OFFICE OF THE DEPUTY COMMISSIONER NOWSHERA

92-The Mall Cantonment
0923-9220098-99, 0923-9220159

DATED: 21 /09/2026

MINUTES OF THE MEETING REGARDING THIRD DISTRICT SERVICE DELIVERY CONFERENCE HELD ON 18TH SEPTEMBER, 2026 AT 03:00 PM IN OFFICE OF THE DEPUTY COMMISSIONER, NOWSHERA.

The subject meeting was held on 18th September, 2026 at 03:00 PM at Conference Hall of this office, under the chairmanship of the undersigned to review existing facilities provided by various line departments and to make available the missing facilities. List of the participants is attached.

The meeting commenced with the recitation from the Holy Qur'an. The Chair welcomed all participants and apprised them that the requisite data, pertaining to various District Departments, has been uploaded to the District Service Delivery Module by the Education Monitoring Authority (EMA) Nowshera. The data has already been shared with the respective Departments for their information and necessary action.

It was highlighted that the available facilities are marked green, whereas the missing ones are reflected in red. All Departments are directed to ensure that the missing facilities are provided and made fully functional within one week. Departments shall also maintain close coordination with EMA Nowshera to ensure accuracy and timely updating of information on the system.

Furthermore, all ADCs, ACs and AACs are instructed to visit their respective sites, verify the availability of facilities on ground, and submit a compliance report to the undersigned.

During the meeting the indicators of the following Departments were discussed and directions were issued for compliance as follows:

Facility	Public Service Area	Discussions / Decision	Responsibility
BHU/RHCs / NOWSHERA	• Doctor Presence • Medicine Availability • Infrastructure availability • Equipment availability • Cleanliness	To carryout surprise inspection of BHUs/RHCs in their respective jurisdictions. Furthermore Health Department to ensure availability of all public service indicators in all health facilities. Furthermore all ADCs ACs and AACs to carryout surprise inspection of health facilities in their respective jurisdictions.	All ADCs DHO All ACs All AACs
E&SE SCHOOL / NOWSHERA	• Teacher Attendance • Students Attendance • Toilet Availability • Water Availability • Electricity Availability • Boundary Wall Availability	To ensure availability of Public service area indicators in all Government and private schools. Furthermore all ADCs ACs and AACs to carryout surprise inspection of education facilities in their respective jurisdictions.	All ADCs All ACs All AACs DEO Male/Female
FARM SERVICE CENTERS	• Availability of Facilitator • Functionality of Facilitator Office • Established Committees Established • Seed stock (%) • of Insecticide / Pesticide (%) • % of Chemicals • % of Fertilizers • % of Functional Machinery	To ensure availability of all public service area indictors in Farm Service Centers. Furthermore all ACs and AACs were directed to carryout surprise inspection of Farm Service Centers in their respective jurisdictions.	All ACs All AACs DD Agriculture Nowshera o/c

