DEPUTY COMMISSIONER
LAKKI MARWAT (KHYBER PAKHTUNKHWA)
Ph# 0969-538330-31 Fax: 0969-538333

No. 3823 /PMRU/Lakki Dated: 21 / 10 /2026

MINUTES OF THE MEETING
REGARDING PMRU INDICATORS AND DISTRICT SERVICE DELIVERY (DSD)

The meeting commenced with the recitation of the Holy Quran, followed by a review of PMRU indicators and District Service Delivery (DSD) under the chairmanship of the Deputy Commissioner, Lakki Marwat, on 19th October 2026 at the Jirga Hall, DC Office, Lakki Marwat.

Participants:

The meeting was attended by all Additional Deputy Commissioners (ADCs), Assistant Commissioners (ACs), Additional Assistant Commissioners (AACs), and Heads of Line Departments.

The Deputy Commissioner reviewed the performance of departments against assigned PMRU indicators, online public complaints, and District Service Delivery targets. Particular concern was expressed regarding indicators showing red status, low performance, and deficiencies in service delivery. All concerned departments were directed to address the identified gaps and ensure satisfactory performance before the next review meeting.

Agenda:

1. Review of online complaints received through Pakistan Citizen Portal and Ikhtiyar Awam Portal.
2. Review of monthly and weekly PMRU indicators.
3. Assessment of District Service Delivery (DSD) performance.
4. Conduct of Khuli Kachehries and Revenue Darbars.
5. Cleanliness, waste collection, and sanitation.
6. Inspection of public facilities, schools, hospitals, and other government institutions.
7. Revenue administration, regulatory inspections, and enforcement activities.
8. Review of departmental performance gaps and issuance of necessary directions.

The following decisions and directions were issued:

1. PMRU Indicators and Performance Monitoring

All departmental heads were directed to ensure that their respective monthly indicators are completed by the **5th day of every month**. Weekly indicators and other assigned reporting requirements must also be fulfilled within the prescribed timelines. Departments with red indicators or low performance were directed to take immediate corrective measures and submit improved performance reports before the next meeting.

2. Pakistan Citizen Portal and Ikhtiyar Awam Portal

All departments were directed to ensure timely and effective resolution of complaints received through the Pakistan Citizen Portal and Ikhtiyar Awam Portal. Complaints must be dealt with on merit, and proper evidence of resolution must be uploaded to the relevant portal within the prescribed timeframe.

3. Waste Collection and Cleanliness Indicators

The Assistant Director, Local Government, Rural Development Department (AD LGRDD), was directed to convene a proper meeting with the Educaiton Monitoring Authority (EMA) officials to address deficiencies in waste collection and sanitation indicators. The concerned officials were instructed to improve their performance and ensure effective coordination for regular waste collection and cleanliness across the district.

All TMAs and AD LGRDD were directed to ensure that janitorial staff perform their duties on a daily basis and that public places, markets, streets, drains, and other designated areas remain clean. Photographs of cleanliness activities, along with geographical coordinates, must be regularly shared in the designated WhatsApp group for monitoring and verification.

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4. Cleanliness in Hospitals and Health Facilities

The District Health Officer (DHO), Lakki Marwat, was directed to improve cleanliness and sanitation standards in all government hospitals and health facilities. The DHO shall ensure regular monitoring of hospital premises and take appropriate departmental action against staff found negligent in the performance of their assigned duties.

5. Assessment of Damaged School Buildings

The District Education Officers (DEOs), Male and Female, were directed to collect comprehensive data regarding school buildings that are completely damaged, unsafe, or in a severely dilapidated condition. The consolidated data shall be submitted to the Deputy Commissioner's Office for further necessary action.

6. Removal of Encroachments from Waterways

The Executive Engineer Irrigation and concerned officials of the Irrigation Department were directed to prepare and submit a comprehensive report regarding all waterways in District Lakki Marwat. The report must clearly identify the status of encroachments and the measures taken for their removal.

