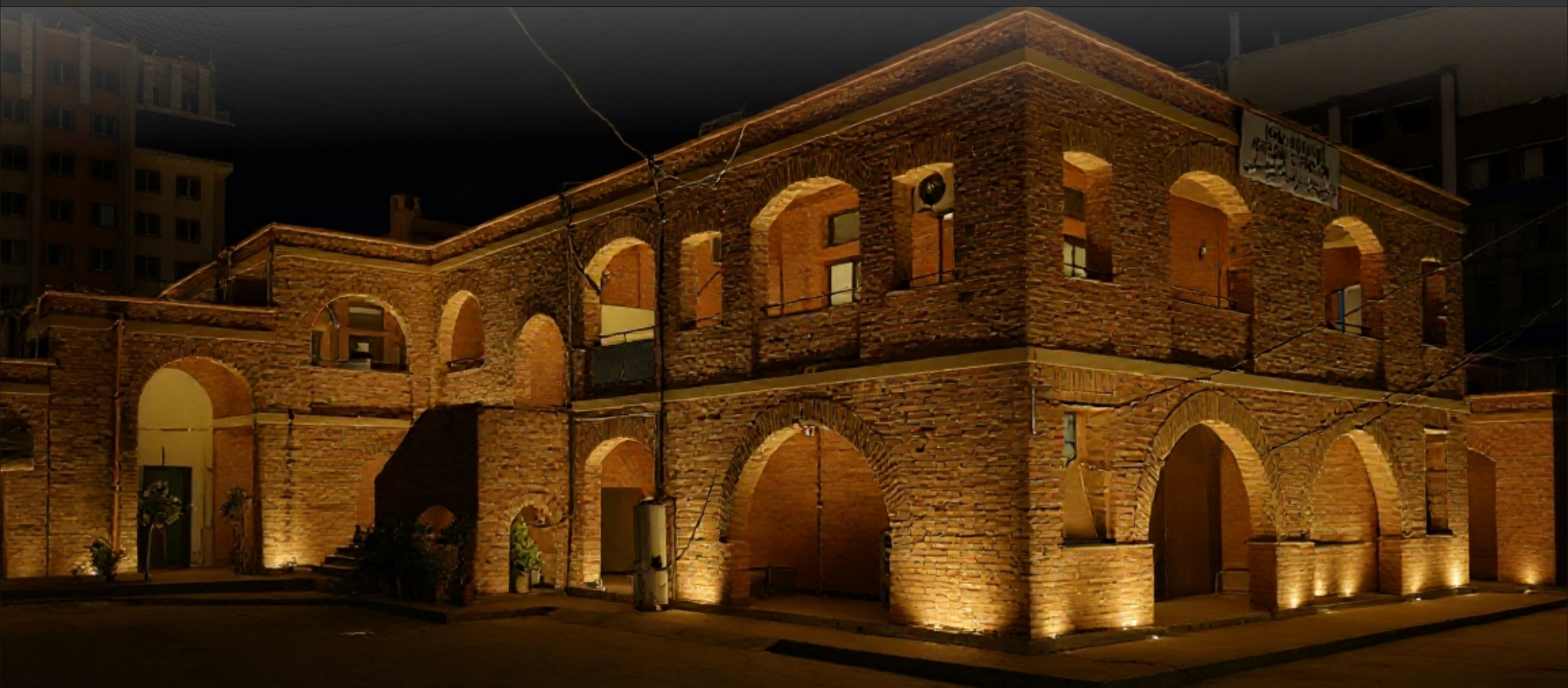




# KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION

Annual Newsletter 2024-25



## INTRODUCTION TO THE COMMISSION

The Khyber Pakhtunkhwa Health Care Commission is an autonomous regulatory body established under the Khyber Pakhtunkhwa Health Care Commission Act, 2015. Its primary function is to regulate health care establishments through registration, licensing, complaints resolution, and the eradication of quackery in all forms. The Commission also ensures the provision of quality healthcare services to the public through implementation of minimum service delivery standards.

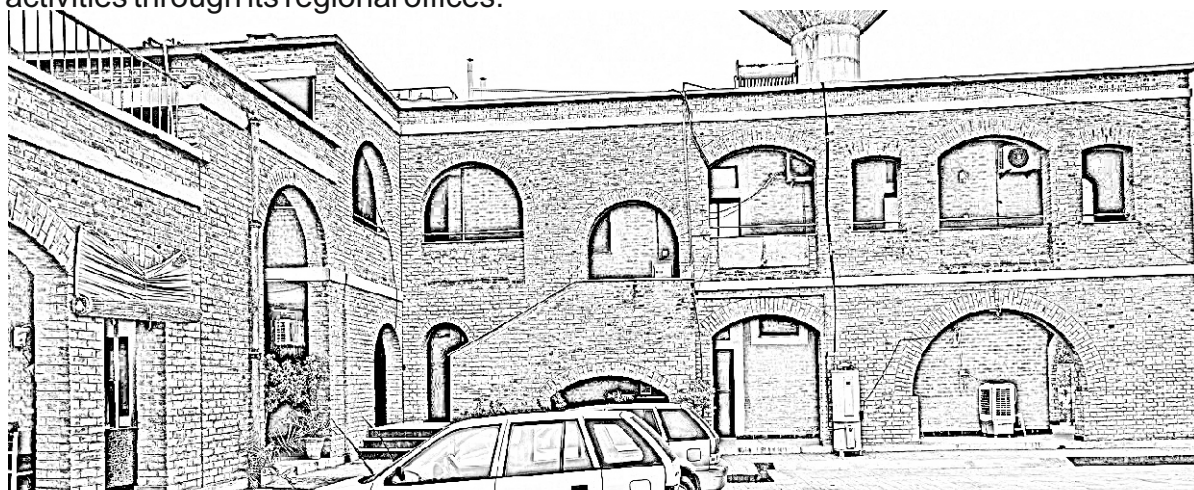
The Khyber Pakhtunkhwa Health Care Commission oversees a wide range of medical practices including, but not limited to, allopathic and alternative medicine. Through inspections, assessments, and public awareness campaigns, the Commission works to uphold service standards, promote ethical practices, and encourage continuous improvement in the delivery of health care in the province.

Khyber Pakhtunkhwa was the first province in Pakistan to establish a body for regulating the healthcare services and ensuring patient safety. The Health Regulatory Authority was established in 2002 and it worked for the improvement of quality of healthcare services. The Authority was revamped through the Act of 2015 and establishment of Khyber Pakhtunkhwa Health Care Commission. The regulatory bodies in Punjab province was established in 2010, Sindh in 2013, Islamabad in 2018 and Balochistan in 2019.

