BOARD OF INTERMEDIATE & SECONDARY EDUCATION

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
1	Refund of fee (Admission fee, Certificates fee, Migration fee etc.)	05 Days	Account Officer	Chairman	1. Refund Application with original bank receipt. 2. CNIC of the Applicant/Father/Brother in case of a minor.
2	Sports membership	05 Days	Secretary	Chairman	1. Membership Application with the requisite Fee receipt. 2. Subject to availability of Sport Complex.
3	Institution Affiliation	30 Days	Secretary	Chairman	1. Application for affiliation with all codal formalities.
4	Subject/Picture correction of students in documents	Same Day	Secretary	Chairman	1. Application for Correction with all codal formalities.
5	Change of Examination Centre	Same Day	Controller of Examination	Chairman	1. Application for Change of Examination Centre with all codal formalities.
6	Surety Certificate	02 Days	Assistant Secretary	Chairman	1. Application form 2. Copy of DMC 3. Bank Slip of prescribed fee
7	Attempt Certificate	02 Days	Assistant Secretary	Chairman	1. Application form 2. Copies of previous all DMCs (Part-1st & Part-2nd). 3. Bank Slip of prescribed fee

Mineral Development Department (Inspectorate of Mines)

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
1.	Issuance of Mines Registration Certificate	30 Days	Inspector of Mines	Chief Inspector of Mines	CNIC copy, Application form, Bank receipt, Working Plan/Working Scheme, Manager Permit, Allotment Letter
2.	Renewal of Mines Registration Certificate	30 Days	Inspector of Mines	Chief Inspector of Mines	Application form, Previous Certificate/Registration Certificate, Treasury/Bank Receipt
3.	Issuance of Mines Manager Permit	30 Days	Chief Inspector of Mines	Secretary, Mines Department	CNIC Copy, Application form, Relevant Qualification/Experience Documents, Treasury/Bank Receipt, Medical Fitness Certificate
4.	Renewal of Mines Manager Permit	30 Days	Chief Inspector of Mines	Secretary, Mines Department	CNIC Copy, Application form, Relevant Qualification/Experience Documents, Photograph, Previous Certificate/Registration (where applicable), Treasury/Bank Receipt
5.	Issuance of 1st Class Mines Manager Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate
6.	Issuance of 2nd Class Mines Manager Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate
7.	Issuance of Mines Surveyor Competence Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate
8.	Issuance of Shofficer / Blaster Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
9.	Issuance of Mines Sirdar Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate
10.	Issuance of Mine Foreman Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate
11.	Issuance of Mine Mate Certificate	30 days after final result and document verification	Chief Inspector of Mines	Secretary, Mines Department	CNIC copy, Application form, Relevant Qualification/Experience Document, Photograph, Treasury/Bank Receipt, Medical Fitness Certificate

AUQAF, HAJJ, RELIGIOUS & MINORITY AFFAIRS DEPARTMENT

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
A.	**Services Related to Waqf Properties:**				
1.	Issuance of NOC for the repair and maintenance of waqf properties	25 days	Manager/ Assistant Engineer Auqaf	Administrator Auqaf	i. Duly signed application by the lease holder/tenant in the name of Administrator Auqaf, KP. ii. Copy of active lease agreement (lease not expired). iii. Copy of CNIC of the applicant. iv. Brief description of the proposed repair/maintenance work. v. Site plan, drawings or estimates, if needed. vi. No outstanding rent/ lease money pending against the lease holder. vii. NOCs/permissions from other Government Departments or regulatory authorities, wherever required under the law/rules, shall be obtained by the lease holder/tenant.

