OFFICE OF THE DEPUTY COMMISSIONER/DM SHANGLA

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No. 10905-13/PMRU/DC/SH: Date Alpurai the, 30/09/2026

MINUTES OF MEETING DISTRICT REFORMS IMPLEMENTATION COMMITTEE (DRIC) DISTRICT SERVICE DELIVERY CONFERENCE – DISTRICT SHANGLA

Date: 30/09/2026
Time: 1100 Hours
Venue: Office of the Deputy Commissioner, Shangla
Chair: Deputy Commissioner, Shangla

PARTICIPANTS

The meeting was chaired by the Deputy Commissioner, Shangla and was attended by ADC (General), ADC (Finance & Planning), ADC (Relief), all Assistant Commissioners/Assistant Assistant Commissioners, District Health Officer, District Education Officers (Male & Female), Tehsil Municipal Officers, Executive Engineer C&W, Assistant Directors Local Government & Rural Development Department and other concerned officers/officials.

AGENDA

The meeting was convened to review the District Service Delivery (DSD) indicators and assess the performance of various departments/facilities in District Shangla, with particular focus on deficiencies reflected in the August 2026 DSD/DRIC dashboard and measures required for their timely rectification.

The dashboard reflected monitoring of 13 facility types comprising 134 facilities in District Shangla.

PROCEEDINGS

The Chair welcomed the participants and emphasized that the DSD indicators are intended to provide an objective assessment of service delivery at the field level. The Chair directed all concerned officers to critically review the indicators pertaining to their respective departments and ensure that deficiencies are addressed within the prescribed timelines.

1. SERVICE DELIVERY CENTRES (SDCs)

The meeting reviewed the performance of 06 Service Delivery Centres. The indicators showed full availability of service counters, computer systems, waiting areas, washrooms, power backup, drinking water, fire extinguishers and CCTV facilities. However, female service counters were available at 05 out of 06 SDCs, while queue management systems were functional at 04 out of 06 SDCs.

IRECTIONS:

The concerned ACs/Tehsildars were directed to ensure provision/functionality of the missing female service counter and queue management systems immediately and submit compliance to the DC Office.

2. GENERAL BUS STANDS/ADDAS

The performance of 07 General Bus Stands/Addas was reviewed. The majority of passenger and safety facilities were reported available, including CCTV cameras, metal detectors, dustbins, waiting areas, washrooms, route boards, rate lists, first-aid kits, fire-safety equipment and water coolers. However, ticketing booths were available at 06 out of 07 bus stands.

DIRECTIONS:

The concerned ACs/TMOs were directed to ensure provision of the missing ticketing booth and ensure proper functioning and visibility of passenger facilitation arrangements.

3. OUTSOURCED SCHOOLS

The meeting reviewed 10 outsourced schools. Partner-hired teacher attendance was recorded at 94.44%, functional classrooms at 69.57%, student attendance at 70.06%, while electricity and drinking-water availability remained deficient at a number of facilities. The dashboard also reflected incomplete ESEF payment processing.

DIRECTIONS:

The DEOs (Male/Female) were directed to coordinate with the concerned outsourced-school management and ensure improvement in infrastructure, teacher attendance, student attendance, electricity, drinking water and toilet facilities. Pending payment-related issues were also directed to be pursued with the concerned authority.

4. EDUCATION SECTOR / E&SE SCHOOLS

The performance of 38 E&SE schools was reviewed. Water functionality was reported at 33 facilities, toilet functionality at 32 facilities and electricity functionality at 27 facilities. Teacher attendance stood at 92.05%, while student attendance was 84.57%.

Directions:

The DEOs (Male/Female) were directed to ensure restoration of missing water, toilet and electricity facilities and to closely monitor teacher and student attendance. Particular attention was directed towards schools showing recurring deficiencies.

5. BHUS/RHCS

The meeting reviewed 10 BHUs/RHCs. The indicators showed deficiencies in Medical Officer presence and medicine availability, while equipment functionality and infrastructure also required improvement at certain facilities.

DIRECTIONS:

The DHO was directed to ensure availability/presence of medical staff, essential medicines and functional equipment at all health facilities. Facility-wise deficiencies were to be addressed on priority basis and compliance reported to the DC Office.

6. CIVIL VETERINARY HOSPITALS

The performance of 03 Civil Veterinary Hospitals was reviewed. The dashboard showed 100% veterinary staff presence and full availability of medicines and equipment, along with availability of laboratory testing, store rooms, power backup and operation theatres.

The Chair appreciated the reported performance and directed the concerned department to maintain the existing service delivery standards.

7. FARM SERVICE CENTRE

The meeting reviewed the Farm Service Centre, where facilitator presence, active office, farmer committee and availability of pesticides, fertilizers and machinery were reported. Seed availability was marked as Not Applicable.

The concerned department was directed to maintain regular availability of agricultural inputs and ensure effective facilitation of farmers.

8. MAJOR ROAD

The meeting reviewed the indicator pertaining to the major road. The road was reported free from encroachments, garbage/rubble and construction material, with cleanliness and street-light indicators recorded positively. However, the indicator relating to freedom from potholes required further attention.

DIRECTIONS:

The XEN C&W was directed to inspect the identified road section and undertake necessary repair/maintenance measures, particularly removal of potholes, on priority basis.

9. TEHSIL OFFICES

The performance of 06 Tehsil Offices was reviewed. Tehsildar presence, fire extinguishers, CCTV, visitor seating and lights/fans functionality were reported satisfactorily. However, the indicator relating to building condition showed deficiency at one facility.

