OFFICE OF THE
DEPUTY COMMISSIONER DIR LOWER

MINUTES OF THE MEETING REGARDING GOOD GOVERNANCE ROAD MAP – DISTRICT SERVICE DELIVERY

Meeting on Good Governance Road Map was held on 5th October 2026 at 04:00 PM under the Chairmanship of the undersigned at DC Conference Room/Jirga Hall, which was attended by the following officers:

1. Additional Deputy Commissioner (General), (Finance & Planning), (Relief & HR)
2. All the Assistant Commissioners, Dir Lower.
3. All the Addl: Assistant Commissioner, Dir Lower.
4. The Assistant Director, LG&RDD Dir Lower.
5. District Health Officer, Dir Lower.
6. District Education Officers (Male/Female), Dir Lower.
7. District Monitoring Officer, EMA Dir Lower.
8. Deputy Director, Agriculture Dir Lower.
9. Deputy Director, Livestock Dir Lower.
10. District Officer, Social Welfare Dir Lower.
11. Tehsil Municipal Officers, Dir Lower.

After recitation of the Holy Quran, a presentation on GGRM rollout was thoroughly discussed with all concerned and briefed them on assigned KPIs of DSD dashboard followed by field visits of the undersigned for validation of the missing services under respective sector. The Following decisions were taken;

S#	Sector/Ag. Item	Decision	Action by
1.	**Health**	Performance indicators pertaining health department were review from the DSD (District Service Delivery Dashboard) 1. MO Presence 2. Medicines Availability 3. Infrastructure Availability 4. Equipment Functionality 5. Cleanliness The undersigned emphasized the need to address all identified gaps and underperforming areas highlighted by EMA via DSD system immediately. The concerned stakeholders were directed to develop an action plan for improvement with clear outcomes in the services delivery pertaining their department till field visit of the undersigned. Furthermore, all concerned were directed to regularly share service delivery progress with the office of the undersigned for citizens feedback as prescribed format.	DHO MS DHQ IMU Health Staff Field Visits ADCs, ACs, AACs

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2.	**Education**	Performance indicators pertaining Education department were review from the DSD (District Service Delivery Dashboard) 1. Water Functionality 2. Toilet Functionality 3. Electricity Functionality 4. Student / Teacher Ratio 5. Teacher Attendance 6. Student Attendance DEOs (Male/Female) were directed for immediate intervention and clear tangible results to be visible during visit of the undersigned. Proper action plan to be devised and shared with the office of the undersigned.	DEO Male DEO Female EMA Field Visits ADCs, ACs, AACs
3.	**Agriculture**	All the performance indicators pertaining Agriculture sector were review one by one from the DSD dashboard and were found green means operational. 1. Facilitator Presence **2.** Facilitator Office 3. Committees Established 4. % Seed stock 5. % of Insecticide / Pesticide 6. % of Fertilizers 7. % of Functional Machinery However, DD Agriculture was directed to identify improvement areas enhancing service delivery till visit of the undersigned and share details of beneficiaries for citizen feedback.	DD Agriculture EMA Field Visits ADCs, ACs, AACs
4.	**Livestock**	Performance indicators pertaining Livestock department were review from the DSD (District Service Delivery Dashboard) 1. Sanitation Staff 2. Lab Testing 3. Store Room 4. Power Backup 5. Operation Theatre 6. Presence of Vet Staff 7. Presence of Medicines 8. Presence of Equipment Livestock department was directed for clear improvement and coordinate closely with its parent department for technical and resource support and keep the office of the undersigned updated on regular progress. DD Livestock was tasked for joint visit of the facilities operational and identification of paucity services for enhancement. DD Livestock was clearly directed to make the indicators Green by this month with no laps.	DD Livestock EMA Field Visits ADCs, ACs, AACs

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5.	**Social Welfare** (Darul-Aman)	All the performance indicators pertaining Social Welfare (Darul Aman) were review one by one from the DSD dashboard and were found green means operational. 1. Separate Bed Available 2. Washroom Clean 3. Functional CCTVs in Corridors 4. Functional CCTVs in Office 5. Functional Kitchen 6. Living Room 7. Outdoor Space 8. Boundary Wall 9. Management Staff Presence 10. Teaching Staff Presence 11. Support Staff Presence The DO Social Welfare was directed for improvement of services in darul Aman and maintain the services according to the EMA requirements.	DO Social Welfare EMA Field Visits ADCs, ACs, AACs
6.	**Local Government** Manholes	During review of indicators related to Local Govt on DSD dashboard clear gaps of service deliveries were observed in Manholes. **1.** Manhole Covers Present **2.** Undamaged Cover All concerned Assistant Directors (LG) and TMAs were tasked on the spot to take immediate measures for improvement in the respective service areas. The TMAs were specifically directed to take all necessary measures to ensure that the relevant indicators are improved to **Green** by the end of the current month, with **no lapses or delays** in compliance.	All TMAs AD LG EMA Field Visits ADCs, ACs, AACs
7.	**Local Government** Waste Collection Points	During review of indicators related to Local Govt on DSD dashboard clear gaps of service deliveries were observed in Waste Collection Points. **1.** Attendance 2. Street Cleanliness 3. No Garbage Heaps 4. Designated Area for Disposal 5. No Open Burning All concerned Assistant Directors (LG) and TMAs were tasked on the spot to take immediate measures for improvement in the respective service areas. The TMAs were specifically directed to take all necessary measures to ensure that the relevant indicators are improved to **Green** by the end of the current month, with **no lapses or delays** in compliance.	All TMAs AD LG EMA Field Visits ADCs, ACs, AACs
8.	**Slaughter Houses**	The following indicators of slaughter house were reviewed. 1. Incharge/Supervisor 2. Sanitation Workers	All TMAs EMA Field Visits ADCs, ACs, AACs