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
2.	Reconciliation/ correction of Rent Collection Bills for waqf shops/ houses/ agricultural lands	10 days	Manager Auqaf/ ADIT	Administrator Auqaf	i. Written application specifying the nature of the discrepancy. ii. Copy of CNIC iii. Copy of rent collection bill. iv. Copy of rent payment receipts or other supporting documents. v. Any documentary evidence supporting the requested correction.
3.	Renewal of lease agreements of waqf shops/ houses	30 days	Chief Administrator Auqaf	Chief Secretary, Khyber Pakhtunkhwa	i. Written application for renewal submitted before the expiry of the lease. ii. Copy of latest agreement. iii. Copy of the lessee's CNIC iv. Copy of the last paid rent collection bill indicating that no rent arrears are outstanding. v. Copy of an affidavit affirming that no subletting of the waqf unit has been made. vi. The renewal shall be processed strictly in accordance with the provisions of the Khyber Properties Ordinance, 1979 (as amended by the Waqf Properties (Amendment) Act, 2021). vii. Any other document(s) as may be required by the competent authority.
4.	Registration of privately managed waqf properties	60 days	Manager Auqaf	Administrator Auqaf	i. Application shall be submitted on “Form-I” prescribed under Rule 5 of the Khyber Pakhtunkhwa Waqf Properties (Registration) Rules, 2020. ii. Copy of CNIC of the applicant/Mutawalli/Manager of the privately managed waqf property. iii. Recent passport-size photograph of the applicant. iv. Documentary proof of creation of the waqf (Waqf Deed or other legally admissible evidence). v. Documentary proof of ownership/title of the waqf property.

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
					vi. Complete particulars of the waqf property, including its location, boundaries, survey/Khasra numbers (where applicable), area, and nature of the property. vii. Particulars of the Waqif (dedicator) and the beneficiaries of the waqf. viii. Details of the Mutawalli or other person(s) responsible for the management or administration of the waqf property. ix. Details of the income, expenditure, assets, liabilities, leases, and other financial information relating to the waqf, as required under the applicable law. x. Details of bank account(s), if any, maintained in the name of the waqf. xi. Copies of relevant revenue, municipal, or other public records relating to the waqf property, where applicable. xii. Any other information or document required by the Chief Administrator Auqaf for verification of the waqf property under the Khyber Pakhtunkhwa Waqf Properties Ordinance, 1979 (as amended).
B.	**Services Related to Notified Graveyards:**				
1.	Removal of encroachments from waqf graveyards under the administrative control of the Auqaf Department	25 days	Manager Auqaf	Administrator Auqaf	i. Written complaint/application addressed to Administrator Auqaf, KP. ii. Complete address/location of the graveyard. iii. Details of the encroachment and supporting evidence (photographs/documents), if available. iv. Contact details of the complainant.
2.	Construction of boundary wall around notified graveyards	1 Year	Chief Administrator Auqaf	Chief Secretary, Khyber Pakhtunkhwa	i. Written application addressed to the Administrator Auqaf, Khyber Pakhtunkhwa. ii. Copy of the applicant's CNIC.

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
					iii. Name and location of the notified graveyard. iv. Description and relevant details of the graveyard, if required. v. Contact details of the applicant. vi. The request shall be considered by the competent authority, subject to Approval under the next Annual Development Programme (ADP).
D.	**Services Related to Masajid under Auqaf Administration:**				
1.	Redressal of grievances relating to the cleanliness and sanitation of Auqaf-administered Masajid	07 Days	Manager Auqaf	Administrator Auqaf	i. Written complaint or application addressed to Administrator Auqaf, Khyber Pakhtunkhwa. ii. Copy of CNIC of the applicant. iii. Name and location of the Masjid under Auqaf administration. iv. Description/ details of the grievance. v. Contact details of the complainant/ applicant.
2.	Constitution of Religious Purpose Committees in Auqaf Masajid	15 Days	Manager Auqaf	Administrator Auqaf	i. Written request/ application by the locals/ Nimazis. ii. List of proposed members with their particulars. iii. Fulfilment of eligibility criteria under the applicable rules/policy.
3.	Redressal of grievances regarding repair & Maintenance of Auqaf Masjid	30 Days	Manager/ Assistant Auqaf	Administrator Auqaf	i. Written complaint/ application. ii. Name and location of the Auqaf Masjid. iii. Description of the repair/maintenance issue. iv. Photographs or other supporting evidence, where available. v. Contact details of the complainant.