## ORGANIZATIONAL STRUCTURE

The organisational structure of the Khyber Pakhtunkhwa Health Care Commission has been thoroughly worked out, keeping in view its basic functions determined in the Act of 2015, to promote effective governance, enhance operational efficiency, and ensure transparency and consistency in the regulation of health care establishments.

The governance structure of the Khyber Pakhtunkhwa Health Care Commission is based on a clearly defined, multi-tiered system designed to ensure effective oversight and operational efficiency. At the top are the Members of the Commission, chaired by the Chairman, functioning as the principal policy-making and supervisory body. The second tier comprises the Chief Executive Officer, who is responsible for executing the policy directives and overseeing the overall management of the activities of the Commission. To support the implementation of its regulatory mandate, the Health Care Commission has established six key Directorates: Registration, Quality, Licensing, Legal Affairs, Operations, and Finance. Each Directorate is led by a Director and further structured into specialised Sections and Units. This tiered arrangement facilitates clear lines of responsibility, optimal resource utilisation, and the efficient delivery of services across all areas of the Commission. The Commission execute field activities through its regional offices.





MEMBERS OF THE COMMISSION: COMPOSITION AND ROLE

The Members of the Commission are appointed by the Provincial Government under Section 4 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015. The Commission comprises ten members, including three official and seven non-official members. The official members represent the Health Department, Home Department, and the Pakistan National Accreditation Council. The non-official members are appointed by the Government on the recommendation of the Search and Nomination Council, and include professionals from a range of fields, such as healthcare quality, patient safety, health management, law, finance, economics, and consumer representation. They serve a term of three years and are eligible for reappointment. The Chairperson is elected from among the non-official members and presides over the meetings of the Commission. The Members of the Commission brings a wealth of experience in their respective fields. They play a significant role in the provision of overall guidance and oversight to the Commission in fulfilling its objectives as defined by the law. They contribute through policy formulation, major decision-making, and ensuring that the Commission operates in an effective, transparent, and accountable

manner. The seven private members of the Commission completed their term of three in mid-April. During their tenure the performance of the Commission remained exemplary and several significant milestones were achieved. The quarterly meetings of the Commission were regularly conducted and major policy decisions were taken. During this term, several new activities were started and completed successfully. One such activity is the initiation of the function of licensing, which could not be started since the establishment of the Health Regulatory Authority in 2002. This was a commendable success of the Commission due to the able leadership of the Members of the Commission.



EXECUTIVE: STRUCTURE AND IMPLEMENTATION RESPONSIBILITIES

To support the execution of its diverse responsibilities, the Khyber Pakhtunkhwa Health Commission (KP HCC) is organized into six specialized directorates, each headed by a director, under the overall leadership of the Chief Executive Officer. These directorates focus on key regulatory and support functions, aligned with the strategic priorities of the Commission.

Directorate of Registration

The Directorate of Registration, headed by the Director Registration, is responsible for the registration and regulation of Health Care Establishments (HCEs) under Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015, covering both the public and private sectors in Khyber Pakhtunkhwa. In addition to registration and regulation, the Directorate is also responsible for combating quackery and illegal medical practices through anti-quackery campaigns and field operations. Registration with the Commission is conducted online. The owner of the health care establishment has to apply through the online portal (<https://registrationhcc.kp.gov.pk>), starting with the creation of a user account, followed by email verification, submission of the registration form along with the required documents, and payment of the registration fee, using the system-generated challan form. Once the application is submitted, the Commission issues a registration

certificate within 30 days, provided the health care establishment meets the required criteria. The health care establishments are classified into two major categories: in-patient and out-patient establishments. These are further sub-classified for the convenience of the service providers and easy implementation of the quality standards.

Directorate of Quality

The KP HCC is dedicated to ensuring the provision of safe, standardised, and high-quality healthcare services across the province in both public and private HCEs. The Directorate of Quality plays a pivotal role in this endeavour by overseeing the implementation of, and compliance with the Minimum Service Delivery Standards (MSDS) by the health establishments. It is tasked with the development, maintenance, and periodic revision of the MSDS, thereby ensuring that healthcare centres operate in accordance with the established standards pertaining to patient safety, service quality, and operational effectiveness. The directorate facilitates the dissemination of relevant literature and conducts training sessions, tailored to each category of HCE. It also equips its personnel with the requisite knowledge and skills to support the effective implementation of the MSDS. Furthermore, the directorate actively promotes awareness among healthcare professionals, patients, and the general public regarding quality healthcare services, as well



as patient rights and responsibilities. In pursuit of regulatory compliance and ongoing quality enhancement, the directorate collaborates closely with other directorates, particularly the Directorates of Licensing and Registration.

**Directorate of Licensing**

Licensing is a mandatory element according to the law of the Commission. This results in the grant of authorization by KP HCC to operate facilities, premises, or conveyances for the provision of healthcare services. The Khyber Pakhtunkhwa Health Care Commission has established the Directorate of Licensing to license HCEs in accordance with Section 12 of the KP HCC Act, 2015. The Director Licensing heads this directorate. The process of regulation of health centres starts with registration of HCE with the Khyber Pakhtunkhwa Health Care commission. This is followed by training of staff of HCE, covering KP HCC quality standards, regulations, and best practices, compiled in the form of MSDS for respective category of health care establishment. Upon successful completion of training, the HCE is issued a Provisional Licence. This interim licence allows the health centre to operate legally, while getting ready for assessment on the respective MSDS. During the validity period of the Provisional Licence, the health establishment undergoes assessment for Full Licence. A healthcare facility is allowed three chances to get Full Licence, in case of unsuccessful attempts. Successful qualification of assessment leads to the issuance of a Full License, which is valid for a period of three years. After the three-year validity period, the HCE undergoes the process of license renewal. This cyclical renewal ensures that health

care establishments continuously maintain the stipulated quality and safety standards for patient care. In addition to the planned assessments, the Commission conducts periodic inspections of even the licensed facilities to ensure continued compliance to quality of care and patient safety standards.

**Directorate of Legal Affairs**

In order to maintain transparency and accountability in the health care system, it is vital to have an effective and responsive complaints management system. Led by Director Legal Affairs, the directorate accepts complaints regarding medical negligence, maladministration, malpractice and failure in provision of the healthcare services in accordance with the KP HCC Act and Regulations. The directorate is mandated to implement the system of imposing fines and penalties as per the regulations of the Commission. The Commission believes that complaints are often rich source of firsthand information about the problems emanating from health care systems and services, which affect both the providers and receivers. An effective complaints management system results in improvement of quality of health care systems, services, and outcomes. In order to facilitate the complainants, KP HCC has established an online system of filing complaints. Moreover, complaints through the other online portals of the federal and provincial governments are also entertained by the Commission. Complainant facilitation is the key and even manual complaints are accepted and effectively resolved on priority basis.

