OFFICE OF THE
DEPUTY COMMISSIONER DIR LOWER

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

Weekly review meeting on Good Governance Road Map was held on 19th October 2026 at 10:00 AM 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 Officer, Dir Lower.

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 of the Health Department were reviewed from the DSD (District Service Delivery) Dashboard. The undersigned emphasized the need to immediately address all gaps and underperforming areas highlighted by EMA through the DSD system. Concerned stakeholders were directed to prepare an action plan with clear outcomes for improving service delivery before the undersigned's field visit. All concerned were further directed to regularly share service delivery progress with this office in the prescribed format for citizens' feedback.	DHO MS DHQ IMU Health Staff Field Visits ADCs, ACs, AACs
2.	**Education**	Performance indicators of the Education Department were reviewed from the DSD (District Service Delivery) Dashboard. DEOs (Male/Female) were directed to take immediate intervention for clear, tangible results during the undersigned's visit. A proper action plan shall be devised and shared with this office.	DEO Male DEO Female EMA Field Visits ADCs, ACs, AACs

3.	**Agriculture**	All performance indicators of the agriculture sector were reviewed one by one from the DSD Dashboard and found green (operational). However, the DD Agriculture was directed to identify areas for further improvement in service delivery before the undersigned's visit and share details of beneficiaries for citizens' feedback.	DD Agriculture EMA Field Visits ADCs, ACs, AACs
4.	**Livestock**	Performance indicators of the Livestock Department were reviewed from the DSD (District Service Delivery) Dashboard. The department was directed to show clear improvement, coordinate closely with its parent department for technical and resource support, and keep this office regularly updated on progress. The DD Livestock was tasked to conduct joint visits of operational facilities, identify service gaps for enhancement, and ensure all indicators turn green by the end of this month with no lapses.	DD Livestock EMA Field Visits ADCs, ACs, AACs
5.	**Social Welfare** (Darul-Aman)	All performance indicators of Social Welfare (Darul Aman) were reviewed one by one from the DSD Dashboard and found green (operational). The DO Social Welfare was directed to further improve services at Darul Aman and maintain them in accordance with EMA requirements.	DO Social Welfare EMA Field Visits ADCs, ACs, AACs
6.	**Local Government** Manholes	During the review of Local Government indicators on the DSD Dashboard, clear service delivery gaps were observed in manholes (Manhole Covers Present and Undamaged Cover). All concerned Assistant Directors (LG) and TMAs were directed on the spot to take immediate measures for improvement. TMAs were specifically instructed to ensure the relevant indicators turn green by the end of this month, with no lapses or delays.	All TMAs AD LG EMA Field Visits ADCs, ACs, AACs
7.	**Local Government** Waste Collection Points	During DSD Dashboard review, clear gaps found in Waste Collection Points (Attendance, Street Cleanliness, No Garbage Heaps, Designated Disposal Area & No Open Burning). All ADs (LG) & TMAs directed to take immediate action. Ensure these indicators turn Green by end of this month — no lapses or delays.	All TMAs AD LG EMA Field Visits ADCs, ACs, AACs
8.	**Slaughter Houses**	The slaughterhouse indicators were reviewed: Incharge/Supervisor, Sanitation Workers, Veterinary Officer, Vet Inspection, Daily Cleaning/Disinfection, Record of Animals, Animal Waste Drainage, Animal Waste Tanks, Water Hoses, and First Aid Kits. All TMOs were directed to ensure strict compliance with the key indicators prescribed by the Provincial Government for slaughterhouse operations. Administrative Officers shall conduct morning	All TMAs EMA Field Visits ADCs, ACs, AACs

		inspections and submit their reports on the DSD Dashboard for regular monitoring.	
9.	**Cattle Mandi**	All TMOs were directed to ensure strict compliance with the key indicators prescribed by the Provincial Government for Cattle Mandis. Administrative Officers shall conduct morning inspections and submit their reports on the DSD Dashboard for regular monitoring.	All TMAs EMA Field Visits ADCs, ACs, AACs
10.	**General Bus Stands**	All TMOs must ensure strict compliance with the Provincial Government's key indicators for Bus Stands. Administrative Officers shall conduct morning inspections and submit reports on the DSD Dashboard for monitoring and review.	All TMAs EMA Field Visits ADCs, ACs, AACs
11.	**Fruits and Vegetables Market**	All TMOs were directed to ensure strict compliance with the Provincial Government's key indicators for Fruits & Vegetables Markets. The Chair specifically directed that Saddar Market comply with these standards to improve facilities and the environment for customers and traders. Administrative Officers shall conduct morning inspections and submit reports on the DSD Dashboard for regular monitoring and review.	All TMAs EMA Field Visits ADCs, ACs, AACs
12.	**Main Roads**	All performance indicators for the Main Roads sector were reviewed one by one on the DSD Dashboard and found green (operational). However, the AD Local Government and TMAs were directed to identify areas for improvement to enhance service delivery before the undersigned's visit and share beneficiary details for citizen feedback.	

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

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Deputy Commissioner
Dir Lower

No.___4222-31_____/PMRU/eGov./GGRM-DSD

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