OFFICE OF THE
DEPUTY COMMISSIONER
ABBOTTABAD
No. Meeting.7525-30 MOM/PMRU
Dated: 15.09.2026

MINUTES OF MEETING REGARDING CHIEF SECRETARY'S DIRECTIVES AND PROGRESS REVIEW MEETING ON PMRU GOOD GOVERNANCE/PCP/CM EKHTYAR PORTAL/DISTRICT SERVICE DELIVERY FOR THE MONTH OF AUGUST-2026

Chair	**Deputy Commissioner, Abbottabad**
Date & Time	10th September, 2026 at 10:00Hrs
Participants	Head of Line Departments
Discussion Point	Pakistan Citizen Portal & Ektiyar Awam Ka, Good Governance Frame Work and IPMS Dashboard, CS Agenda, DSD, Khidmat Guzar App.

The meeting commenced with the name of Allah. Thereafter, the Chair welcomed all participants (attendance list attached). During the discussion, the Chair underscored the importance of strengthening governance and enhancing public service delivery in line with the vision and directives of the Honorable Chief Minister of Khyber Pakhtunkhwa. The Chair emphasized that all departments must adopt a proactive, citizen-centric approach to service delivery by ensuring timely, transparent, and efficient disposal of public issues. It was stressed that inter-departmental coordination, effective monitoring, and prompt implementation of government initiatives are essential to improve service delivery standards and enhance public trust. The Chair further directed all concerned departments to ensure accountability, responsiveness, and regular performance reviews so that quality public services are delivered to the citizens in an efficient and sustainable manner.

Sr#	**Agenda**	**Directions**	**Action by**
1	Performance Review Meetings	Performance review meeting will be conducted on monthly. All HODs are required to attend the meeting in person. Progress of the month will be discuss of each department reflected on dashboards	All Head of Line Departments
2	Pakistan Citizen Portal	The chair directed all officers to contact personally with the complainant during resolution process for obtaining feedback. The heads of line departments were directed to raise the satisfaction level of resolved complaints above 60%.	• All heads of Line Departments

3	Pakistan Citizen Portal	• The Chair further directed the DEO (Male), DEO (Female),TMO Abbottabad, PHED, C&W Roads, DFC, DO Social Welfare, AD Industries, SDO Irrigation, AD PKHA, and DPO Abbottabad to improve complainant satisfaction by personally contacting complainants after the redressal of their grievances to confirm that the issues have been resolved satisfactorily. • The Chair directed the ETO, ADLG Abbottabad, DPO, DO Social Welfare and XEN Irrigation to resolve all escalated complaints without delay to prevent any further escalation.	• HODs whose performance satisfaction level is below 50% • DPO, Abbottabad • DEO Male • TMO Abbottabad • XEN PHED • C&W Roads • DO Social welfare • AD Industry • SDO Irrigation • AD PKHA
4	Ekhtiyar Awam Ka	• The Chair highlighted the significance of the CM Ekhtyar Portal as an important mechanism for monitoring and evaluating departmental performance under the direct oversight of the Honorable Chief Minister of Khyber Pakhtunkhwa. He stressed the need for concerted efforts to enhance service delivery and ensure responsiveness to public concerns. • The Chair further directed all Heads of Departments whose performance falls below the prescribed benchmark (below 60%) to address and dispose of all pending complaints. He also instructed them to take necessary measures to improve public satisfaction levels and achieve compliance with the established performance standards.	• All HODs • DPO • SDO Irrigation • TMA Abbottabad • DO Social Welfare • AD Mines • C&W Roads • XEN PHED • TMA Havelian • DEO Male • DEO Female
5	Good Governance Framework (GGF)	The chair directed all heads of line departments • To submit accurate data on GGF indicators, along with GEO Tag pictorial evidence, before the 5th of each month. • To complete all pending weekly, monthly, and quarterly indicators. • Each indicator must be completed by proper evidence, which should be uploaded accordingly. • The chair further directed C&W, District Forest Office and District Zakat Office to clear pending GGF Indicators at earliest to avoid further delay.	• All Heads of Line Departments • AD Mines • DFO Forest • District Zakat officer
6	Task Management System	• The Chair directed to ensure timely completion of IPMS Tasks and share proper feedback along with Geo tag pictorial evidence where required. • The Chair further directed District Forest	• All Heads of Departments • DFO Gallies

