC Malakand, DPO for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kohat	▲	2699	219	2918	13	15	28
2	DI Khan	▲	3428	426	3854	2918	696	3614
3	Karak	▲	3324	0	3324	3386	272	3658
4	Chitral Lower	▲	1216	0	1216	1355	44	1399
5	Bajaur	▲	2066	106	2172	1853	141	1994
6	Buner	▲	941	0	941	2881	58	2939
7	Torghar	▲	327	0	327	892	15	907
8	South Waziristan	▲	1307	0	1307	275	4	279
9	Dir Upper	▲	1605	0	1605	1654	3	1657
10	Malakand	▲	1496	0	1496	1053	0	1053
11	Dir Lower	▲	4572	0	4572	3572	0	3572
12	Mardan	▲	6433	0	6433	6212	0	6212
13	Swabi	▲	10975	0	10975	8943	0	8943



14	Shangla	▲	1430	0	1430	2307	0	2307
15	Haripur	▲	2911	0	2911	3583	0	3583
16	Swat	▲	8141	0	8141	5762	0	5762
17	Bannu	▲	3267	0	3267	2357	0	2357
18	Lakki Marwat	▲	2657	0	2657	2243	0	2243
19	Charsadda	▲	4312	0	4312	3729	0	3729
20	Tank	▲	986	0	986	778	0	778
21	Mohmand	▲	1509	0	1509	1355	0	1355
22	North Waziristan	▲	2274	0	2274	2741	0	2741
23	Kurram	▲	777	0	777	616	0	616
24	Peshawar	▲	17144	0	17144	19259	0	19259
25	Khyber	▲	2026	0	2026	2118	0	2118
26	Nowshera	▲	6010	0	6010	6561	0	6561
27	Kohistan Upper	▲	17	0	17	306	0	306
28	Kohistan Lower	▲	171	0	171	303	0	303
29	Battagram	▼	1041	2	1043	2049	0	2049
30	Mansehra	▼	3465	256	3721	1231	17	1248
31	Orakzai	▼	588	73	661	516	0	516
32	Hangu	▼	1679	249	1928	1840	0	1840
33	Abbottabad	▼	488	544	1032	3618	256	3874
34	Chitral Upper	Data Not Reported						
35	Kolai Palas							
Khyber Pakhtunkhwa		▼	101384	1875	103259	98279	1521	99800

**H3) Issuance of Fresh Driving License Motor/Jeep:** Police department in Khyber Pakhtunkhwa is mandated to approve driving licenses for motor car and jeep. Senior Superintendent of Police in Peshawar, Deputy Commissioner in Malakand and District Police Officers in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. The license is required to be issued within three (03) days in Peshawar and within ten (10) days in other districts. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Driving License Motor Car/Jeep)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	20	48,620	268	48,888	99%	Buner-197
2021	32	85,251	274	85,525	99.7%	Khyber- 247
2022	33	85,843	16	85,859	99.9%	
2023	33	77164	216	77380	99.7%	Khyber-106

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	157	4,330	72	0	0	0
2021	8,043	520	3,351	1,737	1,803	1,535	175

<b>2022</b>	2,434	199	934	1,985	1,207	1,878	396
<b>2023</b>	1,641	672	291	1,722	1,301	1,770	364

**The data captured in the above tables indicate that:**

- The overall service delivery has registered marked improvement with the efficiency level constantly remaining at more than 99% in all four years.
- The delays (197) in Buner in 2020 and Khyber (247) in 2021 were negligible. The maximum delay reported in 2022 was only eight (08) delays reported from South Waziristan. In 2023, Khyber has registered delay in 106 cases followed by Bajaur and Abbottabad with 49 and 44 delays respectively
- In some cases, data from merged districts does not correspond to the data of learner permits delivered in those districts.

**Recommendations:** The Commission recommends that the Provincial Police Officer and Secretary Transport may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts and ensure authenticity of data reported from these districts.

**Table H3. Issuance of Fresh Driving License Motor/Jeep**

Department: Police						Public Service: Issuance of Fresh Driving License Motorcar/Jeep		
Time Limit: 3 Days for Peshawar, 10 days for Other			Designated Officer: SSP Peshawar, DC Malakand, DPO for other			Appellate Authority: Secretary Transport		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	South Waziristan	▲	672	0	672	191	8	199
2	Tank	▲	894	0	894	704	3	707
3	Torghar	▲	330	0	330	777	3	780
4	Malakand	▲	538	0	538	981	0	981
5	Dir Lower	▲	4232	0	4232	3292	0	3292
6	Nowshera	▲	5010	0	5010	5937	0	5937
7	Mardan	▲	4677	0	4677	5841	0	5841
8	Chitral Lower	▲	1256	0	1256	1542	0	1542
9	Swabi	▲	5945	0	5945	6838	0	6838
10	Karak	▲	2357	0	2357	2627	0	2627
11	Shangla	▲	1448	0	1448	1957	0	1957
12	Kohistan Lower	▲	65	0	65	362	0	362
13	Haripur	▲	1440	0	1440	1846	0	1846
14	Swat	▲	6846	0	6846	5105	0	5105
15	Buner	▲	518	0	518	2175	0	2175
16	Kohat	▲	2233	0	2233	700	0	700
17	Bannu	▲	57	0	57	29	0	29
18	Lakki Marwat	▲	2414	0	2414	2244	0	2244
19	Mansehra	▲	3231	0	3231	2620	0	2620
20	Battagram	▲	1076	0	1076	1190	0	1190
21	Hangu	▲	1900	0	1900	1497	0	1497

22	Charsadda	▲	3349	0	3349	3615	0	3615
23	DI Khan	▲	3854	0	3854	3601	0	3601
24	Orakzai	▲	364	0	364	396	0	396
25	Mohmand	▲	1301	0	1301	1207	0	1207
26	North Waziristan	▲	1641	0	1641	2434	0	2434
27	Kurram	▲	291	0	291	934	0	934
28	Kohistan Upper	▲	4	0	4	305	0	305
29	Peshawar	▼	13768	1	13769	15907	0	15907
30	Dir Upper	▼	1388	16	1404	1419	2	1421
31	Bajaur	▼	1721	49	1770	1878	0	1878
32	Abbottabad	▼	728	44	772	3707	0	3707
33	Khyber	▼	1616	106	1722	1985	0	1985
34	Chitral Upper	No Result	Data Not Reported			Data Not Reported		
35	Kolai Palas							
Khyber Pakhtunkhwa		▼	77164	216	77380	85843	16	85859

**H4) Renewal of License Motor/Jeep:** Renewal of license for motor car/jeep rests with the authority mandated to issue the license. Senior Superintendent of Police in Peshawar, Deputy Commissioner in Malakand and District Police Officers in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. The renewal of license is required to be sanctioned within three (03) days in Peshawar and within ten (10) days in other districts. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Renewal of License Motor Car/Jeep)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	17	15,730	35	15,767	99.8%	Buner-34
2021	30	53,002	36	53,038	99.9%	Abbotabad-15
2022	31	85,843	36	85,859	99.9%	Tank-5
2023	32	58776	96	58872	99.85	Abbottabad-65

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	0	0	0	0	0	0
2021	9	0	0	172	179	19	5
2022	44	0	1	917	0	191	20
2023	177	0	336	380	0	150	3

The data captured in the above tables indicate that the overall service delivery has registered marked improvement with efficiency level constantly remaining at more than 99% in all four years and the delay (65 cases) in Abbottabad is negligible.

**Recommendations:** The Commission recommends that the Provincial Police Officer and Secretary Transport may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts and ensure authenticity of data reported from these districts.

Table H4. Renewal of License Motor/Jeep

Department: Police						Public Service: Renewal of License Motorcar/Jeep		
Time Limit: 3 days Peshawar, 10 days other districts			Designated Officer: SSP Peshawar, DC Malakand, DPO for other			Appellate Authority: Secretary Transport		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Tank	▲	593	0	593	335	5	340
2	Malakand	▲	444	0	444	619	0	619
3	Dir Lower	▲	897	0	897	1035	0	1035
4	Mardan	▲	4347	0	4347	3426	0	3426
5	Swabi	▲	3128	0	3128	3839	0	3839
6	Haripur	▲	1948	0	1948	1676	0	1676
7	Swat	▲	4501	0	4501	3506	0	3506
8	Bannu	▲	628	0	628	507	0	507
9	Lakki Marwat	▲	832	0	832	549	0	549
10	Charsadda	▲	3520	0	3520	3023	0	3023
11	Orakzai	▲	3	0	3	20	0	20
12	North Waziristan	▲	177	0	177	44	0	44
13	Nowshera	▲	2903	0	2903	3790	0	3790
14	Battagram	▲	368	0	368	301	0	301
15	Mansehra	▲	1877	0	1877	1528	0	1528
16	Kohistan Lower	▲	13	0	13	119	0	119
17	Kohat	▲	1506	0	1506	945	0	945
18	DI Khan	▲	3519	0	3519	2710	0	2710
19	Karak	▲	2839	0	2839	2872	0	2872
20	Chitral Lower	▲	645	0	645	440	0	440
21	Torghar	▲	23	0	23	80	0	80
22	Dir Upper	▲	497	0	497	412	0	412
23	Peshawar	▲	17885	0	17885	20626	0	20626
24	Buner	▲	2419	0	2419	1598	0	1598
25	Hangu	▲	1122	0	1122	994	0	994
26	Kurram	▲	336	0	336	1	0	1
27	Kohistan Upper	▲	21	0	21	134	0	134
28	Shangla	▼	790	10	800	949	0	949
29	Bajaur	▼	142	8	150	187	4	191
30	Khyber	▼	367	13	380	917	0	917
31	Abbottabad	▼	469	65	534	1152	0	1152

32	Chitral Upper	No Result	17	0	17	Data Not Reported		
33	Mohmand		Data Not Reported					
34	South Waziristan							
35	Kolai Palas							
Khyber Pakhtunkhwa		▼	58776	96	58872	58334	9	58343

**H5) Police Verification:** The Station House Officers in Khyber Pakhtunkhwa are obligated to provide verifications as a public service. The Deputy Superintendent of Police (Headquarters) in all districts are Appellate Authorities for the service. Designated Officers are obligated to deliver the service within seven (07) days. Such verifications are required to people in a variety of situations including getting public sector jobs or aspiring public offices, documentation requirements for overseas travel or seeking different licenses. A comparative statement of reports reflecting the overall situation of delivery of this service in four years (2020-23) is as under:

Year	Reporting Districts	Services Delivered (Police Verification)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	30	41,472	954	42,426	98%	Mohmand-173
2021	32	63,090	1,525	64,615	98%	Mohmand-392
2022	33	84,937	939	85,876	98.9%	Dir Upper-163
2023	34	116394	1466	117860	98.7%	Khyber-681

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	166	66	158	248	565	63	0
2021	1,613	218	552	923	1,150	591	921
2022	2,534	773	0	1,880	1,663	307	2,631
2023	2,094	1,142	0	14,398	2,619	6,042	1,665

The data captured in the above tables indicate that:

- The overall service delivery has registered marked improvement with the efficiency level constantly remaining above 98% in all four years.
- There were delays in Mohmand in 2020 and 2021 (173 and 392 delays respectively). However, these delays have been eliminated as Mohmand has reported 100% compliance with timelines in 2022 and 2023. Khyber with 681 cases of delay in 2023 would need attention.
- Data from merged districts is reflecting constant improvement in terms of numbers as well as compliance to timelines except Khyber for the year under review.

**Recommendations:** The Commission recommends that the Provincial Police Officer may review the state of delivery of this service for improving the system to eliminate hiccups for applicants at the operational level and upgrading the system in merged districts to facilitate residents from these districts.

**Table H5. Police Verification**

Department: Police						Public Service: Police Verification		
Time Limit: 7 Days		Designated Officer: SHO				Appellate Authority: DSP Headquarter		
		Year 2023				Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Tank	▲	454	1	455	369	61	430

2	DI Khan	▲	229	58	287	162	73	235
3	Hangu	▲	2868	37	2905	1048	120	1168
4	Torghar	▲	81	0	81	131	11	142
5	Dir Upper	▲	2598	25	2623	1767	163	1930
6	Bajaur	▲	5898	144	6042	285	22	307
7	Kohat	▲	2630	0	2630	1571	78	1649
8	Chitral Lower	▲	2757	0	2757	1845	39	1884
9	Mansehra	▲	3271	4	3275	3015	62	3077
10	Battagram	▲	2532	10	2542	1469	29	1498
11	South Waziristan	▲	1142	0	1142	767	6	773
12	Shangla	▲	2137	1	2138	3526	13	3539
13	Nowshera	▲	8542	0	8542	7991	23	8014
14	North Waziristan	▲	2094	0	2094	2532	2	2534
15	Dir Lower	▲	9040	0	9040	6251	1	6252
16	Malakand	▲	1442	0	1442	2601	0	2601
17	Mardan	▲	14762	0	14762	9566	0	9566
18	Swabi	▲	1371	0	1371	1843	0	1843
19	Swat	▲	8368	0	8368	8535	0	8535
20	Charsadda	▲	7683	0	7683	4405	0	4405
21	Orakzai	▲	1665	0	1665	2631	0	2631
22	Karak	▲	1446	0	1446	1915	0	1915
23	Abbottabad	▲	1015	0	1015	4622	0	4622
24	Haripur	▲	4202	0	4202	2875	0	2875
25	Lakki Marwat	▲	347	0	347	460	0	460
26	Mohmand	▲	2619	0	2619	1663	0	1663
27	Kohistan Upper	▲	1648	0	1648	1339	0	1339
28	Kohistan Lower	▲	1608	0	1608	1460	0	1460
29	Khyber	▼	13717	681	14398	1804	76	1880
30	Kolai Palas	▼	117	5	122	24	0	24
31	Bannu	▼	2650	74	2724	1805	9	1814
32	Buner	▼	740	149	889	755	117	872
33	Peshawar	▼	3281	277	3558	3905	34	3939
34	Chitral Upper	No Result	1440	0	1440	Data Not Reported		
35	Kurram		Data Not Reported					
Khyber Pakhtunkhwa		▼	116394	1466	117860	84937	939	85876

## I. PUBLIC SERVICES DELIVERY IN TRANSPORT AND MASS TRANSIT DEPARTMENT

**11) Issuance of Learner HTV:** The function of granting driving license for heavy transport vehicles is allocated to Transport Department. The process starts with grant of a learner permit. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of

jurisdiction. Secretary Transport Department is notified as Appellate Authority. HTV learner permit is required to be issued on the day when application is submitted. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Learner Permit HTV)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	23	19,513	169	19,782	99%	Bannu-167
2021	24	19,092	218	19,310	99%	Swat-111
2022	28	26,085	24	26,109	99%	Abbottabad-24
2023	32	23489	3	23492	100%	Khyber-03

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	218	0	0	0	0	0
2021	0	831	0	0	0	0	0
2022	604	803	0	35	91	0	31
2023	827	627	0	217	216	0	51

The data captured in the above tables indicate that:

- The overall service delivery during 2023 has registered marked improvement with efficiency level at 100% for compliance with timelines.
- The data indicate that 21 out of 23 reporting districts in 2020, 19 out of 24 reporting districts reporting in 2021 and 27 out of 28 reporting districts in 2022 had reported 100% compliance with timelines in issuance of HTV learner permits. In 2023 all districts except Khyber (for 3 cases of delays) reported compliance with timelines for all applications.
- Data from merged districts is indicative of very slow progress. Kurram and Bajaur are yet to report any progress. South Waziristan is constantly reporting data and North Waziristan has started reporting in 2022.

**Recommendations:** There are complaints of lack of transparency in sequencing the candidates, scheduling of the driving tests, element of merits in qualifying the test and communication of test results. People are made to wait longer, pay for the charges of the vehicle hired for the test and fuel thereof. These are made very discretionary and without any laid down SOP. This therefore enhances the transaction cost of the getting this service. The Commission has been highlighting these issues off and on to the decision makers. The Commission recommends that Secretary Transport and Mass Transit Department may focus on delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts.