All the four technical directorates actively promotes awareness among healthcare professionals, patients,

attendants, and the general public, regarding quality healthcare services, rights and responsibilities of patients and service providers.

In addition to the technical directorates, the Commission has two supports directorates, which serve as the backbone of the organisation and are instrumental in assisting the technical directorates to perform their lawful functions and achieve the organizational objectives.

**Directorate of Operations**

Directorate of Operation, headed by Director Operations, is responsible for providing vital support to the technical directorates to carry out their functions of improvement of quality of health care and patient safety. This directorate has following key responsibilities: enhancing awareness and image building of the Commission through the use of all types of media platforms; human resources management, including workforce planning, hiring, orientation and induction of staff, training and capacity building; monthly pay roll development; procurement and supply chain management; fleet management for routine operations and special field campaigns; security of the headquarters and regional offices; and information technology.

**Directorate of Finance**

The Directorate of Finance under the supervision of Chief Financial Officer, ensures the adequate and timely provision of funds for the operations of the Commission. This directorate prepares the annual budget and develops various financial reports on monthly, quarterly and annual basis. Financial forecasting plays a critical role in the organisational development and this is also the responsibility of this directorate. An essential task of the finance department is managing daily financial decisions keeping in view the long-term objectives of the Commission. The Directorate of Finance under the leadership of Mr. Javed Khan Afridi, Chief Financial Officer, provides timely, accurate, clear and complete financial information for informed decision-making in the best interest of patient care and quality for the people of Khyber Pakhtunkhwa.

**STRENGTHENING HEALTH CARE GOVERNANCE: ENGAGEMENT WITH THE CHIEF MINISTER**

A high-level review meeting was held under the chairmanship of the Hon'ble Chief Minister of Khyber Pakhtunkhwa, Mr. Ali Amin Khan Gandapur, reflecting strong commitment of the provincial leadership towards improving patient safety and quality of healthcare. The meeting was attended by key officials, including the Advisor on Health, Mr. Ehtesham Ali Khan, Secretary Health, Mr. Adeel Shah, Director General Health Services, Dr. Mohammad Saleem, Chief Executive Officer of the Khyber Pakhtunkhwa Health Care Commission, Dr. Nadeem Akhtar, and Chief Health Sector Reforms Unit, Dr. Khalil Akhtar. During the session, the Chief Executive Officer of the Commission presented an overview of the statutory mandate, core functions, and recent achievements of the Commission. He also drew attention to critical institutional challenges, including shortage of human resource, inadequate office space, and lack funding by the provincial government. The Hon'ble Chief Minister commended the performance of the Commission and staff dedication, and emphasised the need to strengthen the institutional capacity of the Commission in order to enhance its regulatory effectiveness and ensure the delivery of safe, ethical, and high-quality healthcare services across the province.







**ENHANCING INSTITUTIONAL CAPACITY THROUGH RESOLUTION OF PROTRACTED HUMAN RESOURCE CHALLENGES**

During the fiscal year 2024-25, significant progress was made in improving the organisational capacity of the Commission through recruitment of key personnel, including the Director Operations, Director Registration, eleven officers, and 24 inspectors. The successful completion of this recruitment

process marked a critical milestone in addressing institutional manpower gaps. Following the induction of the new staff, the Commission significantly expanded its field operations. The newly appointed inspectors were deployed across the province in the underserved districts to respond effectively to

healthcare regulatory needs at the grassroots level. Additionally, the appointment of two directors and supporting officers has contributed to a more streamlined and efficient management of day-to-day activities, resulting in improved service delivery and organisational performance.



**EXPANSION OF REACH OF THE COMMISSION THROUGH REGIONAL OFFICES**

A significant step towards strengthening its regulatory outreach was taken and KP HCC expanded its operational network by establishing 10 new regional offices. This initiative aims to ensure more efficient service delivery, improved access to regulatory services, and enhanced monitoring and support for healthcare establishments. During the reporting period, the Commission inaugurated regional offices in district Charsadda, Nowshera, Mardan, Swabi, Kohat, Karak, Upper Dir, Lower Dir, Haripur, and Mansehra. These regional offices also function as facilitation centres, providing responses to public enquiries related to registration and licensing services, as well as conducting field inspections.





**RAISING AWARENESS AND PROMOTING COMPLIANCE THROUGH SEMINARS AND COMMUNITY ENGAGEMENT**

In pursuit of its mandate to foster regulatory compliance and enhance the quality and safety of healthcare services, the KP HCC implemented a series of targeted awareness initiatives during 2024-25. These engagements were designed to build the capacity of healthcare providers and raise public awareness about key regulatory priorities. An awareness seminar was conducted at Benazir Bhutto Shaheed Teaching Hospital, Abbottabad, during the first quarter of the reporting year. Dr. Uzma Syed, Deputy Director explained the objectives of the seminar i.e., to educate the health care community about the fundamental principles of clinical governance, emphasizing the protection of the rights of both patients and care providers.



Community level activities were also carried out in this connection, and one such Anti-Quackery Seminar was held at Massma, Nasirpur, Peshawar on November 27, 2024. The seminar attracted broad community participation and served as a vital platform to inform the public about the risks associated with service provision by unqualified and unregistered practitioners. The speakers emphasised the crucial role of community vigilance in identifying and reporting quackery to safeguard patient care and uphold the integrity of the healthcare system.



The series of foundational seminar titled “Why License,” commenced on 7th November, 2024, which engaged healthcare managers, technical staff, and administrative personnel from a variety of HCEs. The sessions provided an in-depth overview of the licensing framework and outlined the strategic importance of licensing by the Commission in promoting accountability, transparency, and regulatory alignment within the healthcare sector. These initiatives reflect strategic focus of the Commission on stakeholder engagement, capacity building, and public education as essential tools for advancing its regulatory mission.



Through sustained efforts in awareness and outreach, the Commission continues to build momentum towards a more standardised, ethical, and patient-centred healthcare system in Khyber Pakhtunkhwa. Engaging and educating staff of health



care establishments is a key tool for awareness and ensuring quality health care through effective regulations and standards formation. In collaboration with the National Council for Tibb, and the Pakistan Tibbi Conference, the Khyber Pakhtunkhwa Health Care Commission organized a seminar, led by Mr. Mohsin Ali Turk, Director Legal Affairs. The activity focused on educating Unani medicine practitioners about the legal and regulatory requirements governing their practice. The seminar saw active participation from hakims and practitioners across Khyber Pakhtunkhwa. Representatives from KP HCC and the Tibb Conference emphasised the importance of adherence to the legal and regulatory framework. This seminar was part of an ongoing series of awareness sessions conducted by the Commission for various stakeholders and general public.