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		3. Veterinary Officer 4. Vet Inspection 5. Daily Cleaning/Disinfection 6. Record keep of animals 7. Animal Waste Drainage 8. Animal Waste Tanks 9. Water Hoses 10. First Aid Kits All TMOs were directed to ensure strict compliance with all the key indicators prescribed by the Provincial Government for slaughterhouse operations. Administrative Officers shall conduct inspections during morning operations and submit their inspection reports on the DSD Dashboard for regular monitoring and review.	
9.	**Cattle Mandi**	The following indicators of Cattle Mandi were reviewed. 1. Health Inspection of Animals 2. Waste Collection and cleaning 3. Formal Recording of sales 4. Shaded area for animals 5. Feeding Compartment 6. Water for animals 7. Food Stalls 8. Shade area for customers 9. % of Management Staff 10. % of Support Staff All TMOs were directed to ensure strict compliance with all the key indicators prescribed by the Provincial Government for Cattle Mandis. Administrative Officers shall conduct inspections during morning operations and submit their inspection reports on the DSD Dashboard for regular monitoring and review.	All TMAs EMA Field Visits ADCs, ACs, AACs
10.	**General Bus Stands**	The following indicators of General Bus Stands were reviewed. 1. CCTVs Cameras 2. Metal Detectors 3. Sufficient Dustbins 4. Waiting Area for Passengers 5. Washroom Water Supply 6. Clean Washrooms 7. Cafeteria/Tuck Shop 8. Displayed Route Boards 9. Displayed Rate List 10. First Aid Kits 11. Fire Safety Equipment 12. Water Cooler 13. Ticketing Booth 14. % of Support Staff 15. % of Management Staff	All TMAs EMA Field Visits ADCs, ACs, AACs

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		All TMOs were directed to ensure strict compliance with all the key indicators prescribed by the Provincial Government for Bus Stands. Administrative Officers shall conduct inspections during morning operations and submit their inspection reports on the DSD Dashboard for regular monitoring and review.	
11.	**Fruits and Vegetables Market**	The following indicators of Fruits & Vegetables Market were reviewed, 1. Manager 2. Cleaned in Last 24 Hours 3. Waste Produced collected 4. Public Washrooms 5. Parking for Supply Vehicles 6. Parking for customers 7. Electricity 8. Fans 9. Semi-Permanent Shades 10. % of Support Staff All TMOs were directed to ensure strict compliance with all the key indicators prescribed by the Provincial Government for Fruits & Vegetables Market. The chair directed to ensure that market Saddar comply with the above-mentioned standards in order to improve facilities and provide a better environment for customers and traders. Administrative Officers shall conduct inspections during morning operations and submit their inspection reports on the DSD Dashboard for regular monitoring and review.	All TMAs EMA Field Visits ADCs, ACs, AACs
12.	**Main Roads**	All the performance indicators pertaining Main Roads sector were review one by one from the DSD dashboard and were found green means operational. 1. Free from Encroachments 2. Free from Garbage/Rubble 3. No Construction materials 4. Dry & Clean 5. Street Lights Presents 6. Street Lights Functional 7. Free from Potholes However, AD Local Govt and TMAs was directed to identify improvement areas enhancing service delivery till visit of the undersigned and share details of beneficiaries for citizen feedback.	All TMAs EMA Feild Visits ADCs, ACs, AACs

The meeting ended with a vote of thanks to and from the chair.

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Deputy Commissioner
Dir Lower

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Copy forwarded for information:

1. The Commissioner Malakand Division at Swat.
2. PSO to Chief Minister, Government of Khyber Pakhtunkhwa.
3. PSO to Chief Secretary, Government of Khyber Pakhtunkhwa.
4. The Director, PMRU O/O the Chief Secretary Khyber Pakhtunkhwa.
5. All the stakeholders for appropriate necessary action.

Deputy Commissioner
Dir Lower

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