OFFICE OF THE
ASSISTANT COMMISSIONER (HQ)
LAKKI MARWAT (KHYBER PAKHTUNKHWA)

No. 1571/ADC/GEN/LM **Dated: 29 /09/2026**

MINUTES OF THE MEETING

District Service Delivery / PMRU Monthly Review/Online Complaints Meeting
Date: 28th Sep 2026
Time: 01:00 PM
Venue: Office of the Additional Deputy Commissioner,Lakki Marwat

The meeting was held under the chairmanship of the Additioanal Deputy Commissioner, Lakki Marwat. The meeting was attended by representatives of TMA Lakki, TMA Naurang, TMA Ghazni Khel, TMA Bettani, District Director Agriculture Extension, Livestock Department, District Education Offices (Male/Female), District Health Office, and other concerned departmental heads.

The meeting aimed to assess the District Service Delivery indicators, review observations recorded during recent monitoring visits, and evaluate the overall departmental performance for the week (28th Sep to 04th Oc 2026) in accordance with the PMRU framework.

During the review, the Assistant Commissioner (HQ) examined service areas where shortcomings had been pointed out. It was observed that a number of indicators earlier reflected as red had improved to green due to corrective actions taken by departments; however, some deficiencies were still pending and required immediate attention.

S. No.	Department	Directions / Instructions
1	Education Department	Ensure solar power systems are fully functional in all schools. Conduct thorough inspection and necessary repair of bathroom facilities to maintain proper hygiene and utility services for students and staff at the earliest.
2	Communication & Works Department	Ensure road surface is constructed strictly as per prescribed standards. Remove and replace sub-base/crushed material with approved quality material in accordance with approved specifications before further progress of work.
3	Health Department	Strictly monitor staff attendance and take action against absenteeism.
4	TMA (Slaughterhouse)	Ensure regular attendance of all staff and timely opening of the slaughterhouse every morning.
5	Agriculture Extension Department	Raise awareness regarding proper use of agricultural machinery and ensure timely availability and utilization of seeds.
6	TMA (Fruit & Vegetable Market)	Ensure cleanliness of the mandi, efficient operation of help desk, and display of fair price list for public facilitation.
7	All Departments (General Instructions)	Ensure that observations made during visits of DC, ADCs, ACs, and AACs are addressed promptly and compliance reports are submitted to the DC Office within due time.
8	Complaints Resolution / PMRU Indicators	Review complaints received through Pakistan Citizen Portal, Ikhtiyar Portal, and PMRU. Ensure timely disposal within stipulated timelines to avoid escalation.
9	PMRU Dashboard Management	Activate designated focal persons, ensure timely resolution of complaints, and reopen cases with negative feedback for proper redressal.
10	Task Management & Indicators	Complete weekly and monthly indicators within deadlines and update tasks on the Task Management System regularly.
11	Negative Feedback on Resolved Complaints	Reopen complaints marked as resolved but having negative feedback. Ensure proper resolution with documentary evidence (photos, reports, remarks), update status on relevant portal, and

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S. No.	Department	Directions / Instructions
		submit detailed compliance report highlighting corrective measures within stipulated timeframe.

In conclusion, the Additional Deputy Commissioner stressed strict adherence to issued directions and emphasized the need for visible improvement before the next meeting.

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

Additional Deputy Commissioner

Even No. & Date:
Copy forwarded to the:

1. Commissioner, Bannu Division, Bannu for information.
2. PSO to Chief Secretary, Khyber Pakhtunkhwa, Peshawar.
3. The Coordinator, PMRU Office of the Chief Secretary, Khyber Pakhtunkhwa, Peshawar.
4. Section Officer (Governance), Chief Minister's Secretariat, Khyber Pakhtunkhwa.
5. All ADCs / ACs / AACs / Heads of District / Line / Federal Departments / TMAs, etc.
6. All participants of the meeting.

Additional Deputy Commissioner