In addition, the Commission hosted an awareness seminar at Gandhara University, Peshawar, on quality improvement through the implementation of MSDS. The seminar was attended by the Vice Chancellor, faculty, medical students, health care professionals, and KP HCC staff.



KP HCC representatives, both inspectors and office staff spread awareness amongst general public by organising seminars/awareness sessions in the field. During the year, awareness session were arranged in educational institutions in Peshawar and Abbottabad regions to educate students regarding the roles and responsibilities of the Commission in eradicating the menace of quackery and ensuring quality of health care establishments, as well as support required from the community in this regards.





**Training on Minimum Service Delivery Standards: Enhancing Understanding about Healthcare Quality**

To fulfil its mandate of ensuring the delivery of safe, effective, and standardized health care services across the province, KP HCC developed Minimum Service Delivery Standards for various categories of HCEs. A total of eleven Reference Manuals were developed, outlining category-specific standards that define the minimum level of service quality that every HCE is required to maintain - and that every patient has the right to expect. These manuals serve as critical regulatory benchmark aimed at bringing uniformity, accountability, and enhanced service delivery across the healthcare system. The Commission also provides continuous support to HCEs on the implementation of MSDS, including regular

23

Training Sessions Conducted

505

Staff of HCEs Trained



training and orientation sessions for their staff. Over the past year, the Commission conducted 23 training sessions, engaging key personnel, including managers, clinicians, pharmacists, nurses, biomedical engineers, pathologists and KP HCC staff. These capacity-building efforts resulted in training of 505 health care professionals and staff members, during the year 2024-25, from different HCEs across the province, thereby reinforcing a culture of quality

compliance and professional excellence. Till date the Commission has trained 1,064 health care professionals on quality standards.







**PERFORMANCE AUDIT OF PUBLIC SECTOR SECONDARY AND TERTIARY CARE HOSPITALS**

The Commission is dedicated to enhancing healthcare services in both private and public sector hospitals. In pursuit of this objective, the Commission conducted official visits to Mardan Medical Complex, District Headquarters Hospital Mardan, Bacha Khan Medical Complex Swabi, and DHQ hospital

Charsadda, to conduct performance audits; specifically focusing on patient referrals to Peshawar. These audits were designed to evaluate the quality and efficiency of healthcare delivery in the districts and burden on the tertiary care hospitals in the provincial headquarters Peshawar, with the ultimate goal of improving patient outcomes and optimizing service provision within the public healthcare sector.





Audit of the Mufti Mehmood Teaching Hospital, DI Khan was conducted to analyze the data of patients treated (indoor and outdoor), examine referrals and procurements during the last financial year 2023-24. A three-stage process was adopted for this audit: (1)Collection of data of patients treated in the hospital (indoor and outdoor), referrals, procurement and budget for the year 2023-2024; (2) Desk review of the data and collection of evidence; (3) Visit of KP HCC team from Peshawar to DI Khan and visiting various departments of the hospital.Keeping in view the importance of assignment, a team consisting of four Inspectors of the Health Care Commission traveled to DI Khan and conducted audit on 10,

11, 12, and 13 September, 2024. Data was collected and desk review of the data was carried out. This included the total number of patients attended and treated in the hospital, number of total referrals, both intra-district and out-of-district, and procurement/consumption of medicine, and purchase of equipment. The visit was planned to have interview with the management of the hospital, inspection of the hospital and scrutiny of the relevant record. All these components focused on finding out the available treatment and diagnostic facilities at the hospital, the patient load, and the nature of referral of patients, and following the relevant rules and regulation in procurements.





REVISION OF REFERENCE MANUALS OF MINIMUM SERVICE DELIVERY STANDARDS

The Khyber Pakhtunkhwa Health Care Commission is cognizant of the evolving health needs of the people, and resultantly, the healthcare quality standards require to be updated and refined on regular basis. Keeping in view this critical requirement, the Commission initiated revision of the existing Reference Manuals of quality standards. In order to achieve this objective, a two-day consultative workshop on revision of MSDS for Cateogry 1 hospitals was held on 21-22 August, 2024 at Swat, in collaboration with the USAID-funded Building Healthy Families Initiative, in which diverse group of



health care professionals, administrators, policymakers, and community representatives participated. They engaged in productive discussions on essential areas, including patient care, hospital management, infection control, and quality improvement. The focus was on refining standards across ten critical functional areas to ensure that the MSDS aligns with the evolving healthcare landscape in Khyber Pakhtunkhwa. Similarly, the revision of primary healthcare MSDS was also initiated. A two-day consultative workshop was conducted by KP HCC in collaboration with the FCDO-funded Evidence for Health (E4H) for the revision of MSDS for Basic Health Units, General