**Table I1. Issuance of Learner HTV**

Department: Transport & Mass Transit						Public Service: Issuance of Learner HTV		
Time Limit: Same Day			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	454	0	454	915	24	939
2	Mardan	▲	2395	0	2395	2633	0	2633
3	Peshawar	▲	2151	0	2151	5219	0	5219
4	Battagram	▲	216	0	216	104	0	104

5	Buner	▲	489	0	489	432	0	432
6	DI Khan	▲	1333	0	1333	1561	0	1561
7	Swabi	▲	1794	0	1794	1288	0	1288
8	Shangla	▲	393	0	393	356	0	356
9	Karak	▲	380	0	380	720	0	720
10	Dir Upper	▲	186	0	186	122	0	122
11	Malakand	▲	128	0	128	243	0	243
12	Dir Lower	▲	1432	0	1432	385	0	385
13	South Waziristan	▲	627	0	627	803	0	803
14	Bannu	▲	723	0	723	1003	0	1003
15	Mansehra	▲	1725	0	1725	1754	0	1754
16	Tank	▲	901	0	901	552	0	552
17	Haripur	▲	1150	0	1150	1240	0	1240
18	Nowshera	▲	1010	0	1010	1266	0	1266
19	Charsadda	▲	783	0	783	1423	0	1423
20	Lakki Marwat	▲	1214	0	1214	1800	0	1800
21	Swat	▲	946	0	946	781	0	781
22	Hangu	▲	100	0	100	81	0	81
23	Chitral Lower	▲	236	0	236	250	0	250
24	North Waziristan	▲	827	0	827	604	0	604
25	Mohmand	▲	216	0	216	91	0	91
26	Kohistan Lower	▲	104	0	104	393	0	393
27	Orakzai	▲	51	0	51	31	0	31
28	Khyber	▼	214	3	217	35	0	35
29	Kohistan Upper	No Result	12	0	12	Data Not Reported		
30	Chitral Upper		35	0	35			
31	Kohat		632	0	632			
32	Bajaur		632	0	632			
33	Kurram		Data Not Reported					
34	Kolai Palas							
35	Torghar							
Khyber Pakhtunkhwa		▲	23489	3	23492	26085	24	26109

**12) Issuance of Fresh Driving License HTV:** Delivery of this service rests with Transport and Mass Transit Department. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. HTV driving license in Peshawar is required to be issued in three (03) days while in other district a time limit of ten (10) days is fixed for delivery of the service. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:



Year	Reporting Districts	Services Delivered (Fresh Driving License HTV)				Major Delay District
		Timely	delayed	Total	% of Intime Delivery	
2020	23	10,442	251	10,693	98%	Bannu-133
2021	25	13,754	683	14,437	95%	Swat-335
2022	28	12,033	389	12,422	97%	Swat-290
2023	32	12019	583	12602	95%	Charsadda-349

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	237	0	0	0	0	0
2021	438	761	0	0	0	0	0
2022	394	662	0	32	20	0	2
2023	691	421	0	141	108	0	9

The data captured in the above tables indicate that:

- The overall service delivery during 2023 was steady in terms of numbers.
- The data indicate that the overall efficiency level dropped from 97% in 2022 to 95% in 2023.
- Data from merged districts is indicative of very slow progress. Kurram and Bajaur are yet to report any progress. In 2023, North Waziristan, Khyber and Mohmand have registered reasonable increase as compared to 2022.
- The data of HTV licenses issued during 2023 lack compatibility with the number of HTV learner permits (23,492 HTV learner permits) issued during 2022.

**Recommendations:** The Commission recommends that Secretary Transport and Mass Transit Department may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts and ensuring authenticity of data.

**Table I2. Issuance of Fresh Driving License HTV**

Department: Transport & Mass Transit						Public Service: Issuance of Fresh Driving License HTV		
Time Limit: 3 days Peshawar, 10 days other districts			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	339	37	376	15	290	305
2	Khyber	▲	47	94	141	3	32	35
3	Mardan	▲	529	0	529	1575	0	1575
4	Peshawar	▲	101	0	101	872	0	872
5	Battagram	▲	229	0	229	62	0	62
6	North Waziristan	▲	691	0	691	394	0	394
7	Buner	▲	326	0	326	81	0	81
8	Lakki Marwat	▲	1777	0	1777	885	0	885
9	DI Khan	▲	446	0	446	290	0	290

10	Abbottabad	▲	165	0	165	837	0	837
11	Tank	▲	196	0	196	367	0	367
12	Swabi	▲	841	0	841	283	0	283
13	Shangla	▲	350	0	350	205	0	205
14	Karak	▲	140	0	140	590	0	590
15	Dir Upper	▲	53	0	53	22	0	22
16	Malakand	▲	111	0	111	227	0	227
17	Dir Lower	▲	795	0	795	154	0	154
18	South Waziristan	▲	421	0	421	662	0	662
19	Bannu	▲	678	0	678	723	0	723
20	Haripur	▲	961	0	961	1213	0	1213
21	Mansehra	▲	1097	0	1097	102	0	102
22	Hangu	▲	58	0	58	39	0	39
23	Nowshera	▲	625	0	625	1205	0	1205
24	Mohmand	▲	108	0	108	20	0	20
25	Orakzai	▲	9	0	9	2	0	2
26	Chitral Lower	▼	1	33	34	29	47	76
27	Charsadda	▼	280	349	629	1116	20	1136
28	Kohistan Lower	▼	0	12	12	60	0	60
29	Kohistan Upper	No Result	22	0	22	Data not Reported		
30	Kohat		134	46	180			
31	Chitral Upper		16	12	28			
32	Bajaur		473	0	473			
33	Kurram		Data not Reported					
34	Kolai Palas							
35	Torghar							
Khyber Pakhtunkhwa		▼	12019	583	12602	12033	389	12422

**13) Renewal of Driving License HTV:** The function of renewal of driving license for HTV rests with the authority mandated to issue the license. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. Renewal of driving license for HTV is required to be sanctioned in three (03) days in Peshawar and within ten (10) days in other districts when application is submitted. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Renewal of Driving License HTV)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	16	5,153	62	5,215	99%	Bannu-51
2021	24	5,000	21	5,021	99.6%	Upper Dir-8
2022	28	18,891	250	19,141	99%	Swat-197
2023	32	24444	975	25419	96%	Charsadda-517

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	306	0	0	0	0	0
2021	1,602	729	0	186	0	118	0
2022	285	0	0	11	22	0	30
2023	673	215	0	69	32	314	31

The data captured in the above tables indicate that:

- The overall service delivery during 2023 has registered marked improvement. 25,419 requisitions for the service were entertained as compared to 19,141 in 2022. However, the efficiency level has dropped to 96% as compared to 99% in 2022.
- District Charsadda has reported considerable delay of 517 cases during 2023.
- Data from merged districts is indicative of very slow progress. Kurram is yet to report any progress while Khyber, Mohmand and Orakzai are yet to achieve pace.

**Recommendations:** The Commission recommends that Secretary Transport and Mass Transit Department may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts. Districts Swat and Charsadda need attention for reduction of delays in the delivery of this service.

**Table I3. Renewal of Driving License HTV**

Department: Transport & Mass Transit						Public Service: Renewal of Driving License HTV		
Time Limit: 3 days Peshawar, 10 days other districts			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
25	Abbottabad	▲	2053	0	2053	367	3	370
1	Mardan	▲	2517	0	2517	3411	0	3411
2	Peshawar	▲	3097	0	3097	4805	0	4805
3	Battagram	▲	255	0	255	82	0	82
4	Buner	▲	510	0	510	160	0	160
5	DI Khan	▲	2308	0	2308	2246	0	2246
6	Swabi	▲	869	0	869	949	0	949
7	Shangla	▲	188	0	188	113	0	113
8	Dir Upper	▲	470	0	470	179	0	179
9	Malakand	▲	81	0	81	73	0	73
10	Dir Lower	▲	293	0	293	266	0	266
11	Bannu	▲	818	0	818	1016	0	1016
12	Mansehra	▲	2908	0	2908	674	0	674
13	Tank	▲	715	0	715	535	0	535
14	Haripur	▲	678	0	678	732	0	732
16	Lakki Marwat	▲	1978	0	1978	1011	0	1011
18	North Waziristan	▲	673	0	673	285	0	285
20	Karak	▲	766	0	766	589	0	589

26	Mohmand	▲	32	0	32	22	0	22
15	Nowshera	▼	831	13	844	719	0	719
17	Hangu	▼	70	2	72	70	0	70
21	Orakzai	▼	20	11	31	28	2	30
23	Khyber	▼	22	47	69	7	4	11
19	Charsadda	▼	723	517	1240	212	0	212
22	Swat	▼	0	127	127	153	197	350
24	Chitral Lower	▼	20	153	173	87	44	131
27	Kohistan Lower	▼	0	10	10	84	0	84
28	Kohat	No Result	1000	84	1084	Data Not Reported		
29	South Waziristan		215	0	215			
30	Bajaur		314	0	314			
32	Kohistan Upper		6	0	6			
34	Chitral Upper		14	11	25			
31	Kurram		Data Not Reported					
33	Kolai Palas							
35	Torghar							
Khyber Pakhtunkhwa		▼	24444	975	25419	18875	250	19125

**14) Issuance of Learner Permit LTV:** The function of granting driving license for light transport vehicles (LTV) is allocated to Transport Department. The process starts with grant of LTV learner permit. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport and Mass Transit Department is notified as Appellate Authority. Learner permit LTV is required to be issued on the day when application is submitted. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Learner Permit LTV)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	22	63,812	710	64,542	99%	Bannu-373
2021	24	72,890	1,272	74,162	99%	Swat-645
2022	28	106,664	394	107,058	99.6%	Charsadda-362
2023	33	94550	300	94850	99.6%	Charsadda-290

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	306	0	0	0	0	0
2021	1,602	729	0	186	0	116	51
2022	1,847	821	0	788	1,235	477	344
2023	3,271	711	0	1,298	791	1,008	505

**The data captured in the above tables indicate that:**

- The overall service delivery during 2023 has improved with the efficiency level above 99%. However, the number of LTV learner permits issued during the years has dropped to 94,850 from 107,058 in the previous year.
- District Charsadda has reported considerable (290 cases) delay in issuing learner permit for LTV.

- c) Data from merged districts is indicative of very slow progress. Kurram is yet to report any progress while Mohmand has started reporting in 2022. Orakzai and Bajaur are gradually increasing their reports. North Waziristan has shown good improvement.

**Recommendations:** The Commission recommends that Secretary Transport and Mass Transit Department may review the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts. Likewise, district Charsadda needs attention to eliminate delays.

**Table 14. Issuance of Learner Permit LTV**

Department: Transport & Mass Transit						Public Service: Issuance of Learner LTV		
Time Limit: Same Day			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	1800	0	1800	922	23	945
2	Khyber	▲	1298	0	1298	779	9	788
3	Charsadda	▲	3428	290	3718	4219	362	4581
4	Mardan	▲	11287	0	11287	14951	0	14951
5	Peshawar	▲	6556	0	6556	19838	0	19838
6	Battagram	▲	2424	0	2424	1433	0	1433
7	Buner	▲	2282	0	2282	7228	0	7228
8	DI Khan	▲	2210	0	2210	2101	0	2101
9	Swabi	▲	6633	0	6633	10326	0	10326
10	Shangla	▲	2046	0	2046	1981	0	1981
11	Dir Upper	▲	2528	0	2528	1658	0	1658
12	Malakand	▲	2767	0	2767	3213	0	3213
13	Dir Lower	▲	4072	0	4072	3236	0	3236
14	South Waziristan	▲	711	0	711	821	0	821
15	Bannu	▲	4286	0	4286	4146	0	4146
16	Mansehra	▲	6004	0	6004	3527	0	3527
17	Tank	▲	776	0	776	428	0	428
18	Haripur	▲	8034	0	8034	7178	0	7178
19	Nowshera	▲	4081	0	4081	1994	0	1994
20	Lakki Marwat	▲	1677	0	1677	3110	0	3110
21	Chitral Lower	▲	657	0	657	808	0	808
22	North Waziristan	▲	3271	0	3271	1847	0	1847
23	Bajaur	▲	1008	0	1008	477	0	477
24	Karak	▲	1279	0	1279	1673	0	1673
25	Swat	▲	8273	0	8273	5880	0	5880
26	Orakzai	▲	505	0	505	344	0	344
27	Mohmand	▲	791	0	791	1235	0	1235
28	Kohistan Lower	▲	247	0	247	225	0	225

29	Hangu	▼	1647	2	1649	1086	0	1086
30	Kohat	No Result	1635	0	1635	Data Not Reported		
31	Kurram		2	8	10			
32	Kohistan Upper		42	0	42			
33	Chitral Upper		293	0	293			
34	Kolai Palas		Data Not Reported					
35	Torghar		Data Not Reported					
Khyber Pakhtunkhwa		▲	94550	300	94850	106664	394	107058

**15) Issuance of Fresh Driving License LTV:** Delivery of this service rests with Transport and Mass Transit Department. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. Fresh driving license for light transport vehicles in Peshawar is required to be issued in three (03) days while in other district a time limit of ten (10) days is fixed for delivery of the service. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Fresh Driving License LTV)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	22	48,801	1,601	50,402	97%	Battagram-355
2021	27	51,801	4,995	56,791	91%	Swat-3,783
2022	30	81,644	3,916	85,560	95%	Swat-3,554
2023	33	64435	7842	72277	89%	Nowshera-1073 Charsadda-1,109 Kohat-842

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	0	0	0	0	0	0
2021	42	0	0	0	0	0	0
2022	942	450	4	219	498	215	80
2023	2,935	410	30	581	498	579	413

**The data captured in the above tables indicate that:**

- The overall service delivery during 2023 has shown negative trends. The number of reporting districts has gone up but the number of applicants for the service has dropped. Likewise, the efficiency level has dropped down to 89% as compared to 95% in 2022.
- District Nowshera, Charsadda and Kohat have large delays of 1073 cases, 1,109 cases and 842 cases respectively.
- Data from merged districts indicate that all merged districts have reported issuance of driving license for light transport vehicles in 2022 and maintained this trend. However, it happens to be a very slow start to the delivery of this service in the least served merged districts.

**Recommendations:** The Commission recommends that the Secretary Transport and Mass Transit Department may review the situation in Nowshera, Charsadda and Kohat for eliminating delays and the state of delivery in the merged districts with focus on upgrading the system to facilitate applicants from these districts where large segments of population are attached to transportation business.

