OFFICE OF THE DEPUTY COMMISSIONER, HANGU
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No. 3014/ PMRU /DC(H) Dated: 09/11/2026

REVIEW MEETING ON DISTRICT SERVICE DELIVERY (DSD) INDICATORS , DSD ROAD MAP REPORT AND STATUS OF PENDING COMPLIANCES

A meeting to review the performance of the line departments against the District Service Delivery (DSD) indicators under the 12th DSD Road Map, and to take stock of the compliances still pending from the previous review meetings held on 24.09.2026 was convened under the chairmanship of the undersigned in the Committee Room, office of the Deputy Commissioner Hangu on 09/11/ 2026 at 02:30 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 observed that, while improvement has been recorded in some sectors, certain deficiencies have been recurring in consecutive DSD reports, which reflects poorly on the district's ranking. The Chair made it clear that this would be the last opportunity for the departments concerned, after which the matter would be reported to the respective administrative departments. The Incharge PMRU presented the compliance tracker and briefed the forum item-wise on 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. The following decisions / directions were issued:

S#	Agenda Item	Directions	Action By
1.	Manholes (Hangu & Thall)	**Review:** • Status of manhole covers at the locations pointed out in the previous two meetings was reviewed against the 12th DSD report and the manhole register maintained by TMO Hangu. **Directions:** • Where covers are still missing or damaged, TMO Hangu shall be issued a **show-cause notice** and the matter shall be reported to the Secretary LG&RDD for necessary action. • TMOs shall procure **RCC / ductile iron covers** of standard specification instead of temporary slabs, and the procurement status shall be shared with this office within **seven (07) days**. • A **citizen helpline / WhatsApp number** shall be publicized for reporting open manholes, and every complaint shall be resolved within 24 hours.	• TMO Hangu • TMO Thall
2.	Waste Collection Points	**Review:** • Attendance of sanitation staff, duty rosters, disposal sites at Bagato and Raisan and the geo-tagged attendance mechanism directed in the previous meeting were reviewed. **Directions:** • Salary of sanitation staff found **absent in two consecutive reports** shall be withheld until their explanation is accepted. • TMOs shall start a **Saturday cleanliness drive** in rotation in the main bazaars of Hangu and Thall, with participation of the local community and traders.	• TMO Hangu • TMO Thall • AD LGRDD

		• AD LGRDD shall get the identified disposal sites **formally notified** and fenced; dumping at any other place shall attract fines. • Traders' associations shall be engaged so that shopkeepers keep **dustbins** and avoid throwing waste on the road.	
3.	Cattle Markets	**Review:** • Arrangement of food stalls at Cattle Market Muhammad Khawaja and deputation of veterinary officers on market days were reviewed. **Directions:** • If food stalls are still not arranged, TMO Hangu shall impose a **penalty on the contractor** as per the terms of the lease agreement. • DD Livestock shall ensure **vaccination camps** in cattle markets ahead of the winter season. • Contractors' lease conditions shall be reviewed by TMOs, and any violation shall be reported for cancellation proceedings.	• TMO Hangu • TMO Thall • DD Livestock Hangu
4.	SDC Hangu & Thall	**Review:** • Provision of power back-up at SDC Hangu, display of citizen charters and the complaint mechanism at both SDCs were reviewed. **Directions:** • Deputy Director SDC shall share the **purchase / installation proof** of power back-up at SDC Hangu; any further delay shall be explained in writing. • Both SDCs shall report **monthly service statistics** (applications received, disposed of and pending beyond timeline) to PMRU. • Female visitors and the elderly shall be facilitated through a **separate counter / priority token**.	• Deputy Director SDC Hangu & Thall
5.	Tehsil Offices Hangu & Thall	**Review:** • Installation of the fire extinguisher at Tehsil Office Hangu and the cost estimates for repairs of both Tehsil Offices were reviewed. **Directions:** • The cost estimates shall be forwarded by this office to the Board of Revenue for **allocation of funds**; AAC Rev and AAC Thall shall follow up personally. • Fire extinguishers shall be **refilled and tagged** with the expiry date, and staff shall be briefed on their use. • Digitization of revenue record shall be expedited, and **pendency of mutations** shall be reported to this office fortnightly.	• AAC Rev • AAC Thall • Tehsildars Hangu & Thall
6.	Civil Veterinary Hospitals (CVH) Hangu & Thall	**Review:** • Presence of veterinary staff at CVH Thall and the show-cause notices issued to absentees were reviewed. **Directions:** • District Director Livestock shall share the **final outcome of disciplinary proceedings** against the absentee staff. • CVHs shall maintain an **OPD register** and share the monthly number of animals treated and vaccinated with PMRU. • Mobile veterinary camps shall be arranged in far-flung areas of Thall and Doaba.	• District Director Livestock Hangu
7.	Slaughter Houses Hangu & Thall	**Review:** • Both Slaughter Houses have remained compliant in consecutive reviews. **Directions:**	• TMO Hangu • TMO Thall • DD Livestock Hangu