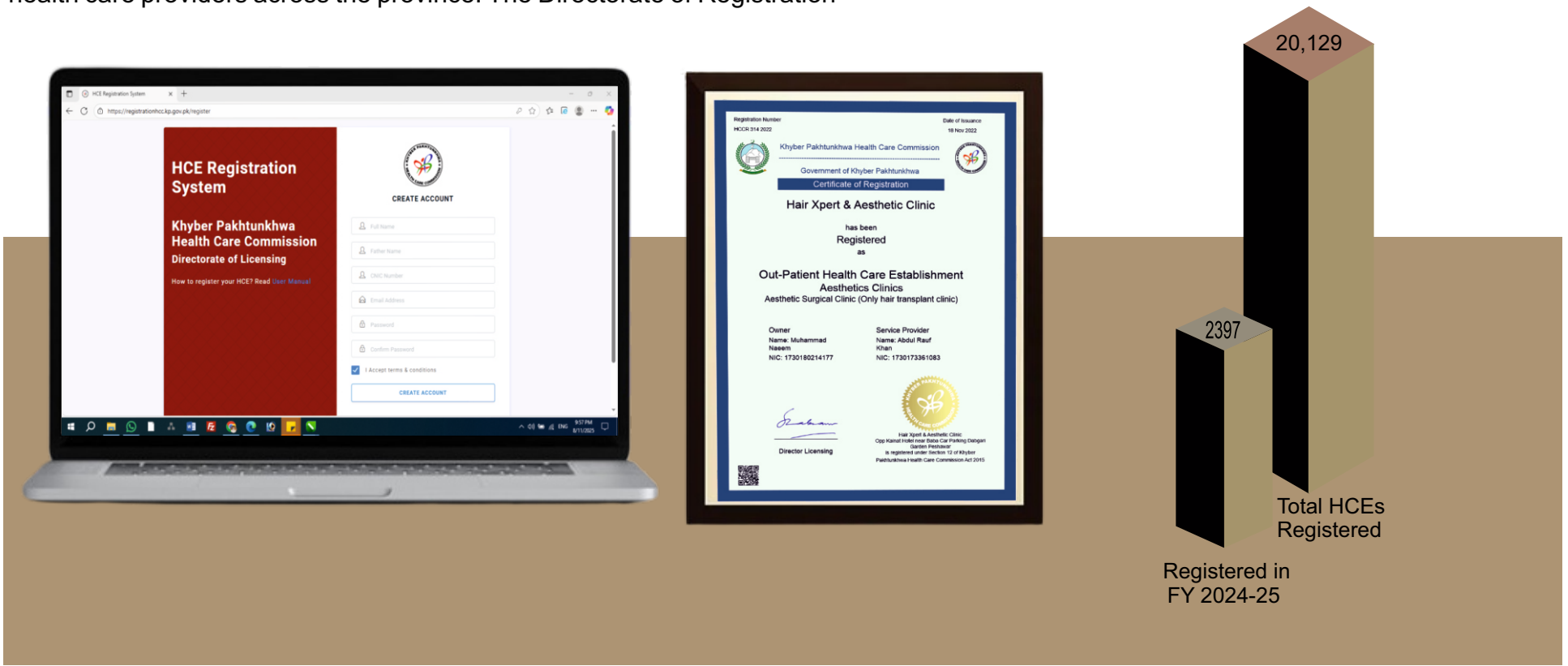
Practitioners/Specialist Clinics, on 19-20 November, 2024 in Islamabad. The event highlighted the partnership between KP HCC and E4H, and underscored the role of the Commission in delivering quality health care services to the people of Khyber Pakhtunkhwa. Stakeholders from various sectors participated and the Chairman, Khyber Pakhtunkhwa Health Care Commission, Dr. Ikram Ghani graced the occasion as Chief Guest. In addition to the consultative workshops, all the relevant stakeholders were engaged in different ways, including but not limited to, one-on-one meetings, focused group discussions and field visits. The process of revision of the above-mentioned Reference Manuals of quality standards was completed, and was presented to the Members of the Commission in its 49th meeting in April 2025. The second edition of these manuals were approved unanimously.



REGISTRATION OF HEALTH CARE ESTABLISHMENTS:  
FIRST STEP TOWARDS REGULATION

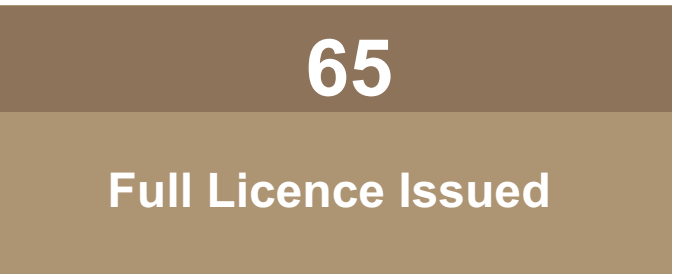
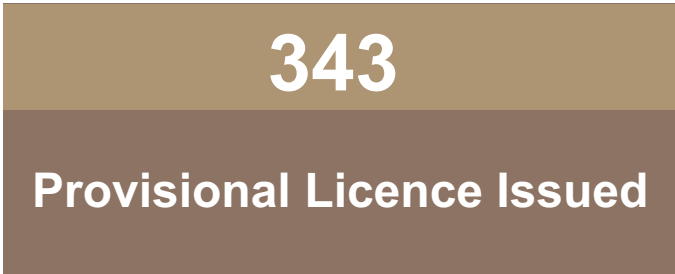
In accordance with the KP HCC Act, 2015, registration with the Commission is mandatory for all HCEs operating in both public and private sectors. To streamline the process and improve accessibility, the Commission has developed an online registration portal and introduced easier registration process, bringing regulatory compliance closer to health care providers across the province. The Directorate of Registration

actively followed unregistered and unlicensed facilities, undertaking extensive outreach efforts to ensure that establishments meet their legal obligations. As a result of these initiatives, the Commission successfully registered a total of 2,397 HCEs during the past year. The total number of registered health care establishments (by the end of 2024-25, i.e., June 30) is 20,129.



LICENSING OF HEALTH CARE ESTABLISHMENTS FOR ENSURING QUALITY OF HEALTHCARE

In accordance with the Khyber Pakhtunkhwa Health Care Commission (Registration and Licensing) Regulations, 2022, the licensing process for HCEs is carried out in two distinct stages. Initially, upon successful completion of training on the MSDS, the health centres are granted a provisional licence. This provisional licence remains valid for three months, or until the issuance of a full licence, whichever occurs first. In cases where establishments are unable to meet the criteria for a full licence within this period, the provisional licence may be extended in accordance with legal provisions. Over the past year, KP HCC issued provisional licences to 343 HCEs across the province. The award of a full licence is contingent upon the successful achievement of the set predetermined quality standards. These assessments are conducted by independent assessors and are based on a comprehensive assessment of the health care establishment against the standards outlined in the MSDS. During the past year, the Commission carried out assessments of 155 health centres, and 65 met the required standards and were subsequently granted full licences. Till date the Commission has licensed 98 health care establishments.





## ERADICATION OF QUACKERY AND PROMOTING ETHICAL MEDICAL PRACTICE

KP HCC remains firmly committed to the eradication of quackery across the province. Recognising the serious risks posed by unqualified practitioners to public health and patient safety, the Commission has adopted a comprehensive, multi-faceted approach to address this longstanding issue. The strategy includes, systematic registration and licensing of qualified healthcare providers, rigorous inspection regimes, responsive complaint management systems, the imposition of penalties, and sustained public awareness campaigns. The efforts of the Commission aim to strengthen regulatory compliance by facilitating access to an online registration portal for legitimate healthcare professionals, thereby helping to distinguish them from unqualified service providers. At the same time, inspection campaigns have been conducted in both urban and rural areas to identify and take action against unauthorized and unregistered establishments. During the past year, a total of 9,100 HCEs were inspected. These inspections



resulted in the issuance of 1,455 show cause notices and sealing of 1,491 facilities, which were found to be operating in breach of law. In addition to routine field activities, a grand operation was planned in Peshawar and, in addition to the existing inspectors, the newly recruited 24 inspectors were engaged in this activity. Several important areas of the provincial capital were swept for identification of non-registered health care establishments. This campaign was highly successful and led to the permanent closure of scores of illegal health centres. These enforcement actions form part of a broader institutional commitment to safeguarding the public from the dangers of substandard and unsafe medical practices. Through active community engagement and strategic enforcement, the Commission continues to promote a culture of accountability and professional integrity within the healthcare sector. The eradication of quackery is not merely a regulatory obligation but a moral imperative, ensuring that every citizen of Khyber Pakhtunkhwa receives care that is safe and ethical.