**Table 15. Issuance of Fresh Driving License LTV**

Department: Transport & Mass Transit						Public Service: Issuance of Fresh Driving License LTV		
Time Limit: 3 days Peshawar, 10 days other districts			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	3040	3583	6623	106	3554	3660
2	Kurram	▲	28	2	30	3	1	4
3	Mardan	▲	9517	0	9517	11193	0	11193
4	Peshawar	▲	4852	0	4852	26597	0	26597
5	Battagram	▲	1666	0	1666	1178	0	1178
6	North Waziristan	▲	2953	0	2953	942	0	942
7	Buner	▲	1403	0	1403	1911	0	1911
8	DI Khan	▲	1426	0	1426	1878	0	1878
9	Abbottabad	▲	1745	0	1745	927	0	927
10	Swabi	▲	6620	0	6620	6764	0	6764
11	Shangla	▲	1655	0	1655	1069	0	1069
12	Karak	▲	756	0	756	1010	0	1010
13	Dir Upper	▲	1884	0	1884	1109	0	1109
14	Malakand	▲	1951	0	1951	2520	0	2520
15	Dir Lower	▲	3593	0	3593	2022	0	2022
16	Bajaur	▲	579	0	579	215	0	215
17	South Waziristan	▲	410	0	410	450	0	450
18	Bannu	▲	3144	0	3144	3223	0	3223
19	Lakki Marwat	▲	1914	0	1914	2195	0	2195
20	Mansehra	▲	3257	0	3257	2746	0	2746
21	Tank	▲	533	0	533	316	0	316
22	Hangu	▲	1373	0	1373	876	0	876
23	Haripur	▲	5109	0	5109	5174	0	5174
24	Mohmand	▲	498	0	498	498	0	498
25	Khyber	▼	291	290	581	123	96	219
26	Kohistan Lower	▼	28	14	42	298	0	298
27	Nowshera	▼	1748	1073	2821	1383	0	1383
28	Chitral Lower	▼	116	465	581	371	256	627
29	Orakzai	▼	198	215	413	79	1	80
30	Charsadda	▼	1051	1109	2160	4468	8	4476
31	Kohat	No Result	997	842	1839	Data Not Reported		
32	Kohistan Upper		52	0	52			
33	Chitral Upper		48	249	297			

34	Kolai Palas	▼	Data Not Reported				81644	3916	85560
35	Torghar								
Khyber Pakhtunkhwa			64435	7842	72277				

**16) Renewal of Driving License LTV:** The function of renewal of driving license for light transport vehicles (LTVs) rests with the authority mandated to issue the license. Director Transport in Peshawar and Additional Deputy Commissioners/Assistant Commissioners in other districts are Designated Officers for delivery of the service in their respective areas of jurisdiction. Secretary Transport Department is notified as Appellate Authority. Renewal of driving license for light transport vehicle is required to be sanctioned in three (03) days in Peshawar and within ten (10) days in other districts when application is submitted. A comparative statement of reports reflecting the overall situation of delivery of this service in three years is as under:

Year	Reporting Districts	Services Delivered (Fresh Driving License LTV)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	17	5,897	41	5,938	99%	Chitral-24
2021	24	8,818	141	8,959	98%	Swat-97
2022	28	36,554	2,969	39,523	92%	Swat-2,803
2023	32	50573	4673	55246	91.5%	Swat-2,500 Charsadda-1,199

The state of delivery of the service in merged districts is as under:

Year	Waziristan		Kurram	Khyber	Mohmand	Bajaur	Orakzai
	North	South					
2020	0	0	0	0	0	0	0
2021	42		0	0	0	0	0
2022	409	0	0	22	10	96	137
2023	594	129	0	111	34	396	283

**The data captured in the above tables indicate that:**

- Numerically, the overall service delivery during 2023 has registered an improvement as the districts reported to have renewed 55,246 LTV licenses during the year in comparison to 39,523 in the preceding year. However, the efficiency level has dropped down to 91.5% from 92% in 2022.
- Districts Swat and Charsadda have reported considerable delays. 2,500 cases of delayed renewal of LTV licenses in Swat and 1,119 cases of delayed renewals in Charsadda are major drops.
- Data from merged districts is indicative of minor workload on account of applications for renewal of licenses for light transport vehicles. It may be due to the reason that these districts did not have the system of granting licenses before 2018. Kurram is not reporting any data while Mohmand is very slow in catching up with North Waziristan where a steady improvement is observed.

**Recommendations:** The Commission recommends that Secretary Transport and Mass Transit Department may review the situation in Swat and Charsadda for eliminating delays and working of system in merged districts for improvement to sustain the emerging workload.



**Table I6. Renewal of Driving License LTV**

Department: Transport & Mass Transit						Public Service: Renewal of Driving License LTV		
Time Limit: 3 days Peshawar, 10 days other districts			Designated Officer: Director Transport Peshawar, ADC/AC for other			Appellate Authority: Secretary Transport		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	3040	2513	5553	1923	2803	4726
2	Tank	▲	697	0	697	296	5	301
3	Mardan	▲	7442	0	7442	5201	0	5201
4	Peshawar	▲	1256	0	1256	7103	0	7103
5	Battagram	▲	1079	0	1079	619	0	619
6	DI Khan	▲	1268	0	1268	1328	0	1328
7	Swabi	▲	5340	0	5340	2483	0	2483
8	Shangla	▲	1137	0	1137	660	0	660
9	Malakand	▲	917	0	917	850	0	850
10	Dir Lower	▲	3608	0	3608	2636	0	2636
11	Bannu	▲	1659	0	1659	1275	0	1275
12	Haripur	▲	4559	0	4559	3281	0	3281
13	Nowshera	▲	2900	0	2900	1175	0	1175
14	Lakki Marwat	▲	780	0	780	557	0	557
15	North Waziristan	▲	594	0	594	409	0	409
16	Karak	▲	1223	0	1223	984	0	984
17	Abbottabad	▲	1125	0	1125	295	0	295
18	Buner	▲	1660	0	1660	824	0	824
19	Mansehra	▲	3720	0	3720	1754	0	1754
20	Dir Upper	▲	1779	0	1779	1124	0	1124
21	Mohmand	▲	34	0	34	10	0	10
22	Bajaur	▲	396	0	396	96	0	96
23	Hangu	▼	943	21	964	498	0	498
24	Orakzai	▼	162	121	283	123	14	137
25	Charsadda	▼	1089	1199	2288	611	0	611
26	Khyber	▼	23	88	111	17	5	22
27	Chitral Lower	▼	75	498	573	352	142	494
28	Kohistan Lower	▼	0	23	23	70	0	70

29	Kohat	No Result	1876	194	2070	Data Not Reported		
30	South Waziristan		129	0	129			
31	Chitral Upper		60	16	76			
32	Kohistan Upper		3	0	3			
33	Kolai Palas		Data Not Reported					
34	Kurram							
35	Torghar							
Khyber Pakhtunkhwa		▼	50573	4673	55246	36554	2969	39523

**17) Issuance of Fitness Certificate to Transport Vehicles:** The function of certifying fitness of transport vehicles rests with the Chief Motor Vehicle Examiner as Designated Officer and Director Transport as Appellate Authority. The function is housed in the Transport Department. The Designated Officers are obligated to grant Fitness Certificate within two days. The comparison of data reported in 2022 and 2023 reflects as under:

- In 2022 only 12 districts reported data while in 2023 eighteen (18) districts have reported data;
- Peshawar is the busiest district which has attended 14,000+ applications in 2023 and almost the same number in 2022.
- Mansehra has reported the bulk of delays in 2022 (80 delays in 458 cases in 2022) and 2023 (109 delays in 450 cases)

**Recommendations:** This is an important regulatory function for ensuring safety of passengers through rigorous application of fitness standards in transport vehicles. The Department may look into the issues in Mansehra, Abbottabad, Dera Ismail Khan and Karak to eliminate delays. Moreover, the Department may direct the Chief Motor Vehicles Examiners to report data.

**Table 17. Issuance of Fitness Certificate to Transport Vehicles**

Transport and Mass Transit Department						Public Service: Issuance of Fitness Certificate to Transport Vehicles		
Time Limit: 2 Days			Designated Officer: Chief Motor Vehicle Examiner			Appellate Authority: Director Transport and MTD		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Battagram	▲	47	0	47	38	6	44
2	Peshawar	▲	14009	0	14009	13969	0	13969
3	Bannu	▲	1425	0	1425	567	0	567
4	Swat	▲	39	0	39	24	0	24
5	Malakand	▲	72	0	72	28	0	28
6	Lakki Marwat	▲	130	0	130	33	0	33
7	Nowshera	▲	2724	0	2724	364	0	364
8	Haripur	▼	1500	3	1503	1076	1	1077
9	Charsadda	▼	922	1	923	97	0	97
10	DI Khan	▼	1239	47	1286	614	0	614
11	Mansehra	▼	341	109	450	378	80	458
12	Karak	▼	298	28	326	233	0	233
13	Buner	No Result	98	8	106	Data Not Reported		
14	Dir Lower		208	2	210			
15	Kohat		1036	0	1036			
16	Mardan		1337	0	1337			

17	Abbottabad		353	64	417	
18	Swabi		113	0	113	
19	Bajaur		Data Not Reported			
20	Shangla					
21	Hangu					
22	Dir Upper					
23	Orakzai					
24	Khyber					
25	South Waziristan					
26	Tank					
27	Mohmand					
28	North Waziristan					
29	Chitral Lower					
30	Kohistan Lower					
31	Kohistan Upper					
32	Kolai Palas					
33	Chitral Upper					
34	Torghar					
35	Kurram					
Khyber Pakhtunkhwa		▼	25891	262	26153	17421 87 17508

**18) Pollution Control Certificate:** The function of issuing pollution control certificate rests with the Technical Officer/ Technician as Designated Officer and Director Transport as Appellate Authority. The function is housed in the Transport Department. The Designated Officers are obligated to grant certification on the same day when the application is submitted. The comparison of data reported in 2022 and 2023 reflects as under:

- In 2022 only nine (09) districts reported data while in 2023 eleven (11) districts have reported data;
- Bulk of the workload (24,416 cases out of 32,002 cases in the province) is attended in Peshawar and it has reported 100% compliance with timelines.
- Mansehra has reported the bulk of delays (128 delays in 642 cases) in 2023.

**Recommendations:** This is an important regulatory function for eliminating pollution. The Department may look into the issues in Mansehra to eliminate delays. Moreover, the Department may direct the Designated Officers to report data.

**Table I8. Pollution Control Certificate**

Transport and Mass Transit Department						Public Service: Pollution Control Certificate		
Time Limit: Same Day			Designated Officer: Technical Officer/ Technician			Appellate Authority: Director Transport and MTD		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Battagram	▲	38	9	47	27	17	44
2	Peshawar	▲	24416	0	24416	500	0	500
3	Bannu	▲	2721	0	2721	1355	0	1355

4	Swat	▲	19	0	19	7	0	7
5	Malakand	▲	33	0	33	17	0	17
6	Lakki Marwat	▲	119	0	119	29	0	29
7	DI Khan	▲	1191	0	1191	419	0	419
8	Mardan	▲	2678	0	2678	14	0	14
9	Mansehra	No Result	514	128	642	Data Not Reported		
10	Swabi		136	0	136			
11	Kohat		1967	0	1967			
12	Haripur		Data Not Reported			396	2	398
13	Charsadda					Data Not Reported		
14	Karak							
15	Buner							
16	Dir Lower							
17	Abbottabad							
18	Nowshera							
19	Bajaur							
20	Shangla							
21	Hangu							
22	Dir Upper							
23	Orakzai							
24	Khyber							
25	South Waziristan							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Chitral Lower							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	31865	137	32002	2764	19	2783

**19) Issuance of Route Permit to Commercial Vehicles:** This Public Service in Transport Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Regional/Provincial Transport Authority while Secretary Transport and Mass Transit Department/Chairman PTA/RTA is declared as Appellate Authority. In 2022, only six districts (Kohat, Peshawar, Bannu, Swat, Mardan and Dera Ismail Khan) reported a total of 1,027 applications for Route Permits. The bulk of delays (130 delays in 133 cases) occurred in Kohat. Rest of the applications were attended within the stipulated timeline of one day for delivery of the service. In 2023, seven districts (Kohat, Peshawar, Bannu, Swat, Mardan, Dera Ismail Khan and Lakki Marwat) collectively attended 3,289 applications and provided the service to 3,287 applicants within allocated time line of one day. Only 11 applications in Dera Ismail Khan were delayed beyond notified time.

**Recommendations:** The delivery of the service as 'Notified Public Service' is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in attending applications and reporting progress. The Department may review the state of delivery of the service with Director Transport so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service.

**Table 19. Issuance of Route Permit to Commercial Vehicles**

Transport and Mass Transit Department						Public Service: Issuance of Route Permit to Commercial Vehicles		
Time Limit: 1 Day			Designated Officer: Secretary Regional/Provincial Transport Authority			Appellate Authority: Secretary Transport and Mass Transit Department/Chairman PTA/RTA		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Kohat	▲	749	0	749	3	130	133
2	Peshawar	▲	56	0	56	272	0	272
3	Bannu	▲	579	0	579	203	0	203
4	Swat	▲	117	0	117	137	0	137
5	Mardan	▲	937	0	937	75	0	75
6	DI Khan	▼	780	11	791	206	1	207
7	Lakki Marwat	No Result	60	0	60	Data Not Reported		
8	Malakand		Data Not Reported					
9	Mansehra							
10	Swabi							
11	Battagram							
12	Haripur							
13	Charsadda							
14	Karak							
15	Buner							
16	Dir Lower							
17	Abbottabad							
18	Nowshera							
19	Bajaur							
20	Shangla							
21	Hangu							
22	Dir Upper							
23	Orakzai							
24	Khyber							
25	South Waziristan							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Chitral Lower							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							

34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	3278	11	3289	896	131	1027

## J. PUBLIC SERVICES DELIVERY IN ZAKAT, SOCIAL WELFARE AND WOMEN EMPOWERMENT DEPARTMENT

**J1) Release of Fund from District Zakat Committee to Local Committee:** This public service in the Zakat, Social Welfare and Women Empowerment Department was entrusted to the District Zakat Officer with Chairman, District Zakat Committee as the Appellate Authority. The Designated Officer was obligated to release funds to Local Zakat Committee within 20 days. This service was now de-notified. The districts (except Swat, Shangla and Bajaur) have stopped reporting data.

**Table J1. Release of Fund from District Zakat Committee to Local Committee**

Department: Zakat, Social Welfare and Women Empowerment						Public Service: Release of Fund form District Committee to Local Committee		
Time Limit: 20 Days			Designated Officer: District Zakat Officer			Appellate Authority: Chairman District Zakat Committee		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	10	0	10	2799	3	2802
2	Shangla	▲	9	0	9	8	0	8
3	Bajaur	▲	2	0	2	195	0	195
4	Mardan	No Result	Data Not Reported			1	0	1
5	Hangu					2	0	2
6	Bannu					209	0	209
7	DI Khan					1	0	1
8	South Waziristan					48	0	48
9	Nowshera					236	0	236
10	Karak					109	0	109
11	Dir Lower					154	0	154
12	Tank					34	0	34
13	Battagram					Data Not Reported		
14	Mansehra							
15	Swabi							
16	Abbottabad							
17	Lakki Marwat							
18	Mohmand							
19	Chitral Lower							
20	Charsadda							
21	Dir Upper							
22	Kohat							

23	Malakand							
24	Orakzai							
25	Khyber							
26	Haripur							
27	Peshawar							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	21	0	21	3796	3	3799

**J2) Guzara Allowance (Disbursement of Zakat into Mustaheqin):** This public service in the Zakat, Social Welfare and Women Empowerment Department is entrusted to the Chairman Local Zakat Committee with Chairman, District Zakat Committee as the Appellate Authority. The Designated Officer is obligated to disburse funds to Mustaheqin within 20 days. A comparison of the delivery of the service since 2020 is as under:

Year	Reporting Districts	Services Delivered (Disbursement of Zakat into Mustaheqin)				Major Delay District
		Timely	Delayed	Total	% of Intime De-livery	
2020	07	10,872	813	11,685	93%	Torghar-694
2021	25	101,696	749	102,445	99%	S. Waziristan-749
2022	26	28,770	1,526	30,296	95%	Mohmand-992 and Orakzai-516
2023	6	209	0	209	100%	

The data suggests that there is significant drop in delivery of this service since 2022. In 2021, 25 districts had reported to have disbursed Zakat to 102,445 Mustaheqin. In 2022, the number dropped to 30,296 despite the fact the number of reporting districts was increased to 26. In 2023, the number of reporting districts dropped to six and the disbursement to eligible individuals is reported to be 209 only.

