OFFICE OF THE DEPUTY COMMISSIONER, HANGU
Tel: 0925-621175, 623968 | Fax: 0925-620050 | Email: dc.hangu@gmail.com

No. 2938 / PMRU /DC(H) Dated: 02 /11 /2026

REVIEW MEETING ON DISTRICT SERVICE DELIVERY (DSD) INDICATORS, DSD ROAD MAP REPORT AND COMPLIANCE ON PREVIOUS DIRECTIONS

A follow-up meeting to review the performance of the line departments against the District Service Delivery (DSD) indicators under the 11th DSD Road Map, and to assess compliance on the directions issued in the previous review meeting held on 24.09.2026, was convened under the chairmanship of the undersigned in the Committee Room, office of the Deputy Commissioner Hangu on 02/11/2026 at 12: PM. All concerned administrative officers and heads of the departments attended the meeting.

List of Participants is attached.

The meeting commenced with recitation from the Holy Quran. The Chair welcomed the participants and stressed that DSD indicators are being monitored at the level of the Chief Secretary Khyber Pakhtunkhwa through PMRU, and that any recurring deficiency would be viewed seriously. The Incharge PMRU briefed the forum item-wise on the status of compliance against the previous directions and on the indicators of each facility, i.e. Manholes, Waste Collection Points, Cattle Markets, Service Delivery Centers, Tehsil Offices, Civil Veterinary Hospitals, Slaughter Houses, General Bus Stands, Farm Service Center, Public Park Thall, BHUs/RHC and E&SE Schools. After detailed deliberation, the following decisions / directions were issued:

S#	Agenda Item	Directions	Action By
1.	Manholes (Hangu & Thall)	**Review:** • The Chair took notice that missing and damaged manhole covers pointed out in the previous meeting (OPF School, Senior Civil Judge Residence, Al Janat Plaza, Mohalla Khan Bari, Pirano Plaza and Post Office Hangu) pose a serious risk to pedestrians, especially children and the elderly. **Directions:** • TMO Hangu shall complete installation / replacement of all missing and damaged covers within **three (03) days**, failing which an **explanation** shall be called for the delay. • TMO Hangu shall carry out a **complete survey of all manholes**, maintain a manhole register (location, condition, date of replacement) and keep a buffer stock of covers for immediate replacement. • Temporary barricading / warning signs shall be placed at any open manhole until the cover is installed. • TMO Thall was **appreciated** for maintaining 100% covered manholes and directed to sustain the standard.	• TMO Hangu • TMO Thall
2.	Waste Collection Points	**Review:** • Absence of sanitation staff, garbage heaps and non-availability of designated disposal areas at Bagato, Raisan, Speen Khwari Chowk and Samandi Banglow Thall were discussed. **Directions:** • Both TMOs shall **issue a duty roster**, point-wise, displaying name and contact number of the sanitation worker at each Waste Collection Point, and share it with PMRU within **two (02) days**.	• TMO Hangu • TMO Thall • AD LGRDD

		• Biometric / WhatsApp-based **geo-tagged attendance** of sanitation staff shall be ensured daily and shared with the Incharge PMRU. • AD LGRDD, in coordination with TMOs, shall identify and notify **designated disposal sites** at Bagato and Raisan within **seven (07) days**. • **Open burning** of waste shall be strictly prohibited; violators shall be proceeded against under the relevant law. • Unexplained absence of sanitation staff shall result in **deduction of pay**/ disciplinary action.	
3.	Cattle Markets	**Review:** • Cattle markets remained satisfactory on most indicators; however, food stalls at Cattle Market Muhammad Khawaja were yet to be arranged. **Directions:** • TMO Hangu shall arrange food stalls at Cattle Market Muhammad Khawaja through the contractor **before the next market day**. • DD Livestock shall depute a **veterinary officer** on market days for health inspection of animals and maintain the inspection register. • Rates of entry / parchi fee shall be displayed prominently and **overcharging** by the contractor shall not be tolerated.	• TMO Hangu • TMO Thall • DD Livestock Hangu
4.	SDC Hangu & Thall	**Review:** • SDC Thall was appreciated for full compliance. Non-availability of power back-up at SDC Hangu was again highlighted. **Directions:** • Deputy Director SDC Hangu shall ensure **functional power back-up** (generator / UPS / solar) within **ten (10) days**; in case of funding constraint, a requisition shall be submitted to this office immediately. • Both SDCs shall display a **citizen charter**, service fee schedule and time-lines for Fard, Fard Badr, Intiqal and Registry at the counter. • A **complaint / suggestion box** and a visitors' feedback register shall be maintained and reviewed weekly.	• Deputy Director SDC Hangu & Thall
5.	Tehsil Offices Hangu & Thall	**Review:** • Poor building condition of both Tehsil Offices and non-availability of fire extinguisher at Tehsil Office Hangu were discussed. **Directions:** • AAC Revenue Hangu shall ensure installation of **fire extinguisher** at Tehsil Office Hangu within **two (02) days** and share pictorial evidence. • AAC Revenue Hangu and AAC Thall shall submit a **cost estimate** through C&W Department for major repairs of both Tehsil Offices within **seven (07) days**. • Record rooms shall be kept clean and organized, and a **drinking water** facility shall be ensured for visitors.	• AAC Rev • AAC Thall • Tehsildars Hangu & Thall
6.	Civil Veterinary Hospitals (CVH) Hangu & Thall	**Review:** • CVH Hangu remained compliant. Attendance of veterinary staff at CVH Thall (50% in the last report) was discussed. **Directions:** • District Director Livestock shall ensure **100% presence** of veterinary staff at CVH Thall and share the **attendance register** with PMRU on a weekly basis.	• District Director Livestock Hangu