9,100

Total HCEs  
Inspected

1455

Notices  
Issued

1491

HCEs  
Sealed









RIGHT TO DEFENCE IN LINE WITH THE SPIRIT OF NATURAL JUSTICE

As mentioned in the previous section, the Commission regularly carries out field activities for ensuring ethical practice of medicine and protecting patients’ rights. However, the enforcement teams are granted powers to take immediate and temporary measures. For example, the inspection teams have no powers to permanently seal a health care establishment. Likewise, they have no powers to impose penalties on individuals and establishments. The

regulations of the Health Care Commission are framed according to the principle of natural justice. Subsequent to every action of the field enforcement team, the service providers and owners of the health facilities are afforded fair opportunity to defend themselves. The Commission has established a forum for providing an opportunity of hearing to the cases reported by the inspectors. This mechanism, on the other hand, provides a system of

check and balance on the field staff and they remain vigilant of the accountability element while taking actions against health care establishment. During the last one year, the Commission afforded hearing opportunity to 1,299 health care providers in cases of reported violation. As a result of these proceedings, penalties were imposed on 906, and 695 establishments were permanently sealed.

1,299

Healthcare providers were given a chance to be heard in reported violation cases

906

Faced Penalties

965

Establishments were permanently sealed



MEDICAL NEGLIGENCE, COMPLAINTS MANAGEMENT AND GRIEVANCE REDRESSAL

The Commission is entrusted with the vital responsibility of addressing complaints related to healthcare service delivery across the province. As part of its regulatory mandate, the Commission ensures that all HCEs implement internal mechanisms for receiving and resolving complaints. At the same time, it has established a centralised Complaint Management System to provide an accessible, fair, and transparent platform for all stakeholders, including patients, attendants, and healthcare providers - to report grievances. The Commission handles complaints relating to maladministration, medical negligence, malpractice, denial of care, and harassment in HCEs. These complaints are received through various channels, including the Pakistan

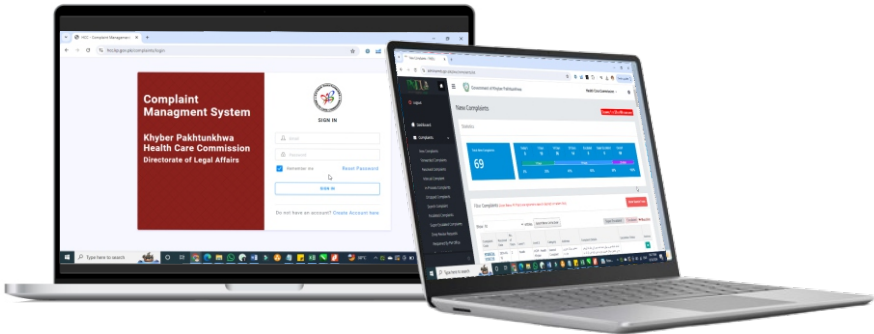
Citizen’s Portal (PMDU), Ekhtyar Awam Ka Complaint Redressal System, the Commission’s dedicated online portal, and manual submissions to its head office. During the reporting year, the Commission received a total of 1,111 new complaints. In the same period, 1,117 complaints were resolved following thorough review and investigation. The number of complains resolved is more than the new complaints because of some complaints pending from the previous year. In cases where violations were substantiated, the Commission exercised its legal authority by imposing penalties, sealing healthcare facilities, and barring individuals from medical practice, thereby ensuring accountability and promoting safer healthcare practices across the province.

1,111

NEW COMPLAINTS RECEIVED

1,117

COMPLAINTS RESOLVED





## MEDIA ENGAGEMENT FOR PUBLIC AWARENESS AND EMPOWERMENT

During the reporting period, the Commission strategically engaged a wide range of mainstream and digital media platforms to amplify its initiatives and enhance public awareness regarding healthcare reforms and regulatory enforcement. A comprehensive media outreach campaign was undertaken, utilising national television channels, radio networks, leading print publications, and prominent digital platforms, such as Facebook, YouTube, X (Twitter) LinkedIn, and Instagram. Mr. Arsalan Ahmad Khan, Director Operations, played a vital role in the significant broadcast coverage through major television networks, including Geo News, PTV National, Dunya News, AAJ TV, Dawn News, Khyber News, Neo TV, and Suno News. These channels regularly featured the activities of the Commission through various formats, such as exclusive news segments, breaking news alerts, tickers, talk shows, and dedicated news packages, thereby maximising visibility and public engagement. In addition, Radio Pakistan and Suno Pakhtunkhwa hosted exclusive talk shows focused on the achievements of KP HCC, further extending its reach to diverse audiences. Print media also played a vital role in disseminating information. Renowned national dailies - including, but not limited to, Dawn, The News, Jang, AAJ, Khabrein, and Aieen - routinely published updates and analytical content on the Commission's work. These included fortnightly activity reports, quarterly fact sheets, and a comprehensive three-year performance review. In line with contemporary communication trends, the Commission also engaged emerging digital forums by participating in podcasts hosted by The Cow News (TCN) and Pakhtun Digital. These platforms offered an



additional channel for informing public about the ongoing regulatory measures of the Commission. Through this multi-platform, targeted media engagement strategy, the Commission continues to reinforce its commitment to transparency and public education, ensuring citizens remain well-informed about their healthcare rights and the regulatory standards governing healthcare service delivery. Recognising the linguistic diversity of the population in Khyber Pakhtunkhwa, the talk shows were conducted in Urdu, Pashto, and Hindko to ensure inclusive communication and effectively meet the informational needs of all linguistic communities across the province.