**Recommendations:** The Commission recommends that the Zakat, Social Welfare and Women Empowerment Department may carry out a comprehensive stock-take of the issues in delivery of this critical social safety service. Major issues for consideration of Department may include (i) ensuring swift disbursement of Zakat to Mustaheqin; (ii) expanding coverage in remote and backward areas particularly the merged districts (iii) focusing on reliability of data; and (iv) improving reporting from districts.

**Table J2. Guzara Allowance (Disbursement of Zakat among Mustaheqin)**

Department: Zakat, Social Welfare and Women Empowerment						Public Service: Guzara Allowance		
Time Limit: 20 Days			Designated Officer: Chairman Local Zakat Committee			Appellate Authority: Chairman District Zakat Committee		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Lakki Marwat	▲	101	0	101	2298	0	2298

2	Swabi	▲	79	0	79	46	0	46
3	Swat	▲	10	0	10	2551	0	2551
4	Bajaur	▲	10	0	10	2536	0	2536
5	Shangla	▲	2	0	2	5	0	5
6	Abbottabad	▲	7	0	7	354	0	354
7	Mardan	No Result	Data Not Reported			3346	0	3346
8	North Waziristan					1513	0	1513
9	Mansehra					41	0	41
10	Malakand					98	0	98
11	Hangu					2	0	2
12	Charsadda					2195	0	2195
13	Nowshera					2313	0	2313
14	Karak					1001	0	1001
15	Bannu					1237	0	1237
16	DI Khan					85	0	85
17	Torghar					247	0	247
18	South Waziristan					2527	0	2527
19	Orakzai					13	516	529
20	Mohmand					213	992	1205
21	Haripur					29	0	29
22	Battagram					54	0	54
23	Peshawar					134	0	134
24	Tank					397	0	397
25	Dir Upper					2722	18	2740
26	Khyber					2813	0	2813
27	Dir Lower							
28	Chitral Lower							
29	Buner							
30	Kurram							
31	Kohat							
32	Kohistan Lower							
33	Kohistan Upper							
34	Kolai Palas							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	209	0	209	28770	1526	30296

**J3) Issuance of Istehqaq Certificate:** This public service in the Zakat, Social Welfare and Women Empowerment Department is entrusted to the Chairman Local Zakat Committee with Chairman, District Zakat Committee as the Appellate Authority. The Designated Officer is obligated to issue Istehqaq Certificate within ten (10) days. A comparison of the delivery of the service since 2020 is as under:



Year	Reporting Districts	Services Delivered (Issuance of Istehqaq Certificate)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	19	9,326	1,210	10,536	89%	Shanglar-1,011
2021	29	18,687	4,750	23,437	80%	Dir Upper-4,737
2022	28	15,698	1,607	17,305	91%	Dir-Upper-1,370
2023	23	7,598	24	7,622	99%	North-Waziristan-19

### The data suggests that:

- The downslide in delivery of this service starting in 2022 has continued in 2023. In 2021, 29 districts reported to have issued 23,437 certificates to Mustahiqin. In 2022, the number dropped to 17,305 despite the increasing trend of poverty and in 2023, the number further dropped to 7,622.
- District North Waziristan has reported delays in 2023.
- As evident from the number of reporting districts, it has dropped from 28 in 2022 to 23 in 2023.

**Recommendations:** Keeping in view the importance of the Istehqaq (eligibility) Certificate for the poor and marginalized communities, the Commission recommends a comprehensive review of the situation by the Zakat, Social Welfare and Women Empowerment Department. Major issues for consideration of Department may include (i) ensuring timely issuance of Istehqaq Certificates to applicants when demanded (ii) expanding coverage to remote and backward areas particularly the merged districts (iii) eliminating delays in provision of the certificate with special focus on Dir Upper, Mohmand and Peshawar; and (iv) improving data reporting from districts.

**Table J3. Issuance of Istehqaq Certificate**

Department: Zakat, Social Welfare and Women Empowerment						Public Service: Issuance of Istehqaq Certificate		
Time Limit: 10 Days			Designated Officer: Chairman Local Zakat Committee			Appellate Authority: Chairman District Zakat Committee		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mohmand	▲	72	0	72	401	74	475
2	Kurram	▲	63	1	64	97	3	100
3	Lakki Marwat	▲	236	0	236	467	0	467
4	Hangu	▲	17	0	17	37	0	37
5	Swat	▲	686	0	686	1162	0	1162
6	Charsadda	▲	1225	0	1225	2367	0	2367
7	Bannu	▲	277	0	277	492	0	492
8	DI Khan	▲	5	0	5	113	0	113
9	Bajaur	▲	131	0	131	754	0	754
10	Kohat	▲	158	0	158	351	0	351
11	Nowshera	▲	1168	0	1168	289	0	289
12	Battagram	▲	113	0	113	203	0	203
13	Malakand	▲	482	0	482	1492	0	1492
14	Abbottabad	▲	30	0	30	320	0	320
15	Khyber	▲	304	0	304	966	0	966
16	Swabi	▲	359	0	359	224	0	224

17	Shangla	▲	136	0	136	239	0	239
18	Orakzai	▲	85	0	85	121	0	121
19	Karak	▼	1261	1	1262	1085	0	1085
20	Haripur	▼	199	1	200	865	0	865
21	North Waziristan	▼	537	19	556	466	10	476
22	South Waziristan	▼	33	1	34	67	0	67
23	Tank	▼	21	1	22	80	0	80
24	Mardan	No Result	Data Not Reported			1293	0	1293
25	Dir Upper					0	1370	1370
26	Mansehra					124	0	124
27	Peshawar					1140	150	1290
28	Dir Lower					483	0	483
29	Chitral Lower					Data Not Reported		
30	Torghar							
31	Buner							
32	Kohistan Lower							
33	Kohistan Upper							
34	Kolai Palas							
35	Chitral Upper							
Khyber Pakhtunkhwa		▲	7598	24	7622	15698	1607	17305

**J4) Education Scholarship:** This public service in the Zakat, Social Welfare and Women Empowerment Department is entrusted to District Zakat Officer with Chairman, District Zakat Committee as the Appellate Authority. The Designated Officer is obligated to deliver the service within 20 days. A comparison of the delivery of the service since 2020 is as under:

Year	Reporting Districts	Services Delivered (Education Scholarship)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	4	524	134	658	80%	Shangla-129
2021	22	2,541	353	2,894	88%	Shangla-220
2022	26	4,135	436	4,571	90%	Peshawar-220
2023	5	130	0	130	100%	

The data suggests that there is quantum drop in the delivery of this service in 2023 as compared to 2022. In 2022, a total of 26 districts had reported to have disbursed 4,571 education scholarships. In 2023, only five (05) districts have reported disbursement of only 130 education scholarships. As evident from the number of reporting districts, twenty (20) districts have not reported their data.

**Recommendations:** Keeping in view the nature of the service- scholarship for education of eligible students- the Commission recommends that the Zakat, Social Welfare and Women Empowerment Department may carry out a detailed review of the delivery of this service. Major issues for consideration of the Department may include (i) ensuring timely release of scholarships to eligible applicants (ii) expanding coverage to remote and underdeveloped areas of the province (iii) eliminating delays in Peshawar and (iv) improving data reporting from districts.

**Table J4. Education Scholarship**

Department: Zakat, Social Welfare and Women Empowerment						Public Service: Education Scholarship (MoRA)		
Time Limit: 20 Days			Designated Officer: District Zakat Officer			Appellate Authority: Chairman District Zakat Committee		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Lakki Marwat	▲	101	0	101	367	0	367
2	Swat	▲	13	0	13	150	0	150
3	Bajaur	▲	4	0	4	104	0	104
4	Shangla	▲	3	0	3	7	0	7
5	Abbottabad	▲	9	0	9	286	0	286
6	Mardan	No Result	Data Not Reported			24	0	24
7	North Waziristan					176	0	176
8	Hangu					2	0	2
9	Charsadda					488	0	488
10	Bannu					159	0	159
11	DI Khan					70	0	70
12	Orakzai					16	0	16
13	Dir Upper					152	0	152
14	Dir Lower					183	0	183
15	Chitral Lower					167	0	167
16	Kohat					166	0	166
17	Nowshera					169	0	169
18	Battagram					135	30	165
19	Mansehra					175	9	184
20	Malakand					423	0	423
21	Peshawar					22	397	419
22	Tank					50	0	50
23	Khyber					221	0	221
24	Karak					182	0	182
25	Torghar					21	0	21
26	South Waziristan					220	0	220
27	Mohmand					Data Not Reported		
28	Buner							
29	Kurram							
30	Swabi							
31	Haripur							
32	Kohistan Lower							
33	Kohistan Upper							
34	Kolai Palas							

35	Chitral Upper							
Khyber Pakhtunkhwa		▲	130	0	130	4135	436	4571

**J5) Jahez:** This public service in the Zakat, Social Welfare and Women Empowerment Department is entrusted to District Zakat Officer with Chairman, District Zakat Committee as the Appellate Authority. The Designated Officer is obligated to deliver the service within 20 days. A comparison of the delivery of the service since 2020 is as under:

Year	Reporting Districts	Services Delivered (Jahez)				Major Delay District
		Timely	Delayed	Total	% of Intime Delivery	
2020	2	359	102	461	78%	Shangla-102
2021	19	3,226	59	3,285	98%	Shangla-47
2022	27	2,546	470	3,016	84%	Peshawar-262 Tank-86 Mohmand-20,
2023	5	38	0	38	100%	

The data suggests that there is significant drop in the delivery of this service in 2023. In 2022, 27 districts have reported 3,016 Jahez disbursements while in 2023, only five (05) districts have reported data of only 38 cases of disbursement. As evident from the number of reporting districts, twenty (20) districts have not reported their data. These are major concerns regarding the availability and delivery of this service.

**Recommendations:** Although there must be shortage of funds as compared to demand, the selection of candidates must be very tough process. Some criteria need to be carefully developed and there should be higher degree of transparency in disbursement. Keeping in view the nature of the service- Jahez for deserving girls- the Commission recommends that the Zakat, Social Welfare and Women Empowerment Department may carry out a detailed review of the delivery of this service. Major issues for consideration of the Department may include (i) ensuring timely release of Jahez to deserving girls (ii) expanding coverage to remote and underdeveloped areas of the province to help deserving families and ensure equitable distribution of resources for the purpose (iii) eliminating delays in Peshawar, Mohmand, and Tank; and (iv) improving data reporting from districts.

Table J5. Jahez

Department: Zakat, Social Welfare and Women Empowerment						Public Service: Jahez		
Time Limit: 20 Days			Designated Officer: District Zakat Officer			Appellate Authority: Chairman District Zakat Committee		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	11	0	11	403	0	403
2	Malakand	▲	7	0	7	209	0	209
3	Bajaur	▲	3	0	3	247	0	247
4	Shangla	▲	4	0	4	8	0	8
5	Abbottabad	▲	13	0	13	62	0	62
6	Mardan	No Result	Data Not Reported			186	0	186
7	Lakki Marwat					29	0	29
8	Hangu					2	0	2
9	Charsadda					157	0	157
10	Bannu					198	0	198
11	DI Khan					158	0	158

12	Dir Upper					105	0	105
13	Kohat					110	0	110
14	Battagram					54	0	54
15	Mansehra					12	0	12
16	Swabi					5	0	5
17	Orakzai					61	32	93
18	Nowshera					146	0	146
19	Khyber					89	0	89
20	Karak					56	0	56
21	South Waziristan					54	0	54
22	Haripur					109	0	109
23	Dir Lower					46	0	46
24	Tank					0	86	86
25	Mohmand					0	20	20
26	Peshawar					0	262	262
27	North Waziristan					40	70	110
28	Chitral Lower					Data Not Reported		
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	38	0	38	2546	470	3016

## K. PUBLIC SERVICES IN ELEMENTARY AND SECONDARY EDUCATION DEPARTMENT

**K1) Issuance of Certificate:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only five districts (Dera Ismail Khan, Peshawar, Abbottabad, Swat and Bannu) reported a total of 27,050 applications for issuance of certificates. All the applications, except one application, were entertained within the notified time limit of six (06) months. In 2023, seven districts (Dera Ismail Khan, Peshawar, Abbottabad, Swat, Bannu, Dir Lower and Kohat) collectively attended 36,421 applications and provided the service to all applicants (except two in Bannu) within allocated time line of six months.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in reporting progress. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines. The chairmen may be further directed to share digitized data with the Commission timely for accuracy and proper monitoring and assessment.

Table K1. Issuance of Certificate

Elementary and Secondary Education Department						Public Service: Issuance of Certificate		
Time Limit: 6 Months			Designated Officer: Secretary			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	131	0	131	51	0	51
2	Peshawar	▲	431	0	431	863	0	863
3	Abbottabad	▲	475	0	475	31	0	31
4	Swat	▲	33049	0	33049	25806	0	25806
5	Bannu	▼	563	2	565	298	1	299
6	Dir Lower	No Result	849	0	849	Data Not Reported		
7	Kohat		921	0	921			
8	Malakand		Data Not Reported					
9	Bajaur							
10	Shangla							
11	Mardan							
12	Lakki Marwat							
13	Hangu							
14	Charsadda							
15	Dir Upper							
16	Battagram							
17	Mansehra							
18	Swabi							
19	Orakzai							
20	Nowshera							
21	Khyber							
22	Karak							
23	South Waziristan							
24	Haripur							
25	Tank							
26	Mohmand							
27	North Waziristan							
28	Chitral Lower							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							

Khyber Pakhtunkhwa	▼	36419	2	36421	27049	1	27050
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**K2) Verification of DMC/Certificate:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only six districts (Swat, Bannu, Dera Ismail Khan, Abbottabad, Chitral Lower and Peshawar) reported a total of 5,070 cases for verification. The verification of 3337 was attended with delay while 1,733 cases were attended in the notified time limit of three (03) days. In 2023, eight districts (Swat, Bannu, Dera Ismail Khan, Abbottabad, Chitral Lower, Peshawar, Dir Lower and Kohat) collectively attended 43,075 cases for verification and provided the service to 40,469 applicants within allocated time line of 03 days. The cases of 2,606 applicants were delayed.

**Recommendations:** The delivery of the service as Notified Public Service is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in reporting progress. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing system.

**Table K2. Verification of DMC/Certificate**

Elementary and Secondary Education Department						Public Service: Verification of DMC/ Certificate					
Time Limit: 3 Days			Designated Officer: Secretary			Appellate Authority: Chairman					
			Year 2023			Year 2022					
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total			
1	Swat	▲	7905	2	7907	1116	1480	2596			
2	Bannu	▲	4698	2351	7049	350	1815	2165			
3	DI Khan	▲	43	89	132	13	42	55			
4	Abbottabad	▲	730	0	730	19	0	19			
5	Chitral Lower	▲	289	0	289	206	0	206			
6	Peshawar	▼	17522	164	17686	29	0	29			
7	Dir Lower	No Result	7987	0	7987	Data Not Reported					
8	Kohat			0	1295						
9	Malakand		Data Not Reported								
10	Bajaur										
11	Shangla										
12	Mardan										
13	Lakki Marwat										
14	Hangu										
15	Charsadda										
16	Dir Upper										
17	Battagram										
18	Mansehra										
19	Swabi										
20	Orakzai										
21	Nowshera										
22	Khyber										
23	Karak										

24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	40469	2606	43075	1733	3337	5070

**K3) Correction of Name/Father Name/Date of Birth in Documents:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only four districts (Swat, Bannu, Dera Ismail Khan and Abbottabad) reported a total of 2,787 cases. The cases of 1,913 applicants were attended with in the notified time limit of one day while the cases of 874 applicants were delayed. In 2023, eight districts (Swat, Bannu, Dera Ismail Khan, Abbottabad, Chitral Lower, Peshawar, Dir Lower and Kohat) collectively attended 18,333 cases for correction and provided the service to 17,890 applicants within allocated time line of one day. The cases of 443 applicants were delayed.