DIRECTIONS:

The concerned ACs/Tehsildars were directed to ensure necessary repairs/maintenance of the deficient office building and maintain the remaining service delivery standards.

10. WASTE COLLECTION

The meeting reviewed 11 waste collection points. The indicators reflected improvement in staff attendance, street cleanliness, absence of garbage heaps, designated disposal areas and prevention of open burning.

The Chair appreciated the reported improvement and directed the TMOs to sustain the cleanliness arrangements and ensure regular monitoring of waste collection/disposal points.

11. MAJOR PARK

The performance of the monitored major park was reviewed. The indicators showed availability of Maali and sanitation workers, functional night-time lights, clean washrooms, dustbins, boundary wall, water pipelines, water supply, jogging tracks and greenery.

The concerned TMO was directed to maintain the park in good condition and ensure continuous cleanliness and upkeep.

12. MANHOLES

The meeting reviewed 39 monitored manholes. The dashboard showed the presence of covers at all 39 monitored locations and reported 99% undamaged covers.

DIRECTIONS:

The concerned TMOs were directed to undertake regular inspection of manholes and immediately replace/repair any damaged or missing covers to prevent accidents and ensure public safety.

13. DISTRICT NERVE CENTRE

The meeting also reviewed the District Nerve Centre indicator. The dashboard reflected that the DNC was established and adequate functional cameras were available.

The Chair directed that the monitoring mechanism should be utilized effectively for continuous oversight of service delivery indicators and prompt identification of deficiencies.

GENERAL DIRECTIONS OF THE CHAIR

The Deputy Commissioner, Shangla, issued the following directions:

All concerned departmental heads shall personally monitor the DSD indicators pertaining to their departments and ensure timely rectification of deficiencies.

All ACs/AACs and field officers shall conduct regular field verification of the indicators and ensure that dashboard entries accurately reflect the actual field position. Deficiencies identified through DSD monitoring shall not merely be reported but shall be followed through until complete rectification. The concerned officers shall ensure timely uploading of accurate and verifiable field data, supported by proper photographic evidence wherever required.

DEOs (Male/Female) shall give special attention to school infrastructure, teacher/student attendance, water, toilets and electricity-related indicators.

DHO shall ensure availability of doctors/medical staff, medicines, functional equipment and essential facilities at BHUs/RHCs.

TMOs shall ensure cleanliness, waste collection, disposal arrangements, functional public facilities and maintenance of manholes and parks.

XEN C&W shall address road-related deficiencies, particularly potholes and other issues affecting public safety and accessibility.

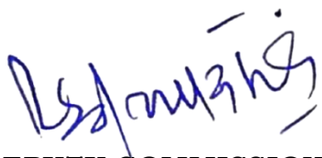
ADs LG&RDD and concerned ACs/AACs shall coordinate with field formations for timely resolution of municipal and local-government related deficiencies.

All officers were directed to submit compliance/progress reports within the prescribed timeline, so that the same may be consolidated at the District level and reviewed in the next DRIC/DSD meeting.

CONCLUSION

The Chair emphasized that District Service Delivery indicators are a key mechanism for measuring the quality, accessibility and responsiveness of public services. All participating departments were directed to treat the identified deficiencies as priority issues and ensure visible improvement at the field level.

The meeting concluded with directions for strict compliance, continuous monitoring and timely submission of progress/compliance reports.



DEPUTY COMMISSIONER
SHANGLA

ENDST & DATE EVEN:

Copy of the above is forwarded for information and necessary action to the:

1. *Commissioner Malakand Division at Saidu Sharif, Swat.*
2. *ADC (G), (F&P) and Relief, Shangla.*
3. *DEO (Male) & (Female), Shangla.*
4. *DHO Shangla.*
5. *DO Agriculture Shanlga.*
6. *DO Livestock Shangla.*
7. *All ACs/ AACs in the District.*
8. *All TMOs in the District.*
9. *All ADs LG&RDD in the District.*

DEPUTY COMMISSIONER
SHANGLA

ATTENDANCE SHEET
MEETING REGARDING DSD REVIEW AUGUST 2026 DISTRICT SHANGLA
DEPUTY COMMISSIONER OFFICE SHANGLA
Dated 30/09/2026

S.No.	Name	Designation	Signature
1.	Mr. Muhammad Abdullah Shah	DC	
②	Hammad Ali	ADC (G)	
3	Abdul Qayum	AC Dlp	
4	Javed	AC Besham	
5	Dr. Nazar Muhammad	DHO	
6	Alam Salman	DD Shangla	
7.	Dr. AJAB KHAN	DDL Shangla	
8	Jawad Khan	AD (G) & PPD Coordinator	
9	Khansa	NEMS	
10	Tawad Alam	NEMS.	
11	Saidul Abrar	CO EMA Shangla	
12	Muhammad Salim	TO-I TMA-Alpuri	
13.	Majid Khan	Computer Operator TMA Chakesar	
14.	M. Ghafoor	TOR TMA Chakesar	
15.	Dr. Shah Alam	DD Agriculture Extension	Shah Alam
16	Arsalan Ahmed	SDO PHE	Ahmed
17	Pervez Khan	DEO (F)	30/9/2026
18	Engr. Waseem Shah	Xen C&W	
19	Muhammad Aurangzeb	DEO (W)	
20	Bakhtiar Zada	TMO puran	
21	Mian Qaisar Khan	TMO Martung Besham	

	Shafiq ur Rehman	DDEO (M)	
	Shamsul Wahab	ADEO (M)	

CamScanner