### ہیلتھ کیئر کمیشن نے ایک سال میں 1491 طبی مراکز پر سیکرڈریٹ

مراکز کو مختلف خلاف ورزیوں پر سیکرڈریٹ کیا گیا، گزشتہ سال کل 2397 طبی مراکز رجسٹر کئے، معیار کو بہتر بنانے کی ہدایت

پشاور (وقائع نگار خصوصی) خیبر پختونخوا ہیلتھ کیئر کمیشن نے ایک سالہ کارکردگی رپورٹ کے اعداد و شمار جاری کر دیئے، ترجمان ہیلتھ کیئر کمیشن عزم رحمان کے مطابق یکم جولائی 2024 سے 30 جون 2025 تک صوبے بھر میں 9100 طبی مراکز کا معائنہ کیا گیا، کمیشن نے اس عرصے میں 2397 طبی مراکز رجسٹر جبکہ مختلف خلاف ورزیوں پر 1491 طبی مراکز کو سیکرڈریٹ کیا، 2821 طبی مراکز کو مختلف کوتاہیوں اور معیار کو بہتر بنانے کے لیے حکم جواز جاری کیے، اسی طرح سال بھر میں 65 طبی مراکز کو مکمل جبکہ 344 کو عبوری لائسنس جاری کیے گئے۔ سال 2024 سے اس سال کمیشن نے 24 تربیتی ٹریننگز کا اہتمام کیا، جس میں صوبہ بھر کے مختلف اضلاع کے طبی مراکز کے 486 عملے کو خدمات صحت کے معیار پر تربیت دی گئی۔ اسی طرح کمیشن کو ایک سال میں مختلف طبی مراکز کے خلاف 111 نئی شکایات موصول ہوئیں جن میں 94 فیصد کو حل کیا گیا اور صرف 64 حل ہونا باقی ہیں۔ ڈائریکٹر لیگل افیئرز محسن علی ٹرک نے ایک سال کی کامیاب کارکردگی پر تمام عملے کو خراج تحسین (باقی صفحہ 7 بقیہ نمبر 53)
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# DAWN

E-PAPER | APRIL 26, 2025

HOME LATEST PAKISTAN OPINION BUSINESS



## Over 19,600 healthcare units registered in three years

PESHAWAR: Despite limited resources the Khyber Pakhtunkhwa Health Care Commission has claimed achieving a milestone by registering 19,612 healthcare establishments (HCEs) over the last three years.

According to data released by the commission, these entities were registered during the period from April 2022 to April 2025, according to a statement issued here on Friday.

Commission's spokesperson Azm Rehman said in comparison, only 7,717 facilities were registered in 2022. "Though the Health Regulatory Authority was established in 2002, no licences were issued to any HCE in the first 20 years," he pointed out. "However, over the past three years, the licensing process has formally begun, which involves several stages

before a facility is granted a licence," he said.

During this period, 82 HCEs received full licences, and 519 were issued provisional licences, he said, adding that additionally, 2,431 HCEs were sealed due to various violations, and 3,131 complaints submitted by the public were addressed in accordance with the commission's regulations.

Furthermore, 38,443 HCEs were geo-tagged, and 907 staff members from different HCEs were trained on 'minimum service delivery standards'.

According to Dr Shefa Haider, the commission's director registration, officers and staff achieved these milestones through relentless effort despite limited resources. — Bureau Report



لاہور میں بارش سے متعدد مکانات اور دکانوں کو شدید نقصان □ لاہور میں بارش سے متا



میں غیر قانونی بھاری ہتھیاروں کی بھرمار ہے، علی امین گنڈا مذاکراتو کبھی نوید قمر، فاروق ستار، اسد قیصر، صا





## KPHC prioritizes Quality Services

UM E KULSOOM

PESHAWAR: The Khyber Pakhtunkhwa Health Care Commission (KPHCC) has reaffirmed its commitment to delivering top-notch healthcare services across the province. According to Dr. Nadeem Akhtar, CEO of KPHCC, ensuring quality health services is the commission's utmost priority.

A recent two-day consultative workshop held in Islamabad underscored this commitment. Organized in collaboration with E4Health, the event focused on Minimum Service Delivery Standards (MSDS). Chairman

Board of KP HCC, Dr. Ikram Ghani, CEO Dr. Nadeem Akhtar, directors of the commission, and E4Health officials participated in the



workshop.

Dr. Ikram Ghani emphasized that providing the best health facilities to the public is the commission's prime focus. Dr. Nadeem Akhtar shared insights on MSDS, highlighting KPHCC's efforts to ensure these standards are met in all healthcare establishments across Khyber

Pakhtunkhwa. The commission regularly conducts workshops and seminars with healthcare professionals to achieve this goal.

This proactive approach demonstrates KPHCC's dedication to enhancing healthcare quality. By prioritizing quality healthcare services, the commission sets a positive tone for the province's healthcare landscape, ultimately benefiting the residents of Khyber Pakhtunkhwa.

## 32 health facilities sealed in Buner

PESHAWAR: Khyber Pakhtunkhwa Health Care Commission sealed 32 medical facilities in Buner district over violations of relevant regulations during an operation.

The operation was conducted under the commission's anti-quackery regulations, 2022, according to a statement issued here on Monday.

Healthcare establishments were inspected in Daggar tehsil of the district during a seven-day anti-quackery campaign launched on the directives of the commission's director registration Dr Shefa Haider.

Show-cause notices were also issued to 37 establishments over their non-registration with the commission.

The statement said that a total of 183 healthcare establishments were inspected, and 32 were sealed for being involved in different violations. The statement said in some cases blood samples were stored without screening records and without the recommended standard operating procedures, while in other cases unqualified persons were providing the services.

The anti-quackery campaign was conducted with the cooperation of the district administration. — Bureau Report

محسن علی ترک ڈائریکٹر ہیلتھ کیئر کمیشن

الوداع 2024

ہیلتھ کیئر کمیشن نے پشاور، ہزارہ، بنوں، سوات اور ڈی آئی خان میں کارروائیاں کیں

پاکستان کے مفادات کے خلاف مہم چلائی جا رہی ہے، خواجہ آصف

THU | 06:50  
23 جمادی الثانی

RIGHTS ■ CHRISTIANS ALWAYS RAISED PAKISTAN'S PRESTIGE: TARAR ■ PM SHEHB





## پشاور سمیت 16 اضلاع کے ڈینٹل سرجنوں کی ٹریننگ کا عمل مکمل

ٹریننگ میں پشاور، ایبٹ آباد، مانسہرہ، سوات کے ڈاکٹر شامل، طبی ڈینٹل مراکز میں کوالٹی کو بہتر بنانے پر آگاہی

پشاور (سٹاف رپورٹر) خیبر پختونخوا ہیلتھ کیئر کمیشن سرجنوں کیلئے ”خدمات صحت کے معیار“ پر ایک ہیٹھ کی مخصوص جگہ ہونے سمیت خواتین کیلئے کے ڈائریکٹریٹ آف کوالٹی نے پشاور، ہری پور، روزہ ٹریننگ سیشن کا اہتمام کیا، ٹریننگ کے دوران پردے کا انتظام سمیت مختلف انڈیکسز شامل تھے؛ ایبٹ آباد، مانسہرہ، سوات اور بونیر کے 16 ڈینٹل شرکاء کو آگاہی دی گئی، جس میں صفائی کا خیال، اختتام پر شرکاء میں اسناد بھی تقسیم کی گئیں۔