		• The Chair **appreciated** the consistent performance; TMOs and DD Livestock shall continue daily meat inspection and stamping. • Joint raids with Food Authority staff shall be carried out against sale of **unstamped meat** in the bazaars.	
8.	General Bus Stands Hangu & Thall	**Review:** • Both General Bus Stands have remained compliant in consecutive reviews. **Directions:** • The Chair **appreciated** both TMOs; in view of the winter season, waiting areas shall be provided with proper lighting and seating. • Checks shall be conducted on **overcharging** and roadworthiness of vehicles plying from the bus stands.	• TMO Hangu • TMO Thall
9.	Model Farm Service Center Hangu	**Review:** • The Farm Service Center has remained compliant in consecutive reviews. **Directions:** • The Chair **appreciated** the performance; District Director Agriculture Extension shall monitor **fertilizer hoarding** and overpricing during the Rabi season in coordination with AACs. • Record of subsidized inputs provided to farmers shall be shared with PMRU.	• District Director Agriculture Extension Hangu
10.	Public Park Thall	**Review:** • Public Park Thall has remained compliant in consecutive reviews. **Directions:** • The Chair **appreciated** TMO Thall; a proposal for a **similar family park in Hangu** shall be prepared and submitted for inclusion in the ADP / available funds.	• TMO Thall
11.	BHUs / RHC (Health)	**Review:** • Presence of MOs, reporting of BHU Shinawari, medicines, infrastructure and equipment at the facilities pointed out earlier were reviewed. **Directions:** • Facilities showing the **same deficiency in three consecutive reports** shall be reported by DHO Hangu to the DG Health Services with a request for action / posting of staff. • DHO Hangu shall ensure availability of **anti-snake and anti-rabies vaccines** and winter-related medicines at all BHUs and the RHC. • A **monthly visit schedule** of DHO / Deputy DHO for BHUs shall be shared with PMRU, along with visit reports. • AACs shall cross-verify MO attendance during their surprise visits and report discrepancies.	• DHO Hangu
12.	E&SE Schools	**Review:** • Rationalization orders for STR, restoration of water / electricity and teacher and student attendance at the schools pointed out earlier were reviewed. **Directions:** • DEOs (M/F) shall share the **joining reports** of teachers transferred under rationalization. • Schools with **continuous low attendance** shall be visited by DEOs personally, and the head teachers shall be held responsible.	• DEO (Male) • DEO (Female)

		• Winter arrangements (**window panes, mats and drinking water**) shall be ensured in all schools through PTC funds. • Enrollment drive results and the dropout follow-up campaign shall be presented in the next meeting.	
13.	Monitoring, Verification & Compliance	• Heads of departments shall attend the next meeting **in person** with the item-wise compliance report; representation through junior officers shall not be accepted. • Incharge PMRU shall prepare a **department-wise performance scorecard** (compliant / partially compliant / non-compliant) for presentation in the next meeting. • Deficiencies recurring in **three consecutive DSD reports** shall be reported to the respective administrative secretaries and the Commissioner Kohat Division. • DMO EMA and DMO IMU shall share their **verification reports** on the compliances claimed after the previous meeting within five (05) days. • AC / AACs shall continue surprise visits and upload geo-tagged pictures to the PMRU group; an officer-wise visit summary shall be compiled by PMRU. • Officers whose facilities show **consistent full compliance** shall be recommended for appreciation certificates. • 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