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CIVIL VETERINARY HOSPITAL	• **Sanitation Staff** • **Lab testing** • **Store rooms** • **Quarantine space** • **Power back up** • **Operations Theatre** • **Presence of Veterinary Staff** • **Presence of Medicines** • **Presence of Equipment**	To ensure availability of all public service area indicators in Farm Service Centers. Furthermore, DD Livestock was directed to ensure 100% presence of veterinary staff and availability of the equipment at CVH Khairabad and CVH Nizampur. Furthermore all ACs and AACs were directed to carryout surprise inspection of Civil Veterinary Hospital in their respective jurisdictions.	All ACs All AACs DD Livestock Nowshera
SLAUGHTER HOUSES	• **In-charge/Supervisor** • **Sanitation Workers** • **Veterinary officer** • **Vet Inspection** • **Daily Cleaning/Disinfection** • **Record Keeping of Animals** • **Animal waste drainage** • **Animal waste tanks** • **Water Hoses** • **First Aid Kits**	One slaughterhouse have been reported i.e. Slaughterhouse Pabbi near Boys Degree College Pabbi. The chair directed with concern department that all public service area indicators must be available and fully functional at Slaughterhouse Pabbi. Furthermore AC & AAC Pabbi were directed to carryout surprise inspection of Slaughter House	AC Pabbi AAC Pabbi TMO Pabbi
CATTLE MARKETS	• **Security Guard** • **Sanitary Worker Present,** • **Feeding Compartment** • **Animal Waste Disposal** • **Shaded Area for Customers** • **Health inspection for Animals** • **Waste Collecting and cleaning** • **water for Animal**	To ensure availability of all public service area indicators at Cattle Market. Furthermore all ACs and AACs were directed to carryout surprise inspection of Cattle Markets in their respective jurisdictions	All ACs All AACs DD Livestock Nowshera All TMOs in District Nowshera
Fruits & Vegetable Markets	• **Visible govt rates** • **sanitary worker** • **waste produce collection electricity present** • **parking (supply vehicles)** • **semi-permanent sheds backup/generator** • **present public washrooms present**	To ensure availability of all public service area indicators at Fruits & Vegetable Markets. Furthermore AC & AAC Pabbi were directed to carryout surprise inspection at Fruits & Vegetable Markets.	AC Pabbi AAC Pabbi TMO Pabbi
Storm Drains	• **Entry point of drain completely clear of any blockages** • **Exit point of drain completely clear of any blockage**	To ensure all the drainage are completely cleared, entry and exist point are cleared.	All TMOs in District Nowshera
Trunk Sewers	• **Manhole Covered,** • **Manhole free from damage** • **No. sediment around Manhole** • **No. outflow of Sewage from Manhole** • **No. bad odour around Manhole** • **No. blockage at outflow of drain** • **Fast flow of water at outflow of drain**	To ensure the clearance and proper maintenance of all public service areas indicators at trunk sewers.	All TMOs in District Nowshera
MANHOLES	• **Manhole covers present** • **Undamaged Cover**	All TMOs were directed to ensure proper cover all manhole in District Nowshera	All TMOs in District Nowshera

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PONDING POINTS	• Does not Fill up • Fills up in a Month • Fills up in 6 Months • Fills up in a Year • Any Attempt by Government	To ensure the availability and fulfillment of all prescribed indicators at the ponding points.	All TMOs in District Nowshera
MAJOR ROADS	• Free from encroachments • Free from garbage/rubble • No construction material • Dry & clean • Street lights present • Street lights functional • Free from potholes	To ensure availability of all public service area indicators in Major Roads. Furthermore, XEN Roads was directed to ensure **the filling of potholes and compliance with the dry and clean indicators on Sory Baba Road**.	XEN Highway Nowshera.
WASTE COLLECTION	• Attendance • Street Cleanliness • No Garbage Heaps • Designated Area for Disposal • No Open Burning	AD Local Government and all TMOs were directed to hold a meeting regarding the finalization of waste collection points and submit a report within one week for onward submission to the quarter concerned. Furthermore, AD Local Government and all TMOs were directed to ensure cover of all public service areas indicators in waste collection point.	All TMOs AD LG&RDD
SERVICE DELIVERY CENTRES	• Deputy Director Presence • Tehsildar Presence • Computer Operator Presence • Reception Desks Availability • Senior Citizen Counter Availability • Female Service Counter Availability • Computer Systems Functionality • Waiting Area Availability • Waiting Area Availability • Washroom Cleanliness • Power back-up Availability	Deputy Director, SDC, and all SDC Tehsildars were directed to ensure the availability of all public service area indicators at the Service Delivery Centers. Furthermore, all ACs and AACs were directed to conduct surprise inspections of the Service Delivery Centers.	All ACs & AACs DD SDC All SDC Tehsildar
TEHSIL OFFICE	• Tehsildar Presence • Building in Good Condition • Fire Extinguisher Presence • CCTV Availability • Seating for Visitors • Lights & Fans functionality	All Tehsildars in District Nowshera were directed to ensure the availability of all public service area indicators at the Tehsil Offices.	All Tehsildar in District Nowshera

Meeting ended with vote of thanks

Deputy Commissioner
Nowshera

No. 9915-21 /PMRU-Cell/DC/PA/NSR/2026 Dated 21/09/2026

Copy forwarded to the:

1. Additional Chief Secretary (General), HRM Department KP.
2. Commissioner Peshawar Division, Peshawar.
3. Director PMRU o/o the Chief Secretary Khyber Pakhtunkhwa.
4. Director General, Education Monitoring Authority, Pakhtunkhwa.
5. PSO to Chief Minister Khyber Pakhtunkhwa.
6. PSO to Chief Secretary Khyber Pakhtunkhwa.
7. All concerned for strict compliance.

Deputy Commissioner
Nowshera

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