**Recommendations:** This is a very critical function and service having bearing on age and correction of critical data in certificates and degrees. The delivery of the service as Notified Public Service is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in reporting progress. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

**Table K3. Correction of Name/Father Name/Date of Birth in Documents**

Elementary and Secondary Education Department						Public Service: Correction of Name/F. Name/Date of Birth in Documents		
Time Limit: 1 Day			Designated Officer: Secretary			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Swat	▲	7905	2	7907	1625	843	2468
2	Abbottabad	▲	730	0	730	23	0	23
3	Bannu	▼	473	129	602	256	31	287
4	DI Khan	▼	10	60	70	9	0	9
5	Chitral Lower	No Result	289	0	289	Data Not Reported		
6	Peshawar		40	231	271			
7	Dir Lower		7987	0	7987			
8	Kohat		456	21	477			
9	Malakand		Data Not Reported					
10	Bajaur							



11	Shangla							
12	Mardan							
13	Lakki Marwat							
14	Hangu							
15	Charsadda							
16	Dir Upper							
17	Battagram							
18	Mansehra							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	17890	443	18333	1913	874	2787

**K4) Issuance of Duplicate Certificate:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only four districts (Bannu, Dera Ismail Khan, Peshawar and Abbottabad) reported a total of 233 cases. The cases of 163 applicants were attended with in the notified time limit of one day while the cases of 70 applicants were delayed. In 2023, seven districts (Swat, Bannu, Dera Ismail Khan, Abbottabad, Peshawar, Dir Lower and Kohat) collectively attended 4,503 cases for duplicate certificates and provided the service to 4,374 applicants within allocated time line of one day. The cases of 129 applicants were delayed.

**Recommendations:** This is a very critical service. It is always accessed by applicants in urgent need when they lose their original certificates and degrees. The delivery of the service as Notified Public Service is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in reporting progress. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improve data sharing.

Table K4. Issuance of Duplicate Certificate

Elementary and Secondary Education Department						Public Service: Issuance of Duplicate Certificate		
Time Limit: 1 Day			Designated Officer: Secretary			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Bannu	▲	416	55	471	86	60	146
2	Abbottabad	▲	10	0	10	19	0	19
3	Peshawar	▼	768	5	773	15	0	15
4	DI Khan	▼	41	69	110	43	10	53
5	Swat	No Result	2905	0	2905	Data Not Reported		
6	Dir Lower		8	0	8			
7	Kohat		226	0	226			
8	Chitral Lower		Data Not Reported					
9	Malakand							
10	Bajaur							
11	Shangla							
12	Mardan							
13	Lakki Marwat							
14	Hangu							
15	Charsadda							
16	Dir Upper							
17	Battagram							
18	Mansehra							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							

Khyber Pakhtunkhwa	▲	4374	129	4503	163	70	233
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**K5) Issuance of Detailed Marks Certificate (DMC):** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only four districts (Bannu, Dera Ismail Khan, Swat and Abbottabad) reported a total of 60,078 cases for issuance of detailed marks certificates. The cases of 60,058 applicants were attended with in the notified time limit of three days while the cases of 20 applicants (All relating to BISE Bannu) were delayed. In 2023, six districts (Swat, Bannu, Dera Ismail Khan, Abbottabad, Peshawar and Dir Lower) collectively attended 1,26,800 cases for detailed marks certificates and provided the service to 1,26,717 applicants within allocated time line of three days. The cases of 83 applicant (all relating to BISE Bannu) were delayed.

**Recommendations:** This is a very critical service. It is always accessed by applicants in urgent need when they are required to support their statements with details of marks in specific subjects. The delivery of the service as Notified Public Service is yet to shape-up. The data received from district is not reflective of the ground realities and there are issues in reporting progress. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

**Table K5. Issuance of DMC**

Elementary and Secondary Education Department						Public Service: Issuance of DMC		
Time Limit: 3 Days			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	62	0	62	21	0	21
2	DI Khan	▲	199	0	199	51	0	51
3	Swat	▲	70980	0	70980	59710	0	59710
4	Bannu	▼	491	83	574	276	20	296
5	Dir Lower	No Result	1158	0	1158	Data Not Reported		
6	Peshawar		53827	0	53827			
7	Kohat		Data Not Reported					
8	Chitral Lower							
9	Malakand							
10	Bajaur							
11	Shangla							
12	Mardan							
13	Lakki Marwat							
14	Hangu							
15	Charsadda							
16	Dir Upper							
17	Battagram							
18	Mansehra							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							

23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▼	126717	83	126800	60058	20	60078

**K6) Duplicate of Detailed Marks Certificate (DMC):** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only six districts (Bannu, Dera Ismail Khan, Swat, Abbottabad, Peshawar and Chitral Lower) reported a total of 2,621 cases for issuance of duplicate detailed marks certificates. The cases of 2,584 applicants were attended on the same day- the notified time limit for entertaining the application while the cases of 37 applicants were delayed. In 2023, eight districts (Bannu, Dera Ismail Khan, Swat, Abbottabad, Peshawar, Chitral Lower, Kohat and Dir Lower) collectively attended 9,620 cases for duplicate copies of detailed marks certificates and provided the service to 9,512 applicants within allocated time line- i.e., on the same day. The cases of 108 applicants (Relating to BISE Dera Ismail Khan-63 and BISE Bannu- 45) were delayed.

**Recommendations:** This is a very critical service. It is always accessed by applicants in urgent need when they lose their original certificates. The delivery of the service as Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

Table K6. Duplicate DMC

Elementary and Secondary Education Department						Public Service: Duplicate DMC		
Time Limit: Same Day			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	212	0	212	14	0	14
2	DI Khan	▲	21	63	84	0	10	10
3	Swat	▲	2659	0	2659	2234	0	2234
4	Bannu	▲	532	45	577	232	21	253
5	Peshawar	▲	4232	0	4232	4	0	4
6	Chitral Lower	▲	197	0	197	100	6	106
7	Kohat	No Result	875	0	875	Data Not Reported		
8	Dir Lower		784	0	784			

9	Malakand		Data Not Reported												
10	Bajaur														
11	Shangla														
12	Mardan														
13	Lakki Marwat														
14	Hangu														
15	Charsadda														
16	Dir Upper														
17	Battagram														
18	Mansehra														
19	Swabi														
20	Orakzai														
21	Nowshera														
22	Khyber														
23	Karak														
24	South Waziristan														
25	Haripur														
26	Tank														
27	Mohmand														
28	North Waziristan														
29	Buner														
30	Kohistan Lower														
31	Kohistan Upper														
32	Kolai Palas														
33	Chitral Upper														
34	Torghar														
35	Kurram														
Khyber Pakhtunkhwa									▲	9512	108	9620	2584	37	2621

**K7) Disposal of Unfair Means (UFM) Appeals:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Controller of Examination, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only four districts (Bannu, Dera Ismail Khan, Abbottabad and Swat) reported a total of 134 UFM appeals out of which 78 were decided within the notified time limit of seven days while 56 appeals were decided after the notified timelines. In 2023, six districts (Bannu, Dera Ismail Khan, Swat, Abbottabad, Peshawar and Dir Lower) collectively attended 2,921 appeals in UFM cases. Only 889 appeals were decided in the notified time limit of seven days while 2,032 appeals (All relating to BISE Bannu) were dragged beyond the notified time lines.

**Recommendations:** This is a very critical regulatory function and needs to be attended swiftly to control the use of unfair means in examinations. The performance of the function as a Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing. The performance of BISE Bannu needs to be taken notice of.

Table K7. Disposal of UFM Appeals

Elementary and Secondary Education Department						Public Service: Disposal of UFM Appeals		
Time Limit: 7 Days			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	85	0	85	0	10	10
2	Swat	▲	39	0	39	20	0	20
3	Bannu	▼	1	2032	2033	56	46	102
4	Peshawar	No Result	759	0	759	Data Not Reported		
5	Dir Lower		5	0	5	Data Not Reported		
6	Abbottabad		Data Not Reported			2	0	2
7	Chitral Lower					Data Not Reported		
8	Kohat							
9	Malakand							
10	Bajaur							
11	Shangla							
12	Mardan							
13	Lakki Marwat							
14	Hangu							
15	Charsadda							
16	Dir Upper							
17	Battagram							
18	Mansehra							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							

35	Kurram							
Khyber Pakhtunkhwa		▼	889	2032	2921	78	56	134

**K8) Application for Cancellation of Result (Whole):** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Controller of Examination, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only three districts (Bannu, Dera Ismail Khan and Swat) reported a total of 6,484 applications for cancellation of whole results out of which 6,476 applications were decided on the same day i.e., the notified time limit for the service while 08 applications were decided after the notified timelines. In 2023, four districts (Bannu, Dera Ismail Khan, Swat and Dir Lower) collectively attended 4,829 applications for this service and all were decided within the notified time limit.

**Recommendations:** This is a very critical regulatory function and needs to be attended swiftly to address anomalies. The performance of the function as a Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

**Table K8. Application for Cancellation of Result (Whole)**

Elementary and Secondary Education Department						Public Service: Application for Can- cellation of Result (Whole)		
Time Limit: Same Day			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	8	0	8	0	8	8
2	Swat	▲	4756	0	4756	6467	0	6467
3	Bannu	▲	28	0	28	9	0	9
4	Dir Lower	No Result	37	0	37	Data Not Reported		
5	Peshawar							
6	Abbottabad							
7	Chitral Lower							
8	Kohat							
9	Malakand							
10	Bajaur							
11	Shangla							
12	Mardan							
13	Lakki Marwat							
14	Hangu							
15	Charsadda							
16	Dir Upper							
17	Battagram							
18	Mansehra							
19	Swabi							
20	Orakzai							
21	Nowshera							

22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	4829	0	4829	6476	8	6484

**K9) Retotalling of Marks:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Controller of Examinations, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only five districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad and Swat) reported a total of 26,502 applications for retotaling of marks out of which 25,204 applications were decided within 30 days i.e., the notified time limit for the service while 1,298 applications (All relating to BISE Peshawar) were decided after the notified timelines. In 2023, six districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad, Swat and Dir Lower) collectively attended 24,790 applications for this service out of which 24,184 applications were decided within timelines while 606 applications (604 relating to BISE Bannu and 2 relating to BISE Peshawar) dragged beyond the notified time limit of thirty (30) days.

**Recommendations:** This is a very critical function and needs to be attended swiftly in view of applications from students who feel deprived of their entitlement. With this aspect in perspective, the performance of the function as a Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

Table K9. Retotalling of Marks

Elementary and Secondary Education Department						Public Service: Retotaling of Marks		
Time Limit: 30 Days			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
S.NO	District	Trend	Year 2023			Year 2022		
			Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	25	0	25	10	0	10
2	Swat	▲	9996	0	9996	6468	0	6468
3	Bannu	▼	92	604	696	1338	0	1338
4	Peshawar	▲	13639	2	13641	17372	1298	18670
5	Dir Lower	No Result	432	0	432	Data Not Reported		
6	Abbottabad		Data Not Reported			16	0	16
7	Chitral Lower					Data Not Reported		
8	Kohat							



9	Malakand														
10	Bajaur														
11	Shangla														
12	Mardan														
13	Lakki Marwat														
14	Hangu														
15	Charsadda														
16	Dir Upper														
17	Battagram														
18	Mansehra														
19	Swabi														
20	Orakzai														
21	Nowshera														
22	Khyber														
23	Karak														
24	South Waziristan														
25	Haripur														
26	Tank														
27	Mohmand														
28	North Waziristan														
29	Buner														
30	Kohistan Lower														
31	Kohistan Upper														
32	Kolai Palas														
33	Chitral Upper														
34	Torghar														
35	Kurram														
Khyber Pakhtunkhwa									▲	24184	606	24790	25204	1298	26502

**K10) Migration Certificate:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only seven districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad, Mansehra, Chitral Lower and Swat) reported a total of 16,639 applications for migration certificates out of which 16,633 applications were decided on the same day i.e., the notified time limit for the service while 06 applications (04 in Mansehra and 02 in Abbottabad) were decided after the notified timelines. In 2023, eight districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad, Swat, Chitral Lower, Kohat and Dir Lower) collectively attended 45,863 applications for this service out of which 45,699 applications were decided within timelines while 164 (86 relating to Dera Ismail Khan, 68 relating to Kohat and 08 relating to Abbottabad) dragged beyond the notified time limit and delayed.

**Recommendations:** This is a very critical requirement of students who are obliged to shift from one place to another and needs to be attended swiftly. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

Table K10. Migration Certificate

Elementary and Secondary Education Department						Public Service: Migration Certificate		
Time Limit: Same Day			Designated Officer: Secretary			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	375	8	383	40	2	42
2	Swat	▲	13839	0	13839	9680	0	9680
3	Peshawar	▲	22842	0	22842	4632	0	4632
4	Bannu	▼	796	1	797	2002	0	2002
5	Chitral Lower	▼	232	1	233	232	0	232
6	DI Khan	▼	56	86	142	43	0	43
7	Dir Lower	No Result	6739	0	6739	Data Not Reported		
8	Kohat		820	68	888			
9	Mansehra		Data Not Reported			4	4	8
10	Malakand							
11	Bajaur							
12	Shangla							
13	Mardan							
14	Lakki Marwat							
15	Hangu							
16	Charsadda							
17	Dir Upper							
18	Battagram							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▼	45699	164	45863	16633	6	16639

**K11) Correction of Date of Birth and Change of Name:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Secretary, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only five districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad and Swat) reported a total of 129 applications for correction out of which 126 applications were decided within seven days i.e., the notified time limit for the service while 03 applications (All relating to BISE Bannu) were decided after the notified timelines. In 2023, seven districts (Peshawar, Bannu, Dera Ismail Khan, Abbottabad, Swat, Kohat and Dir Lower) collectively attended 1,387 applications for this service out of which 1,369 applications were decided within timelines while 18 applications (03 each in BISE Bannu and Kohat and 18 in BISE Dera Ismail Khan) dragged beyond the notified time limit and were delayed.

**Recommendations:** This is a very sensitive function with regulatory aspects. It needs to be attended very carefully. With this lens in perspective, the performance of the function and delivery of the service as a Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and streamlining data sharing.

**Table K10. Correction of Date of Birth (DoB) and Change of Name**

Elementary and Secondary Education Department						Public Service: Correction of DoB and change of		
Time Limit: 7 Days			Designated Officer: Secretary			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	2	0	2	22	0	22
2	Swat	▲	44	0	44	44	0	44
3	Peshawar	▲	164	0	164	3	0	3
4	Bannu	▲	78	3	81	46	3	49
6	DI Khan	▼	21	12	33	11	0	11
7	Dir Lower	No Result	996	0	996	Data Not Reported		
8	Kohat		64	3	67	Data Not Reported		
5	Chitral Lower							
9	Mansehra							
10	Malakand							
11	Bajaur							
12	Shangla							
13	Mardan							
14	Lakki Marwat							
15	Hangu							
16	Charsadda							
17	Dir Upper							
18	Battagram							
19	Swabi							
20	Orakzai							
21	Nowshera							


22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
Khyber Pakhtunkhwa		▲	1369	18	1387	126	3	129

**K12) Nomination of Amanuensis:** This Public Service in Elementary and Secondary Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Controller of Examinations, Board of Intermediate and Secondary Education while the Chairman of the Board is declared as Appellate Authority. In 2022, only four districts (Peshawar, Bannu, Abbottabad and Dera Ismail Khan) reported a total of 20 applications for correction and all these applications were decided within three days i.e., the notified time limit for the service. In 2023, only three districts (Peshawar, Bannu and Dera Ismail Khan) collectively attended 58 applications for this service and all these applications were decided within timelines of three days.