		Office to ensure the timely completion of all IPMS tasks. They were also instructed to share the relevant data promptly and accurately and to avoid any delays in reporting and compliance.	
7	Price Fixation	• Concerned officer must ensure their presence at sabzi mandi for price fixation. Pictorial evidence be shared with DC Office and on Social Media Pages/relevant dashboards.	• AC/AACs • DFC • DD Agriculture • Tehsildars • Sub Registrars
8	Regulatory Inspection	• The Chair also directed AAC-II, AAC-Rev and AAC-I to increase regulatory inspections, and ensure that visible improvement is reflected in the upcoming reports. • The Chair further directed the AD Industries to analyze the inspections conducted and fines imposed by his office and take the necessary steps to ensure that all fines are uploaded and updated on the dashboard.	• AAC-II, Abbbottabad • AAC-I, Abbottabad • AAC-Rev • AD Industry
9	CCTV Connectivity with District Nerve Centre, Abbottabad	• The Chair directed all concerned departments whose connectivity with the DNC, Abbottabad is still pending to ensure its completion on a priority basis without further delay.	• All concern HoDs related to DNC • Traffic Police Office • GDA • Forest Office/Check Posts Abbottabad • PHED Abbottabad • DEO Male • DEO Female • Tourism • TMA Abbottabad
10	Khidmat Guzar App	The Chair directed all HODs to familiarize themselves with the newly launched **Khidmat Guzar App** and develop a proper understanding of its features and functionalities. The HODs were directed to ensure that the app is actively utilized for the intended purposes and that they acquire sufficient proficiency in operating the application. They were further advised to encourage their respective staff to make effective use of the app and to ensure that any issues or difficulties encountered during its use are promptly addressed. The Chair emphasized that all concerned officers	All HODs

		should have a thorough command of the application for its effective and efficient utilization.	
11	Rain Water Harvesting	• The Chair briefed the forum on rainwater harvesting techniques and their benefits. • The Chair directed all HODs to take the necessary measures to adopt rainwater harvesting techniques to avoid the wastage of rainwater, as these techniques are cost-effective and highly beneficial.	All HODs

Task	Indicator	Direction	Responsibility
District Service Delivery	**Cattle Market**	The Chair directed the TMO Havelian to establish a designated feeding compartment for animals to avoid recurrence of the issue during upcoming monitoring visits.	TMO Havelian
	Storm Drains	The Chair directed WSSCA to ensure the cleanliness of all storm drains highlighted in red during the monitoring field visit and to clear their entry and exit points at the earliest.	CEO WSSC, Abbottabad
	Ponding Points	The Chair directed WSSCA to address and clear all ponding points highlighted in red in the monitoring reports at the earliest to ensure that the overall performance of the district is not adversely affected.	CEO WSSC, Abbottabad
	Major Road	The Chair directed C&W Roads and PKHA to thoroughly review the EMA reports regarding major roads and address the missing facilities highlighted in the said reports at the earliest.	• AD PKHA • C&W Roads
	Civil Veterinary Hospitals	The Chair directed the DD Agriculture to ensure the presence of sanitation staff, Veterinary staff and provision of medicines at CVH Lora as highlighted in EMA field visits report of August.2026.	• DD Agricultre
	Panagah	The Chair directed the DO Social Welfare, Abbottabad, to address the missing facilities at the Panagah as highlighted in the EMA visit reports.	• DO Social Welfare, Abbottabad
	Tourist Facilitation Desk	The Chair directed the Tourism Officer to ensure the presence of tourist facilitation staff at TFC Muslimabad, as no facilitation staff was found present during the	• Regional Tourism Officer, Abbottabad

		monitoring team's visit.	
	BHUs	The chair directed DHO, Abbottabad to review the DSD visit report and ensure provision of missing facilities at BHUs/RHCs at earliest.	• DHO, Abbottabad
	E&SE Schools	The chair directed DEO Male & Female to ensure provisioning of missing indicators and facilities at schools to avoid recurrence in upcoming monitoring reports.	• DEO Male • DEO Female, Abbottabad

In concluding remarks, the Chair emphasized that all Heads of Departments (HoDs) must be prepared to take firm and timely decisions in the larger public interest to improve governance, enhance institutional performance, and strengthen public service delivery. The Chair stressed that effective decision-making, proactive leadership, and strict accountability are essential for achieving tangible improvements in service delivery and directed all departments to perform their duties with dedication, professionalism, and a strong sense of public responsibility.

The meeting ended with a vote of thanks by the chair.

DEPUTY COMMISSIONER

Endst: No. & Date Even

Copy forwarded for information to the:

1. Commissioner, Hazara Division, Abbottabad.
2. Director, PMRU, office of the Chief Secretary Khyber Pakhtunkhwa Peshawar.
3. PSO to Chief Secretary, Khyber Pakhtunkhwa, Peshawar
4. All participants of the meeting for strict compliance.

DEPUTY COMMISSIONER