		• **Show-cause notices** shall be issued to the absentee staff and action reported to this office. • Availability of essential veterinary medicines and vaccines shall be ensured and **stock position** displayed.	
7.	Slaughter Houses Hangu & Thall	**Review:** • Both Slaughter Houses were found compliant in the previous review. **Directions:** • Concerned TMOs and DD Livestock shall **sustain** the standard; ante-mortem and post-mortem inspection by veterinary staff shall be ensured daily. • Strict action shall be taken against **illegal slaughtering** outside the designated slaughter houses.	• TMO Hangu • TMO Thall • DD Livestock Hangu
8.	General Bus Stands Hangu & Thall	**Review:** • Both General Bus Stands were found compliant in the previous review. **Directions:** • Both TMOs shall **sustain** the standard and ensure display of approved **fare lists** by transporters. • Washrooms, drinking water and waiting sheds shall be kept functional and clean, and **encroachments** within the bus stand shall be removed.	• TMO Hangu • TMO Thall
9.	Model Farm Service Center Hangu	**Review:** • The Farm Service Center was found fully compliant in the previous review. **Directions:** • District Director Agriculture Extension shall **sustain** the standard and ensure availability of **Rabi season** seeds and fertilizers at notified rates. • Farmer awareness sessions shall be held and their record shared with PMRU.	• District Director Agriculture Extension Hangu
10.	Public Park Thall	**Review:** • Public Park Thall was found fully compliant in the previous review. **Directions:** • TMO Thall shall **sustain** the standard, ensure repair of play equipment and maintain the greenery with seasonal plantation. • Security and lighting arrangements shall be ensured in the evening hours.	• TMO Thall
11.	BHUs / RHC (Health)	**Review:** • Absence of MOs at 09 facilities, non-reporting of BHU Shinawari, shortage of medicines at BHU Sarozai, non-functional infrastructure at RHC Naryab and equipment at BHU Dallan, Darband and Karbogha Sharif were reviewed. **Directions:** • DHO Hangu shall ensure **presence of MOs** as per posting and submit a list of **vacant posts** with a proposal for rationalization / hiring within **seven (07) days**. • Data of **BHU Shinawari** shall be reported on the PMRU dashboard without fail; the in-charge shall be **explained** for non-reporting. • Essential medicines shall be provided at BHU Sarozai, and repair of infrastructure / equipment at RHC Naryab and the BHUs mentioned shall be completed through the available maintenance budget.	• DHO Hangu

		• Cleanliness at BHU Dallan and BHU Togh Sarai shall be ensured, and AAC concerned shall conduct a **surprise visit** to verify.	
12.	E&SE Schools	**Review:** • STR imbalance at GGHS Warasta Road and GHSS Doaba, non-functional water / electricity at GHSS Muhammad Khawaja and GMS Wazir Abad, and low teacher and student attendance at several schools were reviewed. **Directions:** • DEOs (M/F) shall issue **rationalization orders** to correct the STR and share copies with this office within **seven (07) days**. • Water supply and electricity shall be restored through **PTC funds**/ Education Department; the matter shall be taken up with PESCO / PHED where required. • **Show-cause notices** shall be issued to teachers with unauthorized absence, and teacher attendance shall be verified by ASDEOs through surprise visits. • PTC meetings shall be convened at schools with student attendance below 80%, and an **out-of-school / dropout** follow-up campaign shall be launched.	• DEO (Male) • DEO (Female)
13.	Monitoring, Verification & Compliance	• All heads of departments shall submit an **item-wise compliance report** (Annex-A format: deficiency, action taken, date, pictorial evidence) to the PMRU Cell within **seven (07) days**. • Each department shall nominate a **focal person** (BPS-16 or above) for DSD indicators and communicate the name and contact number to PMRU within two (02) days. • DMO EMA and DMO IMU Hangu shall carry out **third-party verification** of the compliance claimed by the departments before the next DSD round. • AC Hangu and AACs Hangu & Thall shall conduct at least **two surprise visits per week** of the facilities in their jurisdiction and share geo-tagged pictures with PMRU. • Incharge PMRU shall maintain a **compliance tracker** and present it at the start of the next review meeting. • Any **recurring deficiency** in the next report shall result in an explanation being called from the head of department concerned. • ADC (G) Hangu shall monitor overall compliance and apprise the undersigned accordingly.	• ADC (G) Hangu • AC / AACs Hangu & Thall • DMO EMA Hangu • DMO IMU Hangu

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

Deputy Commissioner
District Hangu

Endst: Even No. & Date:

Copy to:

1. The Additional Chief Secretary, Home & Tribal Affairs Department, Khyber Pakhtunkhwa, Peshawar.
2. The Commissioner Kohat Division, Kohat.
3. The Coordinator PMRU, Office of the Chief Secretary Khyber Pakhtunkhwa, Peshawar.
4. The Additional Deputy Commissioner (G), Hangu.
5. The Assistant Commissioner, Hangu.
6. All Additional Assistant Commissioners, Hangu & Thall.
7. The District Health Officer, Hangu.
8. The District Education Officers (M/F), Hangu.
9. The Deputy Director SDC, Hangu & Thall.

10. The District Director Agriculture Extension, Hangu.
11. The District Monitoring Officer EMA, Hangu.
12. The District Monitoring Officer IMU, Hangu.
13. The District Director Livestock, Hangu.
14. The Tehsil Municipal Officers, Hangu & Thall.
15. The Incharge PMRU, O/o Deputy Commissioner Hangu.

Deputy Commissioner
District Hangu