**Recommendations:** This is a service required by disabled candidates appearing in examinations. It needs to be attended swiftly. With this lens in perspective, the performance of the function and delivery of the service as a Notified Public Service is yet to shape-up. The Department may review the state of delivery of the service with chairmen of all the Boards of Intermediate and Secondary Education so as to develop Standing Operating Procedures (SOPs) for management and delivery of the service for facilitating candidates with disabilities.

Table K11. Nomination of Amanuensis

Elementary and Secondary Education Department						Public Service: Nomination of Amanuensis		
Time Limit: 3 Days			Designated Officer: Controller of Examination			Appellate Authority: Chairman		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Peshawar	▲	12	0	12	9	0	9
2	Bannu	▲	42	0	42	2	0	2
3	DI Khan	▲	4	0	4	1	0	1
4	Abbottabad	No Result	Data Not Reported			8	0	8
5	Swat					Data Not Reported		
6	Dir Lower							
7	Kohat							
8	Chitral Lower							
9	Mansehra							

10	Malakand							
11	Bajaur							
12	Shangla							
13	Mardan							
14	Lakki Marwat							
15	Hangu							
16	Charsadda							
17	Dir Upper							
18	Battagram							
19	Swabi							
20	Orakzai							
21	Nowshera							
22	Khyber							
23	Karak							
24	South Waziristan							
25	Haripur							
26	Tank							
27	Mohmand							
28	North Waziristan							
29	Buner							
30	Kohistan Lower							
31	Kohistan Upper							
32	Kolai Palas							
33	Chitral Upper							
34	Torghar							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>			<b>58</b>	<b>0</b>	<b>58</b>	<b>20</b>	<b>0</b>	<b>20</b>

## L. PUBLIC SERVICES IN FOOD DEPARTMENT

**L1) Food Grain License:** This Public Service in Food Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is District Food Controller while Director Food is declared as Appellate Authority. In 2022, twenty-seven (27) districts reported a total of 1,524 applications for grant of Food Grain Licenses out of which 1,420 applications were decided within seven days i.e., the notified time limit for the service while 104 applications were decided after the notified timelines. Major part of the delays occurred in Nowshera (29 out of 54 applications) and Peshawar 26 out of 286 application). In 2023, thirty-two (32) districts collectively attended 5,517 applications for this service out of which 5,318 applications were decided within timelines while 199 dragged beyond the notified time limit and delayed. Bulk of these delays (69 delays in 109 cases for the service) occurred in Bannu.

**Recommendations:** Food Grain Licenses generate commercial activity and facilitate consumers and provide the Department with leads to effective regulation of markets. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Director Food and the District Food Controllers to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines. Performance of district Bannu needs to be reviewed.

Table L1. Food Grain License

Food Department						Public Service: Food Grain License		
Time Limit: 7 Days			Designated Officer: District Food Controller			Appellate Authority: Director Food		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Battagram	▲	273	0	273	0	3	3
2	Nowshera	▲	808	0	808	25	29	54
3	Mohmand	▲	285	8	293	8	7	15
4	Orakzai	▲	47	0	47	27	14	41
5	Kurram	▲	11	12	23	3	7	10
6	Lakki Marwat	▲	6	0	6	18	3	21
7	Peshawar	▲	904	25	929	260	26	286
8	Hangu	▲	68	5	73	14	2	16
9	DI Khan	▲	288	8	296	90	7	97
10	South Waziristan	▲	178	0	178	101	2	103
11	Kolai Palas	▲	16	0	16	8	0	8
12	Swat	▲	251	0	251	211	0	211
13	Mardan	▲	256	0	256	134	0	134
14	Malakand	▲	14	0	14	4	0	4
15	Buner	▲	45	0	45	41	0	41
16	Dir Lower	▲	319	0	319	71	0	71
17	Shangla	▲	175	0	175	64	0	64
18	Khyber	▲	173	0	173	25	0	25
19	Kohistan Lower	▲	51	0	51	56	0	56
20	Haripur	▼	366	1	367	34	0	34
21	Swabi	▼	103	1	104	33	0	33
22	Chitral Lower	▼	26	2	28	40	2	42
23	Mansehra	▼	184	13	197	114	1	115
24	Dir Upper	▼	59	7	66	6	0	6
25	Tank	▼	105	19	124	21	0	21
26	Karak	▼	17	11	28	9	1	10
27	Bannu	▼	40	69	109	3	0	3
28	Charsadda	No Result	38	0	38	Data Not Reported		
29	Abbottabad		20	5	25			
30	Bajaur		142	10	152			
31	Chitral Upper		26	0	26			
32	Kohat		24	3	27			
33	North Waziristan		Data Not Reported					
34	Kohistan Upper							
35	Torghar							
Khyber Pakhtunkhwa		▲	5318	199	5517	1420	104	1524

## M. PUBLIC SERVICES IN INDUSTRIES, COMMERCE & TECHNICAL EDUCATION DEPARTMENT

**M1) Registration of Firm under the Khyber Pakhtunkhwa Partnership Act, 1932:** This Public Service in Industries, Commerce & Technical Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Registrar of Firms while Secretary Industries, Commerce and Technical Education Department is declared as Appellate Authority. In 2022 only one district- Malakand- reported to have received one request for the delivery of service which was attended within the stipulated time limit of five (05) days. In 2023, three districts- Abbottabad, Malakand, and Peshawar have collectively attended 17 applications for this service and decided all these applications within timelines.

**Recommendations:** Registration of Partnership Firms is a regulatory requirement. These registrations are required to spell out rights and liabilities of partners in firms and facilitate resolution of disputes. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Industries to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines with proper mechanism for data sharing.

**Table M1. Registration of Firm under the Khyber Pakhtunkhwa Partnership Act, 1932**

Industries, Commerce & Technical Education Department						Public Service: Registration of Firm under the Khyber Pakhtunkhwa Partnership Act, 1932		
Time Limit: 5 Days			Designated Officer: Registrar of Firms			Appellate Authority: Secretary Industries, Commerce and Technical Education Department		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Malakand	▲	2	0	2	1	0	1
2	Abbottabad	No Result	7	0	7	Data Not Reported		
3	Peshawar		8	0	8			
4	Nowshera							
5	Mohmand							
6	Orakzai							
7	Kurram							
8	Lakki Marwat							
9	Battagram							
10	Hangu							
11	DI Khan							
12	South Waziristan							
13	Kolai Palas							
14	Swat							
15	Mardan							
16	Buner							
17	Dir Lower							
18	Shangla							
19	Khyber							
20	Kohistan Lower							

21	Haripur							
22	Swabi							
23	Chitral Lower							
24	Mansehra							
25	Dir Upper							
26	Tank							
27	Karak							
28	Bannu							
29	Charsadda							
30	Bajaur							
31	Chitral Upper							
32	Kohat							
33	North Waziristan							
34	Kohistan Upper							
35	Torghar							
<b>Khyber Pakhtunkhwa</b>		<b>▲</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>1</b>	<b>0</b>	<b>1</b>

**M2) Registration/Renewal of Societies under the Societies Registration Act, 1860:** This Public Service in Industries, Commerce & Technical Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Director Industries and Commerce while Secretary Industries, Commerce and Technical Education Department is declared as Appellate Authority. In 2022, five districts (Malakand, Abbottabad, Peshawar, Nowshera and Swabi) entertained ten requests for the services and decided those applications for registration and renewal of societies within the stipulated time limit of fifteen (15) days. In 2023, six districts- Abbottabad, Malakand, Peshawar, Nowshera, Swabi and Battagram have collectively attended 29 applications for this service and decided all these applications within timelines.

**Recommendations:** Registration of Societies is a regulatory requirement. In view of the situation in Khyber Pakhtunkhwa, this function has an aspect of sensitivity as well. These registrations are required to spell out the areas of interest of private sector societies and give an outline of their governance structure. Registration under the statute facilitate oversight. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Industries to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

**Table M2. Registration/Renewal of Societies under the Societies Registration Act, 1860**

Industries, Commerce & Technical Education Department						Public Service: Registration/Renewal of Societies under the Societies Registration Act, 1860		
Time Limit: 15 Days			Designated Officer: Director Industries and Commerce			Appellate Authority: Secretary Industries, Commerce and Technical Education Department		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Malakand	▲	1	0	1	1	0	1
2	Abbottabad	▲	8	0	8	1	0	1
3	Peshawar	▲	7	0	7	4	0	4
4	Nowshera	▲	5	0	5	3	0	3



5	Swabi	▲	3	0	3	1	0	1
6	Battagram	No Result	5	0	5	Data Not Reported		
7	Mohmand							
8	Orakzai							
9	Kurram							
10	Lakki Marwat							
11	Hangu							
12	DI Khan							
13	South Waziristan							
14	Kolai Palas							
15	Swat							
16	Mardan							
17	Buner							
18	Dir Lower							
19	Shangla							
20	Khyber							
21	Kohistan Lower							
22	Haripur							
23	Chitral Lower							
24	Mansehra							
25	Dir Upper							
26	Tank							
27	Karak							
28	Bannu							
29	Charsadda							
30	Bajaur							
31	Chitral Upper							
32	Kohat							
33	North Waziristan							
34	Kohistan Upper							
35	Torghar							
Khyber Pakhtunkhwa		▲	29	0	29	10	0	10

**M3) Registration/Renewal of Trust under the Khyber Pakhtunkhwa Trust Act, 2020:** This Public Service in Industries, Commerce & Technical Education Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Director Industries and Commerce while Secretary Industries, Commerce and Technical Education Department is declared as Appellate Authority. In 2022, two districts (Malakand and Nowshera) entertained six requests for the services and decided those applications for registration and renewal of trust (except 01 in Nowshera) within the stipulated time limit of fifteen (15) days. In 2023, three districts- Abbottabad, Buner and Peshawar) have collectively attended 12 applications for this service. All eleven (11) applications in Abbottabad and Peshawar were decided within timelines while the application in Buner dragged beyond time lines.

**Recommendations:** Registration of Trusts is a regulatory requirement. These registrations are required to spell out the purposes of the Trusts and management of their affairs. Registration under the statute facilitate oversight for ensuring compliance with the essentials of the Trust. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Industries to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service with in stipulated timelines.

Table M3. Registration/Renewal of Trust under the Khyber Pakhtunkhwa Trust Act, 2020.

Industries, Commerce & Technical Education Department						Public Service: Registration/Renewal of Trust under the Khyber Pakhtunkhwa Trust Act, 2020		
Time Limit: 15 Days			Designated Officer: Director Industries and Commerce			Appellate Authority: Secretary Industries, Commerce and Technical Education Department		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	No Result	8	0	8	Data Not Reported		
2	Buner		0	1	1			
3	Peshawar		3	0	3			
4	Malakand		Data Not Reported			2	0	2
5	Nowshera					3	1	4
6	Swabi					Data Not Reported		
7	Battagram							
8	Mohmand							
9	Orakzai							
10	Kurram							
11	Lakki Marwat							
12	Hangu							
13	DI Khan							
14	South Waziristan							
15	Kolai Palas							
16	Swat							
17	Mardan							
18	Dir Lower							
19	Shangla							
20	Khyber							
21	Kohistan Lower							
22	Haripur							
23	Chitral Lower							
24	Mansehra							
25	Dir Upper							
26	Tank							
27	Karak							
28	Bannu							
29	Charsadda							
30	Bajaur							
31	Chitral Upper							
32	Kohat							

33	North Waziristan							
34	Kohistan Upper							
35	Torghar							
Khyber Pakhtunkhwa		▲	11	1	12	5	1	6

## N. PUBLIC SERVICES IN LABOUR DEPARTMENT

**N1) Registration of Trade Unions under the Khyber Pakhtunkhwa Industrial Relations Act, 2010 & Rules made thereunder:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Registrar Trade Unions while Director Labour is declared as Appellate Authority. In 2022, three districts (Abbottabad, Peshawar and Haripu) entertained seven requests for the service and decided those applications for registration of trade unions within the stipulated time limit of fifteen (15) days. In 2023, the same three districts have collectively attended 48 applications for this service. All 46 applications in Peshawar (25) and Abbottabad (13) were decided within timelines while eight (08) applications in Haripu were decided within time lines while the remaining two (02) were delayed.

**Recommendations:** Registration of Trade Union is a regulatory requirement. These registrations are required to spell out the purposes of the Trade Unions and their management structure. This institution has critical connectivity with the welfare of labour in industries. Registration under the statute facilitate oversight for ensuring compliance with the essentials of the parameters for working of Trade Unions. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

**Table N1. Registration of Trade Unions under the Khyber Pakhtunkhwa Industrial Relations Act, 2010 & Rules Made Thereunder**

Labour Department						Registration of Trade Unions under the Khyber Pakhtunkhwa Industrial Relations Act, 2010 & Rules made thereunder		
Time Limit: 15 Days			Designated Officer: Registrar Trade Unions (KP, Peshawar, Hazara, Malakand)			Appellate Authority: Director Labour		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Abbottabad	▲	25	0	25	3	0	3
2	Peshawar	▲	13	0	13	2	0	2
3	Haripur	▼	8	2	10	2	0	2
4	Malakand	No Result	Data Not Reported			Data Not Reported		
5	Battagram							
6	Charsadda							
7	Torghar							
8	Shangla							
9	Mansehra							
10	Nowshera							
11	Swat							
12	Dir Lower							

13	Buner							
14	DI Khan							
15	Hangu							
16	Swabi							
17	Mardan							
18	Chitral Upper							
19	Kohat							
20	Kohistan Upper							
21	Khyber							
22	Karak							
23	Bannu							
24	Tank							
25	Bajaur							
26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▼	46	2	48	7	0	7

**N2) Registration of Factories:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of service is Chief Inspector of Factories while Director Labour is declared as Appellate Authority. In 2022 Peshawar registered ten (10) factories within the stipulated time limit of ten (10) days. In 2023, the same district attended registration applications of 2639 factories. All these applications, except 02 were decided within stipulated time lines.

**Recommendations:** Registration of Factories is a statutory and regulatory requirement. These registrations are required to oversee their working and conformity with labour laws and safety standards. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines. The department also needs to counter check the data provided and also look into the provision of data district wise for the province.

**Table N2. Registration of Factories**

Labour Department						Registration of Factories		
Time Limit: 10 Days			Designated Officer: Chief Inspector of Factories			Appellate Authority: Director Labour		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Peshawar	▼	2637	2	2639	10	0	10
2	Abbottabad	▼	Data Not Reported			Data Not Reported		
3	Haripur							
4	Malakand							
5	Battagram							
6	Charsadda							
7	Torghar							
8	Shangla							
9	Mansehra							
10	Nowshera							
11	Swat							
12	Dir Lower							
13	Buner							
14	DI Khan							
15	Hangu							
16	Swabi							
17	Mardan							
18	Chitral Upper							
19	Kohat							
20	Kohistan Upper							
21	Khyber							
22	Karak							
23	Bannu							
24	Tank							
25	Bajaur							
26	Lakki Marwat							
27	South Waziristan							
28	Kohistan Lower							
29	Chitral Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▼	2637	2	2639	10	0	10

**N3) Registration of Shops and Establishments on Form-C Once:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of the service is the Deputy Chief of District while Chief Inspector of Shops and Establishments is declared as Appellate Authority. In 2022 seventeen (17) districts registered 322 shops and establishments. 300 of the applications for service were attended within the stipulated time limit of ten (10) days while 22 applications mainly in Kohat (10) and Abbottabad (8) were delayed. In 2023, the same number of districts attended registration applications of 646 shop and establishments. 614 applications were attended within stipulated time limit while 32 applications, mainly in Nowshera (11) and Abbottabad (14) were delayed and decided beyond time lines.

