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

No. 3540/ADC/GEN/LM **Dated: 13/10/2026**

MINUTES OF THE MEETING

District Service Delivery / PMRU Monthly Review/Online Complaints Meeting
Date: 12th Oct 2026
Time: 02:00 PM
Venue: Office of the Additional Deputy Commissioner,Lakki Marwat

A monthly review meeting concerning the District Service Delivery (DSD) performance for Week (12th Oct 2026 to 18th Oct 2026) was held under the chairmanship of the Additional Deputy Commissioner, Lakki Marwat. The meeting was attended by representatives of TMA Lakki, TMA Serai Naurang, TMA Ghazni Khel, TMA Bettani, Agriculture Extension Department, Livestock Department, District Education Offices (Male/Female), District Health Office, and other concerned line departments.

The meeting provided a platform to assess the overall status of service delivery across the district and to examine the performance of various departments against the prescribed PMRU Service Delivery indicators. The chair reviewed the reports generated through field monitoring, inspections, citizen feedback, and departmental submissions, while the concerned representatives briefed the forum regarding the progress made on previously highlighted deficiencies and ongoing remedial measures.

The proceedings particularly emphasized the need for consistent field-level implementation, timely resolution of identified deficiencies, and effective follow-up of inspection observations. Departments were also assessed regarding their responsiveness to service delivery issues and their efforts to maintain the required standards during the month under review.

The chair appreciated the departments that had demonstrated measurable progress and directed the remaining departments to address all pending shortcomings on a priority basis. It was further emphasized that corrective measures should not be limited to temporary compliance but must be maintained on a sustained basis. All concerned officers were directed to strengthen monitoring mechanisms, ensure timely submission of compliance reports, and maintain close coordination with the district administration so that overall DSD performance may be further improved in the August 2026 review.

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.

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S. No.	Department / Office	Directions Issued
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 & Vegetable Market)	Maintain cleanliness within the market premises, ensure the continuous functioning of the public help desk, and prominently 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