OFFICE OF THE
DEPUTY COMMISSIONER
UPPER DIR

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No. 16786-801/ DC/PMRU/DSD Dated: 20/10/2026

Subject: -- **MINUTES OF THE MEETING REGARDING DISTRICT SERVICE DELIVERY HELD ON 20-10-2026 AT 10:30 AM IN THE OFFICE OF DEPUTY COMMISSIONER DIR UPPER.**

In light of the instructions issued by the Provincial Government, and to review progress for the month of October 2026 and to identify measures for improving the KPIs of DSD-10, a meeting of the District Service Delivery was held today on 20-10-2026, at 10:30 A.M. in the office of the undersigned with the relevant departments under the Chairmanship of the Deputy Commissioner, Dir Upper. The following attended the meeting: -

1. Additional Deputy Commissioner (F&P) Dir Upper.
2. District Health Officer Dir Upper.
3. District Education Officer (Male) Dir Upper.
4. District Education Officer (Female) Dir Upper.
5. District Monitoring Officer (EMA) Dir Upper.
6. District Monitoring Officer (Health) Dir Upper.
7. Medical Superintendent DHQ Hospital Dir Upper.

❖**To review, assess, and improve the Key Performance Indicators (KPIs) reflected on the DSD-10 Dashboards.**

The meeting commenced with the recitation of a few verses from the Holy Quran. The Chair welcomed the participants and explained the agenda of the meeting. The Chair informed the forum that the Provincial Government had launched District Service Delivery-10 under which Key Performance Indicators (KPIs) has been defined and reflected in the DSD Dashboard. He further stated that KP/EMA & IMU Health had visited the facilities of the targeted departments during October 2026, identified deficiencies against the relevant KPIs, and uploaded its report on the dashboard. The Chair directed all the concerned to take effective measures to address the identified deficiencies and improve service delivery at the respective facilities.

The Chair then explained the KPIs reported by KP/EMA & IMU Health for the month of October 2026. The forum discussed each KPI, and the actions to be taken by the relevant departments were recorded as follows.

Details of the initiatives along with responsible officer for the same are given as under: -

S#	AGENDA ITEMS	DESCRIPTION	ACTION TO BE TAKEN BY
1	Elementary & Secondary School	The Chair apprised the forum that 46 schools are reflected on the DSD Dashboard, out of which 37 schools have been visited by the DCMAs Dir Upper monitoring team. During the visits, various deficiencies were identified, including issues related to the student-teacher ratio, teacher and student attendance, functionality of electricity, availability of drinking water, toilet facilities, and other essential amenities. The Chair directed the concerned officers to visit the aforesaid schools individually, ensure rectification of all identified deficiencies on a priority basis, and submit a compliance report to this office for information and further necessary action.	1. District Education Officer (Male) Dir Upper. 2. District Education Officer (Female) Dir Upper.
2	Basic Health Units and Rural Health Centers	The Chair apprised the forum that nine (09) BHUs/RHCs are reflected on the DSD Dashboard, all of which have been visited by the Third-Party Monitoring Team. The visits identified various deficiencies, including non-availability of Medical Officers, inadequate staffing, poor infrastructure, non-functional equipment, cleanliness and other related issues. The Chair directed the concerned officers to visit the aforesaid BHUs/RHCs individually, address and rectify the identified deficiencies on a priority basis, and submit a compliance/progress report to this office on a weekly basis. He further directed the concerned officers to coordinate with the EMA Health, Dir Upper, and obtain the requisite data/details regarding the deficiencies identified at the respective BHUs/RHCs for necessary corrective action.	1. District Health Officer Dir Upper. 2. DMO (EMA) Health Dir Upper

The Chair directed all concerned officers to ensure the availability of each and every facility at the aforementioned schools/BHUs/RHCs against the identified KPIs, in true letter and spirit. The details of the concerned schools, BHUs and RHCs, along with the identified deficiencies, will be shared through the WhatsApp/DSD Group for necessary action.

The Chair further directed the concerned officers to ensure timely rectification of the identified deficiencies and improvement in the overall performance of the institutions. The progress and improvement achieved at the aforementioned institutions shall be reviewed in the next DSD meeting.

The meeting concluded with a vote of thanks to and from the Chair.

Deputy Commissioner
Dir Upper

Even No. & Date.
Copy forwarded to the:-

1. Commissioner Malakand Division Saidu Sharif Swat.
2. Secretary, Elementary and Secondary Education Department, Khyber Pakhtunkhwa.
3. Secretary Health Department Khyber Pakhtunkhwa.
4. Director General (EMA), Khyber Pakhtunkhwa.
5. PSO to Chief Minister Khyber Pakhtunkhwa.
6. PSO to Chief Secretary Khyber Pakhtunkhwa.
7. Director (PMRU office of Chief Secretary) Khyber Pakhtunkhwa Peshawar.
8. Addl: Deputy Commissioners (F&P) Dir Upper.

For Information Please.

9. All Assistant Commissioners, in Dir Upper.
10. All Addl:-Assistant Commissioners, in Dir Upper.
11. District Health Officer Dir Upper.
12. District Education Officer (Male) Dir Upper.
13. District Education Officer (Female) Dir Upper.
14. District Monitoring Officer (EMA) Dir Upper.
15. District Monitoring Officer (Health) Dir Upper.
16. Medical Superintendent DHQ Hospital Dir Upper.

For information and immediate action

Deputy Commissioner
Dir Upper