**Recommendations:** Registration of Shops and Establishments is a statutory and regulatory requirement. These registrations are required to oversee their working and conformity with labour laws and safety standards. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour to generate requisite focus on the regulatory function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

**Table N3. Registration of Shops and Establishments on Form-C Once**

Labour Department						Registration of Shops and Establishments on Form-C Once		
Time Limit: 01 Week			Designated Officer: Deputy Chief of District			Appellate Authority: Chief Inspector of Shops and Establishments		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Mansehra	▲	25	4	29	0	3	3
2	Bannu	▲	43	0	43	24	1	25
3	Peshawar	▲	26	0	26	14	0	14
4	Chitral Lower	▲	12	0	12	10	0	10
5	Malakand	▲	18	0	18	8	0	8
6	Battagram	▲	19	0	19	18	0	18
7	Charsadda	▲	40	0	40	7	0	7
8	Nowshera	▲	56	0	56	45	0	45
9	Dir Lower	▲	43	0	43	7	0	7
10	Buner	▲	4	0	4	23	0	23
11	DI Khan	▲	4	0	4	1	0	1
12	Swabi	▲	22	0	22	6	0	6
13	Swat	▼	90	1	91	71	0	71
14	Mardan	▼	136	2	138	22	0	22
15	Kohat	▼	3	11	14	3	10	13
16	Abbottabad	▼	27	14	41	35	8	43
17	Khyber	No Result	46	0	46	Data Not Reported		
18	Karak		Data Not Reported			6	0	6
19	Shangla					Data Not Reported		
20	Kohistan Upper							
21	Chitral Upper							
22	Hangu							
23	Torghar							
24	Haripur							
25	Tank							

26	Bajaur							
27	Lakki Marwat							
28	South Waziristan							
29	Kohistan Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	614	32	646	300	22	322

**N4) Medical Care:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of the service is the Social Security Officer while Director Medical Employees Social Security Institution is declared as Appellate Authority. In 2022 seven (07) districts (Dera Ismail Khan, Peshawar, Swat, Mansehra, Nowshera, Bannu and Swabi) attended 638 Requisitions for Medical Care out of which 610 were addressed immediately as required by the notification. 28 cases in Peshawar (14) and Dera Ismail Khan (14) were delayed. In 2023, eight (08) districts attended 4,116 Requisitions for Medical Care. 3,449 requisitions were addressed instantly while the remaining 667 were delayed. The bulk of these delays happened in Peshawar (393), Nowshera (234) and Dera Ismail Khan (35).

**Recommendations:** This Public Service is for the welfare of working labour and helps augment Social Safety Net for the poor and marginalised. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour and the management of Employees Social Security Institution to generate requisite focus on the welfare function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

**Table N4. Medical Care**

Labour Department						Medical Care		
Time Limit: Instant			Designated Officer: Social Security Officer			Appellate Authority: Director Medical ESSI		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	DI Khan	▲	107	35	142	20	14	34
2	Peshawar	▲	0	393	393	0	14	14
3	Swat	▲	17	0	17	6	0	6
4	Mansehra	▼	93	1	94	3	0	3
5	Nowshera	▼	3176	234	3410	422	0	422
6	Bannu	▼	36	4	40	46	0	46
7	Abbottabad	No Result	20	0	20	Data Not Reported		
8	Swabi		Data Not Reported			113	0	113
9	Chitral Lower					Data Not Reported		
10	Malakand							
11	Battagram							
12	Charsadda							
13	Dir Lower							

14	Buner							
15	Mardan							
16	Kohat							
17	Shangla							
18	Khyber							
19	Karak							
20	Kohistan Upper							
21	Chitral Upper							
22	Hangu							
23	Torghar							
24	Haripur							
25	Tank							
26	Bajaur							
27	Lakki Marwat							
28	South Waziristan							
29	Kohistan Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▼	3449	667	4116	610	28	638

**N5) Marriage and Death Grant Facility:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of the service is the Assistant Director (Operations and Welfare) while Provincial Scrutiny Committee/Secretary Workers Welfare Board (WWB) is declared as Appellate Authority. In 2022 three (03) districts (Dera Ismail Khan, Bannu and Haripur) attended 78 Requisitions for Marriage and Death Grant Facility out of which 76 were addressed within one year as required by the notification. Two (02) cases, both in Haripur were addressed with a delay. In 2023, the same three districts attended 237 Requisitions for Marriage and Death Grant Facility and all cases were attended within the stipulated time limit of one year.

**Recommendations:** This Public Service is for the welfare of working labour and helps augment Social Safety Net for the poor and marginalised. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour and the management of Workers Welfare Board to generate requisite focus on the welfare function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improve data sharing.



**Table N5. Marriage and Death Grant Facility**

Labour Department						Marriage and Death Grant Facility		
Time Limit: Minimum Period Within one year			Designated Officer: Assistant Director OW			Appellate Authority: Provincial Scrutiny Committee/Secretary WWB		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Bannu	▲	32	0	32	11	0	11
2	DI Khan	▲	104	0	104	16	0	16
3	Haripur	▲	101	0	101	49	2	51
4	Peshawar	No Result	Data Not Reported			Data Not Reported		
5	Swat							
6	Mansehra							
7	Nowshera							
8	Abbottabad							
9	Swabi							
10	Chitral Lower							
11	Malakand							
12	Battagram							
13	Charsadda							
14	Dir Lower							
15	Buner							
16	Mardan							
17	Kohat							
18	Shangla							
19	Khyber							
20	Karak							
21	Kohistan Upper							
22	Chitral Upper							
23	Hangu							
24	Torghar							
25	Tank							
26	Bajaur							
27	Lakki Marwat							
28	South Waziristan							
29	Kohistan Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	237	0	237	76	2	78

**N6) Cash Benefits:** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of the service is Deputy Director/Social Security Officer while Director Labour is declared as Appellate Authority. In 2022 four (04) districts (Nowshera, Dera Ismail Khan, Bannu and Swat) attended 334 Requisitions for Cash Benefits out of which 224 were addressed within 1-15 days as required by the notification on timelines. 110 cases, all in Nowshera were addressed with a delay. In 2023, six districts (Nowshera, Dera Ismail Khan, Bannu, Mansehra, Peshawar and Swat) attended 1,327 Requisitions for Cash Benefits out of which 1,096 cases were attended within stipulated time while the remaining 231 (the bulk 223 relating to Nowshera district) were attended with delay beyond the stipulated time limit.

**Recommendations:** This Public Service is for the welfare of working labour and helps augment Social Safety Net for the poor and marginalised. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour and the management of Workers Welfare Board to generate requisite focus on the welfare function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines and improving data sharing.

Table N6. Cash Benefits

Labour Department						Cash Benefits		
Time Limit: 1-15 Days			Designated Officer: Deputy Director/ Social Security Officer			Appellate Authority: Director		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Nowshera	▲	788	223	1011	151	110	261
2	Bannu	▲	95	0	95	26	0	26
3	Swat	▲	15	0	15	13	0	13
4	DI Khan	▼	80	2	82	34	0	34
5	Mansehra	No Result	60	4	64	Data Not Reported		
6	Peshawar		58	2	60			
7	Haripur							
8	Abbottabad							
9	Swabi							
10	Chitral Lower							
11	Malakand							
12	Battagram							
13	Charsadda							
14	Dir Lower							
15	Buner							
16	Mardan							
17	Kohat							
18	Shangla							
19	Khyber							
20	Karak							
21	Kohistan Upper							
22	Chitral Upper							
23	Hangu							
24	Torghar							
25	Tank							

26	Bajaur							
27	Lakki Marwat							
28	South Waziristan							
29	Kohistan Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
Khyber Pakhtunkhwa		▲	1096	231	1327	224	110	334

**N7) Scholarships (Registered Serving Industrial Worker's Children):** This Public Service in Labour Department was added to the list of notified services in 2022. The Designated Officer for the delivery of the service is Assistant Director (Scholarships) while Provincial Scrutiny Committee for Scholarship/Chairman WWB is declared as Appellate Authority. In 2022 two (02) districts (Peshawar and Haripur) attended 702 Requisitions for Scholarships. All these applications, except One (01) in Haripur, were addressed within one year as required by the notification on timelines. In 2023, the same two districts attended 2,150 Requisitions for Scholarships. All these cases were attended without delay and within stipulated time.

**Recommendations:** As evident from the nomenclature, this Public Service is for the welfare of working labour and their children to continue with their education. With this lens in perspective, the performance of the function as a Notified Public Service is yet to shape-up and meet the exigency. The Department may review the state of delivery of the service with the Directorate of Labour and the management of Workers Welfare Board to generate requisite focus on the welfare function and casting of Standing Operating Procedures (SOPs) for management and delivery of the service within stipulated timelines.

**Table N7. Scholarship (Registered Serving Industrial Worker's Children)**

Labour Department						Scholarship (Registered Serving Industrial Worker's Children)		
Time Limit: Maximum Period Within one year			Designated Officer: Assistant Director Scholarships			Appellate Authority: Provincial Scrutiny Committee for Scholarship/Chairman WWB		
			Year 2023			Year 2022		
S.NO	District	Trend	Within time	Beyond Time	Total	Within time	Beyond Time	Total
1	Haripur	▲	79	0	79	151	1	152
2	Peshawar	▲	2071	0	2071	550	0	550
3	Nowshera	No Result	Data Not Reported			Data Not Reported		
4	Bannu							
5	Swat							
6	DI Khan							
7	Mansehra							
8	Abbottabad							
9	Swabi							
10	Chitral Lower							
11	Malakand							
12	Battagram							

13	Charsadda							
14	Dir Lower							
15	Buner							
16	Mardan							
17	Kohat							
18	Shangla							
19	Khyber							
20	Karak							
21	Kohistan Upper							
22	Chitral Upper							
23	Hangu							
24	Torghar							
25	Tank							
26	Bajaur							
27	Lakki Marwat							
28	South Waziristan							
29	Kohistan Lower							
30	Orakzai							
31	North Waziristan							
32	Mohmand							
33	Kolai Palas							
34	Dir Upper							
35	Kurram							
<b>Khyber Pakhtunkhwa</b>		▲	<b>2150</b>	<b>0</b>	<b>2150</b>	<b>701</b>	<b>1</b>	<b>702</b>

## PHOTO GALLERY

 **GOVERNMENT OF KHYBER PAKHTUNKHWA  
RIGHT TO PUBLIC SERVICES (RTPS) COMMISSION**  
12/A, CHINAR ROAD, UNIVERSITY TOWN, PESHAWAR.  
PHONE No. 091-9216375, FAX No. 091-9216386

No. RTS 1941  
Date: 18/4/2023

To

**The Assistant Commissioner**  
Mastuj,  
Chitral Upper.

**SUBJECT: APPRECIATION**

I am directed to refer to your office letter No.4665/DCUC/AG-II/RTPSC dated 05/04/2023 and letter No. 345/ACMB-12 dated 06/03/2023 and to state that the Chief Commissioner RTPS has appreciated your efforts to lead the settlement negotiations and resolve the conflict on supply of drinking water to the locality.


  
SUB-REGISTRAR

**Endst: Even No. and Date**  
**Copy forwarded to:**

1. The Deputy Commissioner Chitral Upper.
2. The DMO RTPS Chitral Upper.
3. Case Legal File.

  
SUB-REGISTRAR

OK

 **GOVERNMENT OF KHYBER PAKHTUNKHWA  
RIGHT TO PUBLIC SERVICES (RTPS) COMMISSION**  
12/A, CHINAR ROAD, UNIVERSITY TOWN, PESHAWAR.  
PHONE No. 091-9216375, FAX No. 091-9216386


No. RTS 1942  
Date: 18/4/2023

To

**The Deputy Commissioner**  
Chitral Upper.


**SUBJECT: APPRECIATION**

I am directed to refer to your office letter No.4665/DCUC/AG-II/RTPSC dated 05/04/2023 and to state that the Chief Commissioner RTPS has appreciated your act of resolving the drinking water issue of the locality.


  
SUB-REGISTRAR

**Endst: Even No. and Date**  
**Copy forwarded to:**

1. The Commissioner Malakand Division.
2. The DMO RTPS Chitral Upper.
3. Case Legal File.

  
SUB-REGISTRAR

OK

 **GOVERNMENT OF KHYBER PAKHTUNKHWA  
RIGHT TO PUBLIC SERVICES (RTS) COMMISSION**  
ADDRESS: HOUSE NO. 12/A AND 12/B, CHINAR ROAD, UNIVERSITY TOWN, PESHAWAR.  
Phone No. 091-9216375, 091-9216159 Fax No. 091-9216386


Dear, Muhammad Kabir Afridi Sb.

The Right to Public Services Commission highly appreciates your keen interest in rapidly disposing off complaint of Mian Noor Zeb regarding denial of Fard (copy) of ownership. The Commission values your due diligence in correctly appreciating the facts of the complaint and adequately penalizing the concerned official for his willful default. The Commission expects that you will maintain this level of responsiveness to public grievances.

This is to place on record our good wishes for you and your team.

*Best Regards*

For and on behalf of RTPS Commission

  
Zakir Hussain Afridi  
Commissioner  
18/4/23

Mr. Muhammad Kabir Afridi  
Deputy Commissioner  
Nowshera

Endst: No. RTS-1944 Date 02-03-2023

**Copy to:**

1. The PSO to Chief Secretary, Khyber Pakhtunkhwa.
2. The Divisional Commissioner, Peshawar Division.

## GRAPHIC

محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

سابقہ ایس ایم بی آر زاہر حسین آفریدی نے  
کمشنر آئی ایس کا چارج سنبھال لیا



عوام کو بنیادی خدمات تک بروقت رسائی کو مزید  
آسان بنانا اولین ترجیح ہے

زاہر حسین آفریدی  
کمشنر رائٹ ٹو پبلک سروس کمیشن

IPR CW @infokgovt

یوم یکجہتی کشمیر

5 فروری

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

ہماری جدوجہد کشمیر کی آزادی تک جاری رہے گی!