The department shall also submit a formal certificate confirming that no encroachments exist on the identified waterways. Where encroachments are found, the department shall take appropriate action and report the actual status rather than issuing an inaccurate clearance certificate.

7. Complaint Resolution and Verification of Complainants

All concerned departments, including Public Health Engineering (PHE), were directed to improve public complaint handling and ensure effective coordination with complainants. Where necessary, complainants should be called to the relevant office for clarification and resolution of their issues.

Departments were further directed to attach photographs of complainants, where appropriate and with due regard to privacy, along with evidence of complaint resolution. The uploaded record must clearly demonstrate the steps taken by the department to resolve the issue and facilitate the complainant.

8. Khuli Kachehries and Revenue Darbars

All officers of the District Administration were directed to hold regular Khuli Kachehries and Revenue Darbars every month to address public grievances, resolve revenue-related matters, and improve access to government services.

The concerned officers shall maintain proper records of complaints received, decisions taken, and cases resolved, and ensure follow-up on pending matters.

9. Jail Visits, Regulatory Inspections, and Facility Inspections

All concerned officers of the District Administration were directed to conduct regular jail visits, regulatory inspections, and inspections of public service delivery facilities every month. Inspection findings, identified deficiencies, and corrective measures shall be properly documented and reported to the undersigned Office.

The ADC (Finance) was specifically assigned responsibility for conducting a jail visit every month and submitting the inspection report for review.

10. Price Control and Wheat Flour (Atta) Monitoring

The District Food Controller (DFC) was directed to share daily price-control activities and enforcement updates in the designated WhatsApp group. A focal person shall be nominated for wheat flour (atta)-related matters to ensure effective monitoring and coordination.The concerned focal person shall submit a daily atta report to the District Administration, covering relevant availability, distribution, and other prescribed monitoring details. Price-control inspections and action against violations shall be carried out regularly.

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11. Agricultural Machinery and Functional Status

The Agriculture Extension Department was directed to address the identified 20% performance gap relating to agricultural machinery and ensure that all relevant machinery is fully functional. The department shall assess the existing status, identify non-functional equipment, take corrective measures, and submit an updated report demonstrating improvement.

12. Action Against Illicit Cigarettes

All Assistant Commissioners (ACs) and Additional Assistant Commissioners (AACs), in coordination with the relevant enforcement departments, were directed to take appropriate legal action against the sale, storage, transportation, and distribution of illicit cigarettes in their respective jurisdictions. Regular inspections shall be conducted, and enforcement activities shall be documented and reported to the District Administration.

13. Monitoring and Reporting Mechanism

All departmental heads were directed to ensure timely submission of indicator-related data, inspection reports, photographic evidence, and compliance reports. Cleanliness-related photographs must include geographical coordinates and be shared in the designated WhatsApp group.Departments shall maintain proper documentation of activities undertaken, deficiencies identified, corrective measures implemented, and results achieved. The Deputy Commissioner's Office shall review departmental progress before the next meeting, with particular focus on indicators previously showing red status or low performance.

Conclusion:

The undersigned, emphasized that improving public service delivery, ensuring accountability, resolving public complaints, maintaining cleanliness, and achieving all assigned PMRU indicators are the primary responsibilities of every department.

All ADCs, ACs/AACs, and Heads of Line Departments were directed to implement the decisions in letter and spirit, address performance gaps on a priority basis, and ensure that all indicators and reporting requirements are completed within the prescribed timelines. The concerned officers shall submit compliance and improved performance reports before the next review meeting.

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

Deputy Commissioner
Lakki Marwat

Even No. & Date:

Copy forwarded to:

1. The Commissioner Bannu Division, Bannu for information please.
2. PSO to Chief Secretary Khyber Pakhtunkhwa Peshawar
3. The Coordinator PMRU office of the Chief Secretary Khyber Pakhtunkhwa Peshawar
4. All ACs/AACs/Heads of District/Line/Federal Departments/TMAs etc.
5. All participants of the meeting.

Deputy Commissioner
Lakki Marwat

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