SOCIAL WELFARE, SPECIAL EDUCATION & WOMEN EMPOWERMENT DEPARTMENT

S.No	Type of Service	Timeline	Designated Officer	Appellate Authority	Pre-requisite
1.	Disability Certificate	01 Day	District officer	Director Social Welfare, Special Education, & Women Empowerment Department, Khyber Pakhtunkhwa	1- C.N.I.C and case of minor Form "B". 2- Referred by Orthopedic Medical Board.
2.	N.G.O Registration	30 Days	Assistant Director Registration	Director Social Welfare, Special Education, & Women Empowerment Department, Khyber Pakhtunkhwa	Availability of bed and fulfill the pre-admission criteria
3.	Assistive Devices (Tricycle, Manual Cycle, Electric Cycle & Hearing Aid)	7 Days	Assistant Director PCRDP	Director Social Welfare, Special Education, & Women Empowerment Department, Khyber Pakhtunkhwa	Disability Certificate and Form "B"
4.	Panagah	Instantly	In-Charge Panagah	District Officer concerned	C.N.I.C and case of minor Form "B"
5.	Admission of Special Person	02 Days	Principal concerned	District Officer concerned/Director SEC concerned in case of SEC	C.N.I.C and case of minor Form "B"
6.	Rehabilitation of Drug Addicts	05 Days	Rehabilitation Officer	District Officer concerned	Disability Certificate and Form "B"
7.	Artificial Limbs Workshop (Provision of Artificial limbs)	25 Days	Manager, Artificial Limbs Workshop	Director Social Welfare, Special Education, & Women Empowerment Department, Khyber Pakhtunkhwa	1.To fulfill the essential requirement and documents as per VSWA registration Ordinance 1961. 2. Subject to availability of Material
8.	Industrial Training Center (for Female)	07 Days	NCU Vocational Teacher	District Officer Social Welfare.	1. C.N.I.C and case of minor Form "B" 2. Subject to availability of capacity.

COMMISSIONERATE OF MINESLABOUR WELFAREGOVT OF KHYBER PAKHTUNKHWA (13 August 2026)

S.No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-Requisite
1.	Financial Assistance to the families of deceased mines labour	30 Days	Assistant Commissioner Mines	Chief Commissioner Mines	1. Accident Inquiry Report, Death Certificate, copies of CNICs of deceased and legal heirs, appointment letter issued by the lease holder, Schedule-A record, and authority letter from the legal heirs. 2. Subject to availability of fund.
2.	Financial Assistance to pulmonary diseased mines labour	30 Days	Assistant Commissioner Mines	Chief Commissioner Mines	1. Medical history record, copy of CNIC, appointment letter issued by the lease holder, Schedule-A record, and recommendations of the Medical Committee. 2. Subject to availability of fund.
3.	Financial Assistance to disabled mines labour	30 Days	Assistant Commissioner Mines	Chief Commissioner Mines	1. Accident Inquiry Report, copy of CNIC, appointment letter issued by the lease holder, Schedule-A record, disability certificate, X-rays, or any other supporting documentary proof. 2. Subject to availability of fund.
4.	Marriage Grant to the daughter of mines labour	30 Days	Assistant Commissioner Mines	Chief Commissioner Mines	1. Marriage Certificate, copies of CNICs of the labourer's daughter and her husband, five-year Schedule-A record, and appointment letter issued by the lease holder. 2.Subject to availability of fund.
5.	Scholarships to children of mines labour	5 months	Assistant Commissioner Mines	Chief Commissioner Mines	1. Academic record of the student, copy of CNIC/Form-B, Schedule-A record, and appointment letter issued by the lease holder. 2.Subject to availability of fund.
6.	Mines Labour Welfare Dispensaries	Same Day	Junior Clinical Technician	Chief Commissioner Mines	---

Water & Sanitation Services Company Mingora Swat

S. No	Type of Service	Timeline	Designated Officer	Appellate Authority	Pre-Requisites
1	پانی کے معیار کی جانچ *(Water Quality Testing)*	10 Days	GM Operations, WSSC	CEO WSSC	1. Application Form 2. Fee Must be included