یکم مئی، مزدوروں کا عالمی دن



یہ دن نہ صرف محنت کشوں کی جدوجہد کی یاد دلاتا ہے بلکہ  
معاشی ترقی میں ان کے اہم کردار کا بھی اعتراف ہے۔ دنیا بھر  
کے تمام مزدوروں کو خراج تحسین پیش کرتا ہوں

محمد سلیم خان  
چیف کمشنر رائٹ ٹو پبلک سروس کمیشن

IPR CW محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

23 مارچ، یوم پاکستان

ہم ایک بین الاقوامی ایک قوم، ایک مقدر  
نظریہ پاکستان اور ایک آزاد اسلامی ریاست کے حقوق  
کیلئے بڑوں مرد، خواتین اور بچوں نے اپنی جانوں کا  
نذرانہ پیش کیا۔ ہم ان کی قربانیوں کو کبھی نہیں  
بھولیں گے۔ آج ہماری باری ہے کہ ملک کی تعمیر و  
ترقی اور اسلامی روایات کو فروغ دینے میں اپنا کردار ادا  
کریں۔

پاکستان زندہ باد

جج محمد عاصم امام  
کمشنر رائٹ ٹو پبلک سروس کمیشن  
خیبر پختونخوا

رائٹ ٹو پبلک سروس کمیشن میں چھ عوامی شکایات کی  
شنوائی/سی سی پی او پشاور اور اسسٹنٹ ڈائریکٹر لوکل  
گورنمنٹ باجوڑ کو عوامی شکایات حل کرنے کے احکامات جاری  
عوامی شکایات ترجیحی بنیادوں پر حل کر دیے ہیں۔

چیف کمشنر محمد سلیم خان

IPR CW محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

IPR CW 14 اگست جشن آزادی

ہمارے اکھوں آپہنچا دلنے اپنے چاند کا نذرانہ پیش کیا تاکہ دلے ملی نسیں ایک لڑا ملک  
میں رہیں لے سکے۔ آج بھی سیکورٹی فورسز اس ملک کے ہٹا کے لے خود کو قربان کر رہے  
ہیں۔ آج اس ملک کے لے قربانیاں دینے والوں کو سلام پیش کرنے کا دن ہے



زاہر حسین آفریدی  
کمشنر رائٹ ٹو پبلک سروس کمیشن

IPR CW محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

IPR CW محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

رائٹ ٹو پبلک سروس کمیشن  
میں 4 عوامی شکایات کی شنوائی

کمیشن نے شہریوں کی اینڈ آئی  
آر کے عدم اندراج پر ایس  
ایچ او اور ایڈیشنل ایس ایچ او  
محکمہ پشاور، ایس ایچ او  
محکمہ سوات کی تنخواہیں  
بند کر دی۔

چیف کمشنر محمد سلیم خان

IPR CW @infokgovt

KP 360 ضلع ہری پور / حلقہ  
پٹواری معطل

رائٹ ٹو پبلک سروس کمیشن کی عوامی شکایت پر کارروائی  
رہوت لینے اور عوامی خدمات بروقت فراہم نہ کرنے پر حلقہ پٹواری معطل  
ڈپٹی کمشنر نے پٹواری کو معطل کر کے انکوائری کمیٹی تشکیل دے دی  
عوامی خدمات میں کوتاہی کسی صورت برداشت نہیں کی جائے گی

چیف کمشنر محمد سلیم خان

IPR CW @infokgovt

محکمہ اطلاعات و تعلقات عامہ  
حکومت خیبر پختونخوا

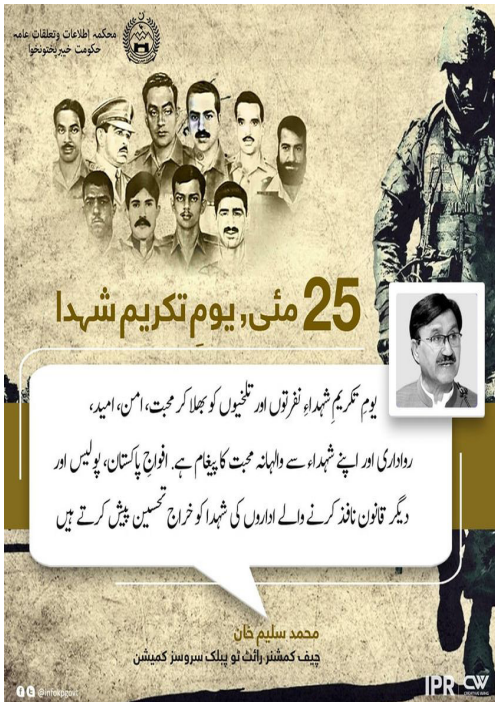
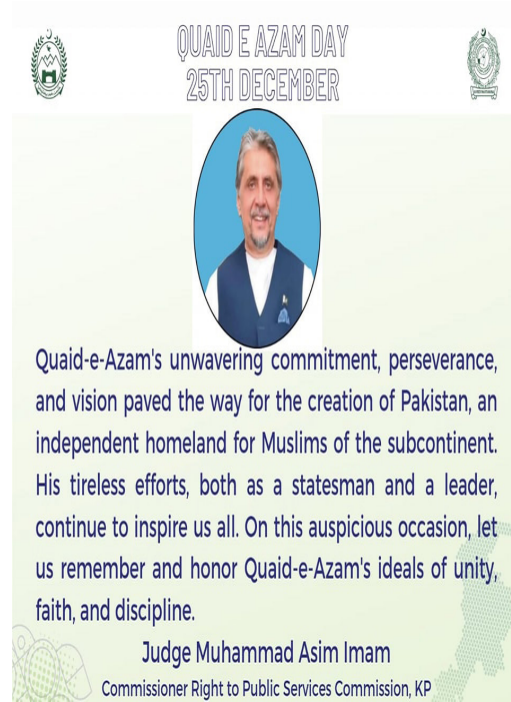
8 مارچ، خواتین کا عالمی دن

تمام خواتین کو خواتین کا  
عالمی دن مبارک ہو! آئیے ملکر  
صنفی مساوات، خواتین کی  
بنیادی حقوق اور انہیں با اختیار  
بنانے کے لیے جدوجہد کریں۔  
آج کا دن دنیا کے لیے ایک یاد دہانی  
ہے کہ وہ کشمیری خواتین کو سفاک  
بھارتی فوجیوں کے مظالم اور درندگی  
سے بچانے کے لیے اقدامات اٹھائے۔

جج محمد عاصم امام  
کمشنر رائٹ ٹو پبلک سروس کمیشن

IPR CW





# NEWS PAPER STORIES

## RTPSC attaches DPO Bajaur salary, imposed fine on filing fake complaint



**RTSC** attached DPO Bajaur salary, imposed fine on filing fake complaint. The complainant was fined for filing a fake complaint against the DPO Bajaur. The RTPSC directed the DPO Bajaur to pay the salary of the complainant and imposed a fine on him for filing a fake complaint. The complainant was fined for filing a fake complaint against the DPO Bajaur. The RTPSC directed the DPO Bajaur to pay the salary of the complainant and imposed a fine on him for filing a fake complaint.

## ایف آئی آر درج نہ کرنے پر ڈی پی او اور طلبہ رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت

ایف آئی آر درج نہ کرنے پر ڈی پی او اور طلبہ رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت. The complainant filed a complaint against the DPO Bajaur for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so. The complainant was fined for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so.

## Citizen Integration Forums to ensure good governance: RTPSC

**RTSC** announced Citizen Integration Forums to ensure good governance. The forums will be held in various districts to discuss the grievances of the citizens and to ensure that the government is responsive to their needs. The RTPSC directed the government to hold these forums and to take action on the issues raised by the citizens. The forums will be held in various districts to discuss the grievances of the citizens and to ensure that the government is responsive to their needs.

## ایف آئی آر درج نہ کرنے پر ڈی پی او اور طلبہ رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت

ایف آئی آر درج نہ کرنے پر ڈی پی او اور طلبہ رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت. The complainant filed a complaint against the DPO Bajaur for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so. The complainant was fined for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so.

## RTS orders CCPO Peshawar to conduct inquiry against SHO

**RTS** ordered CCPO Peshawar to conduct inquiry against SHO. The RTS directed the CCPO Peshawar to conduct an inquiry into the alleged misconduct of the SHO. The RTS directed the CCPO Peshawar to conduct an inquiry into the alleged misconduct of the SHO. The RTS directed the CCPO Peshawar to conduct an inquiry into the alleged misconduct of the SHO.

## RTS orders CCPO to register FIR, summon SHO

**RTS** ordered CCPO to register FIR, summon SHO. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO.

## رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت کی شکایت

رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت کی شکایت. The complainant filed a complaint against the DPO Bajaur for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so. The complainant was fined for not registering an FIR. The RTPSC directed the DPO Bajaur to register an FIR and imposed a fine on him for not doing so.

## ایف آئی آر درج نہ کرنے پر ڈی پی او اور طلبہ رائٹ ٹوپک سرگرمی میں شمولیت کی شکایت

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## RTS adopts technology to ensure speedy redressal of complaints

**RTS** adopted technology to ensure speedy redressal of complaints. The RTS implemented a new system to process complaints more quickly. The RTS implemented a new system to process complaints more quickly. The RTS implemented a new system to process complaints more quickly.

## RTS summons CCPO along with record

**RTS** summoned CCPO along with record. The RTS directed the CCPO to appear before the RTS with a record of the SHO's activities. The RTS directed the CCPO to appear before the RTS with a record of the SHO's activities. The RTS directed the CCPO to appear before the RTS with a record of the SHO's activities.

## تحصیل نامتین ہی جمہوریت کی بنیاد لگاؤ کا ہیں

تحصیل نامتین ہی جمہوریت کی بنیاد لگاؤ کا ہیں. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO.

## Zakir Hussain Afridi takes charge as Commissioner RTS

**Zakir Hussain Afridi** took charge as Commissioner RTS. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO. The RTS directed the CCPO to register an FIR and summon the SHO.



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## HEADQUARTER



**A delegation of minority community visited RTPSC Headquarter Peshawar**



**An Ambassador lawyer of the Commission is talking to the Bar Council Members regarding RTS Act at Peshawar**



**An awareness session was held at UET Nowshera**



**On May 05, 2023 Chief Commissioner RTPS Muhammad Salim Khan made a visit to the Birir Valley and interacted with Kalash Community.**



**Commissioner Zakir Hussain Afridi is Delivering a lecture at Provincial Services academy Regarding RTS Act to SMC Participants (2)**



**Farewell dinner for Chief Commissioner at Peshawar services club**





**Group Photo of participants of awareness session at Bacha Khan University Charsadda**



**Group Photo of participants of awareness session at UET Nowshera**



**Group Photo of Training Session of Tehsil Mayors from NMDs at Shelton Rezidor Peshawar**



**Muhammad Asim Imam (Commissioner-1) RTS commission is presenting annual report of the Commission to DG KP judicial academy (KPJA) Ms Farah Jamshaid**



**On August 18, meeting of all heads of SPLDs held at district Haripur**



**On January 13th, 2023, an awareness session has been arranged at University of Swabi**





**Awareness session at Benazir University for Women Peshawar**



**Group Photo of citizen integration Forum at Abbottabad**



**Mr. Shahab Khan, Data Analyst RTPSC KP, delivered a comprehensive lecture on the RTS act and law at the Staff training institute Peshawar**



**The Commission is hearing citizen's Complaint**



**Commissioner RTPSC Zakir Hussain Afridi is talking District Steering Coomitte Meeting at Mansehra**



**The Commission is hearing citizen's Complaint**

## PUBLIC LETTER

خدمت جناب ڈی ایچ او صاحب آر ٹی ایس کمیشن خیبر پختونخواہ  
مردان

جناب عالی!

عرض کی جاتی ہے میرا جو برقی سرٹیفکیٹ 14 ماہ سے مسئلہ تھا بہت زیادہ پرچھے ڈوڑے بعد مجھے ہمارے سٹارڈی کے ممبر نے آر ٹی ایس کا بتایا اور میں نے آر ٹی ایس کمیشن دسٹرکٹ مردان سے ڈی ایچ او صاحب سے رابطہ کرنا اور ڈی ایچ او صاحب نے میرا مسئلہ سننا اور مسئلہ زبرداد ہٹانے سے بات کی جس کے بعد فوراً میرا مسئلہ حل ہو گیا اور مجھے ہر برقی سرٹیفکیٹ حل کیا میں آر ٹی ایس کمیشن اور ڈی ایچ او صاحب کا بیسٹ شکریہ ادا کر رہا ہوں۔

العارض

شہناز بیگم 14/4 مردان/بہار پور خان

شناختی کارڈ نمبر: 16161-7223602-4

موبائل نمبر: 0346-7223093

05/09/2023

جناب چیف کسٹمر آر ٹی ایس کمیشن خیبر پختونخواہ

جناب عالی

عرض کی جاتی ہے میرا جو ڈسپال 8 ماہ سے مسئلہ تھا بہت زیادہ بجائے ڈوڑے بعد مجھے ہمارے سٹارڈی کے ممبر نے آر ٹی ایس کا بتایا اور میں نے آر ٹی ایس کمیشن سے رابطہ کیا ڈی ایچ او صاحب میرا مسئلہ سننا اور مسئلہ زبرداد ہٹانے سے بات کی جس کے بعد فوراً میرا مسئلہ حل ہو گیا اور مجھے ہر ڈسپال حل مل گیا

العارض

ایمان دوستی، والدہ صاحبہ فتنی

شناختی کارڈ نمبر 1438-20357329

فون نمبر 0338-3358585

سی ایف ایف جی کوٹا

10/10/2023

خدمت جناب ڈی ایچ او صاحب آر ٹی ایس کمیشن کھٹیاٹ

جناب عالی!

جناب سائل آر ٹی ایس

کمیشن کا بہت مشکور ہیں۔ میرے زمین کے انتقال کا جو مسئلہ تھا۔ جو کہ ڈی ایچ او کوٹیاٹ اور رائٹ ڈیپلک سروسز کمیشن کی بدولت حل ہوا۔ میں اور میری بہن بیٹی رائٹ ڈیپلک سروسز کمیشن کے مشکور ہیں۔

العارض

میرزا خان

ڈسٹرکٹ کھٹیاٹ

رابطہ نمبر 0311 8172499

18/4/2023

جناب چیف کسٹمر آر ٹی ایس کمیشن خیبر پختونخواہ

جناب عالی!

عرض کی جاتی ہے کہ میرا الیگیشن کا مسئلہ تھا جو کاغذی مہینوں سے حل نہیں ہو رہا تھا۔ 12 مئی 2023 آر ٹی ایس کمیشن مردان سے رابطہ کیا۔ اور اس کے بعد آر ٹی ایس کمیشن نے میرا مسئلہ خوش اسلوبی سے حل کر دیا۔

میں آر ٹی ایس کمیشن کا بہت شکریہ ادا کرتا ہوں کہ انہوں نے میرا مسئلہ حل کر دیا۔

العارض

سرزمین خان، محلہ سرم، تحصیل، ماٹری ڈاوان، ملوالی

شناختی کارڈ نمبر: 16202-6645821-7

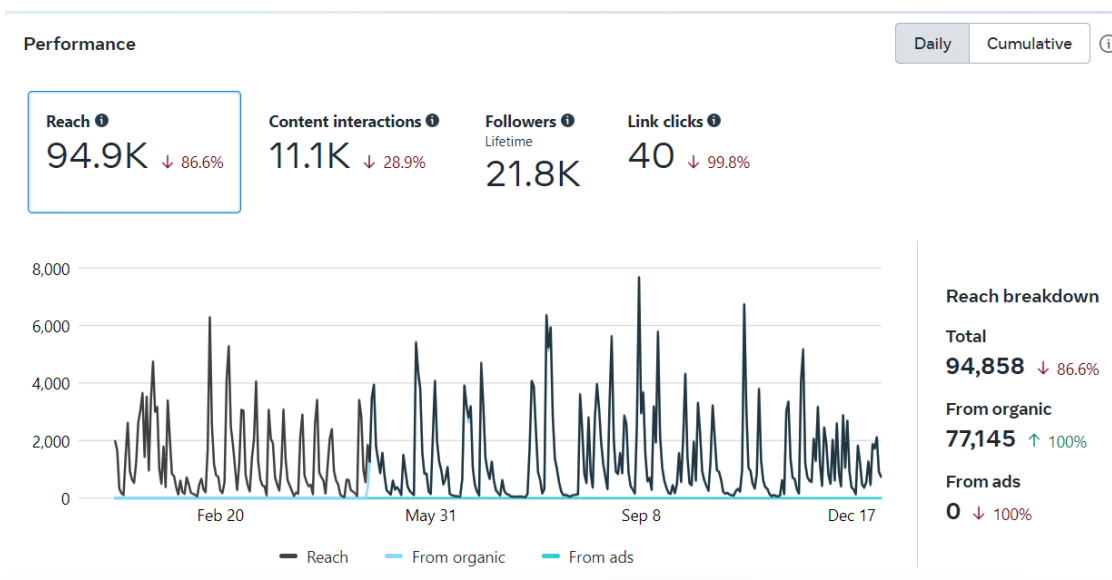
موبائل نمبر: 0300-9085554

## MEDIA COVERAGE

### Media Coverage from January to December 2023 (Headquarter Based)

S.No	Activity	Number
01	Newspaper Stories	338
02	TV Interviews	5
03	TV Reports	8
04	Radio Programs	3
05	Success stories	14
06	Graphics Produced	73
07	Awareness Sessions	9
08	Video Messages	2
09	Training Sessions	16
10	District Citizen integration Forums	05

## RTS SOCIAL MEDIA OUTREACH





# **RIGHT TO PUBLIC SERVICES COMMISSION**

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GOVERNMENT OF KHYBER PAKHTUNKHWA



[www.kprts.gov.pk](http://www.kprts.gov.pk)