# OFFICE OF THE
# ADDITIONAL DEPUTY COMMISSIONER
# LAKKI MARWAT (KHYBER PAKHTUNKHWA)

**No. 3383/ADC/GEN/LM** **Dated: 06/10/2026**

## MINUTES OF THE MEETING

**District Service Delivery / PMRU Monthly Review/Online Complaints Meeting**
**Date:** 05th Oct 2026
**Time:** 02:00 PM
**Venue:** Office of the Additional Deputy Commissioner,Lakki Marwat

A monthly review meeting on District Service Delivery (DSD) performance for week (05th Oct 2026 to 11th Oct 2026) was held under the chairmanship of the Additional Deputy Commissioner, Lakki Marwat, with the participation of representatives of TMA Lakki, TMA Serai Naurang, TMA Ghazni Khel, TMA Bettani, Agriculture Extension, Livestock, District Education Offices (Male/Female), District Health Office, and other concerned departments.

The meeting focused on reviewing the service delivery position of various departments against the prescribed PMRU indicators. The forum examined the outcomes of field inspections, monitoring activities, citizen complaints/feedback, and compliance reports submitted by the respective departments. The concerned representatives briefed the chair regarding the progress achieved and the status of corrective measures against issues pointed out during previous reviews.

The chair directed all departments to ensure that identified deficiencies are rectified within the stipulated timeframe and that improvements observed during inspections are sustained. Particular emphasis was placed on regular field supervision, prompt response to public service delivery issues, and proper follow-up of observations communicated by the district administration.

The meeting concluded with directions to all concerned officers to strengthen departmental monitoring, ensure timely compliance of DSD observations, and submit accurate progress reports. The departments were further advised to maintain close coordination with the district administration and ensure continuous improvement in service delivery indicators.

| S. No. | Department / Office | Directions Issued |
|---|---|---|
| 1 | Education Department | Ensure that solar power systems installed in all educational institutions remain fully operational. Inspect all washroom facilities and complete necessary repairs to maintain proper hygiene and sanitation standards. |
| 2 | Communication & Works Department | Ensure road construction is carried out strictly in accordance with approved engineering standards. Replace any substandard sub-base or crushed material with approved quality material before proceeding with further work. |
| 3 | Health Department | Strengthen monitoring of staff attendance at all health facilities and initiate disciplinary action against absentee officials in accordance with applicable rules. |
| 4 | Tehsil Municipal Administration (Slaughterhouse) | Ensure regular attendance of slaughterhouse staff and uninterrupted daily operation of the slaughterhouse during prescribed working hours. |
| 5 | Agriculture Extension Department | Enhance awareness among farmers regarding the proper operation of agricultural machinery and ensure the timely availability and effective utilization of certified seeds. |
| 6 | Tehsil Municipal Administration (Fruit & | Maintain cleanliness within the market premises, ensure the continuous functioning of the public help desk, and prominently |

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| S. No. | Department / Office | Directions Issued |
|---|---|---|
| | Vegetable Market) | display the official price list for public convenience. |
| 7 | All Line Departments | Address all observations recorded during inspections conducted by the Deputy Commissioner, Additional Deputy Commissioners, Assistant Commissioners, and Additional Assistant Commissioners, and submit timely compliance reports to the Deputy Commissioner's Office. |
| 8 | All Concerned Departments | Regularly review complaints received through the Pakistan Citizen Portal, Ikhtiyar Portal, and PMRU, and ensure their disposal within the prescribed timelines to prevent escalation. |
| 9 | PMRU Focal Persons / All Departments | Keep departmental PMRU focal persons active, ensure prompt resolution of complaints, and reopen cases receiving negative feedback for appropriate corrective action. |
| 10 | All Departments | Complete all weekly and monthly performance indicators within the stipulated deadlines and update progress regularly on the Task Management System. |
| 11 | All Concerned Departments | Reopen complaints marked as resolved but having received negative public feedback. Ensure proper redressal, upload supporting evidence (photographs, reports, and remarks) on the relevant portal, and submit a comprehensive compliance report within the prescribed 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