Public Health Engineering Department

S. No	Type of Service	Time Limit	Designated Officer	Appellate Authority	Pre-requisite
1.	Water Quality Testing	10 Days	Assistant Research Officer (water quality lab)	Director Labs	a) PHE Water Lab in the area b) Fee payment
2.	Repair of Leakage of Water	7 Days	Sub-Divisional Officer	Executive Engineer Concerned	a) PHE Water Supply scheme in the area b) Application with copy of CNIC c) Previous Water Bill
3.	Water Disconnection	5 Days	Executive Engineer	Superintending Engineer Concerned	a) Application with copy of CNIC b) Latest paid bill
4.	Restoration of Water Connection	3 Days	Executive Engineer	Superintending Engineer Concerned	a) Application with copy of CNIC b) Latest paid bill

LIVESTOCK AND DAIRY DEVELOPMENT (EXTENSION) DEPARTMENT

S. No	Type of Service	Description of service	Given Time Limit	Designated Officer	Appellate Authority	Final Appellate Authority
1	Animal Treatment Services	Provision of animal health services to livestock farmers	Instantly	Veterinary Senior/Veterinary Officer/Veterinary Supervisor	District Director Livestock	RTS Commission
2	Animal Vaccination Services	Immunization of animals against prevalent livestock contagious disease	Instantly	Veterinary Senior/Veterinary Officer/Veterinary Supervisor	District Director Livestock	RTS Commission
3	Livestock Disease Diagnostic Services	To test different samples for livestock disease diagnostics	Same Day	Veterinary Senior/Veterinary Officer/Veterinary Supervisor	Epidemiologist, Directorate General (Ext) Livestock and Dairy Development Department, Peshawar	RTS Commission
4	Artificial Insemination Services	Artificial Insemination for Breed Improvement in the Province	Same Day	Veterinary Senior/Veterinary Officer/Veterinary Supervisor	District Director Livestock	RTS Commission
5	Milk quality testing services	To check milk samples for adulteration	Same Day	In-charge Milk Quality Testing lab at Divisional Level.	District Director Livestock Concerned	RTS Commission
6	Livestock Extension Services	Extension services are provided to the farmers and general Public	5 Days	In-charge of the Veterinary Institute in the area	District Director Livestock	RTS Commission

Fisheries Department, Khyber Pakhtunkhwa

S. No.	Type of Service	Timeline	Designated Officer	Appellate Authority	Documents Required
1	Provision of Fish Seed	3 Days	Concerned District Officer	Director General Fisheries	NIC
2	Farmers Registration	30 Days	Concerned District Officer	Director General Fisheries	i) Registration Form ii) NIC iii) Good Aquaculture Practices Checklist
3	Construction of Fish Farms	120 Days for Trout ponds 60 Days for Carp fish ponds	Concerned District Officer	Director General Fisheries	i) Application on Plain Paper ii) NIC iii) Land ownership documents / Lease documents
4	Fish Angling (Rod and Line)	One Day	Concerned District Officer	Director General Fisheries	NIC
5	Caste Net	1 x day	Concerned District Officer	Director General Fisheries	NIC

Police Department

S. No	Type of Service	Timeline	Designated Officer/In-Charge	Appellant Authority
1	Lost and Found Report	2 Days	Inspector/Sub-Inspector	DPOs/SSP Coordination for Peshawar
2	Tenant Registration Form	5 Days	SHO Concerned	DPOs/SSP Coordination for Peshawar
3	Police Clearance Certificate (Visa)	7 Days	SHO Concerned	DPOs/SSP Coordination for Peshawar
4	Police Clearance Form (Abroad/Overseas)	7 Days	SHO Concerned	DPOs/SSP Coordination for Peshawar
5	Domestic Verification	7 Days	SHO Concerned	DPOs/SSP Coordination for Peshawar
6	Issuance of Driving Learner	Same day	MLA	CTO for Peshawar/ DPO for other Districts
7	Issuance of Driving License	7 Days	MLA	CTO for Peshawar/ DPO for other Districts
8	Renewal of Driving License	7 Days	MLA	CTO for Peshawar/ DPO for other Districts