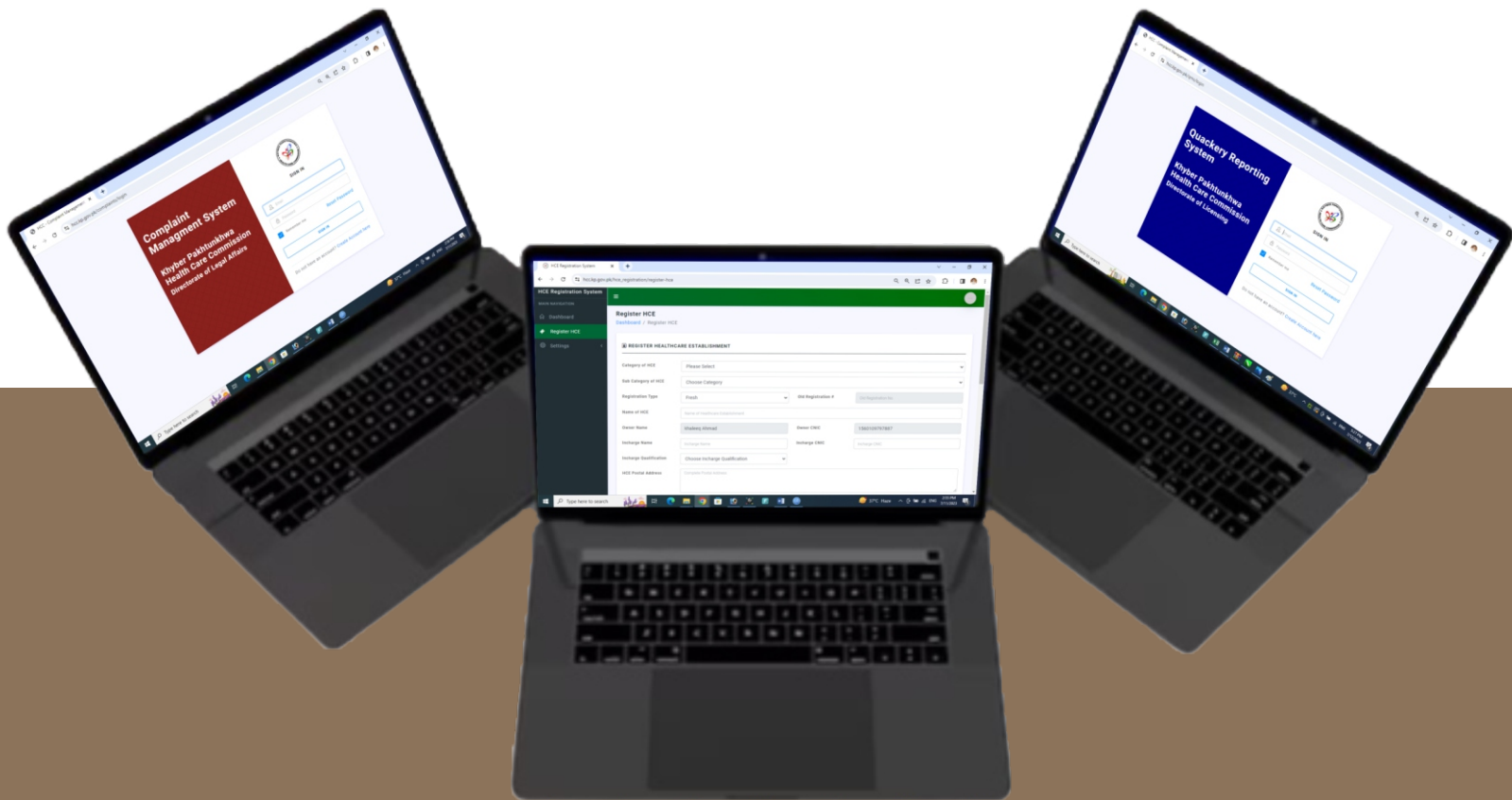




DIGITALISATION AND AUTOMATION FOR CONVENIENCE AND TRANSPARENCY

The Khyber Pakhtunkhwa Health Care Commission, despite its limited resources, is actively implementing the vision of a digital Khyber Pakhtunkhwa by digitalizing various processes, including complaint resolution, registration of healthcare establishments, quackery reporting, field activities management, and financial operations. To achieve high standards in digitalisation, the Commission partnered with Building Healthy Families Activities

(BHFA), funded by USAID, to develop a comprehensive end-to-end Enterpris Resource Planning (ERP) solution. The requirement gathering phase has been successfully completed, the Software Requirements Specification documents were finalized, and software development was started. However, the activity could not be completed during the year due to the funding cuts of USAID. Efforts are being made to explore technical assistance opportunities for completion of the digitalization objective of the Commission.



SUPPORTING EQUITY OF CARE THROUGH SEHAT CARD PLUS PROGRAMME

In addition to its core regulatory responsibilities, KP HCC actively supports the Sehat Card Plus Programme. The Chief Executive Officer of the Commission serves as the chair of the Redressal Committee, which is responsible for reviewing and addressing grievances related to the empanelment of hospitals. During the year 2024-25, the Commission held several hearing sessions to consider concerns raised by health care establishments regarding the recent round of assessments for empanelment. These sessions aimed to ensure a fair, transparent, and evidence-based decision-making, reinforcing the commitment of Khyber Pakhtunkhwa Health Care Commission to supporting equitable access to quality healthcare services under the Sehat Card Plus Programme. Moreover, the Commission trained staff of Social Health Protection Initiative and State Life Insurance Corporation on newly developed territory care assessment criteria through the consultants of Shifa International.





REPRESENTATION AT THE JOINT FORUM OF HEALTH REGULATORS AND STAKEHOLDERS

Apart from its internal regulatory and operational functions, the leadership of the Commission has actively participated in various national and provincial forums to promote inter-agency collaboration and policy alignment. Dr. Shafa Haider Sawal, Director Registration at the Khyber Pakhtunkhwa Health Care Commission, attended a two-day workshop by the CDC and NIH on developing a standardized mortality data reporting tool, joined by provincial healthcare representatives and development partners.



Moreover, the Director Registration, participated in the Joint Forum of health regulators and stakeholders, on 21st May, 2025 at the Punjab Healthcare Commission Head Office in Lahore. The meeting brought together representatives from provincial healthcare commissions and other regulatory bodies to discuss collaborative regulatory strategies. Another activity was the consultations workshop about Water Regulatory Authority. During the workshop, Director Registration delivered a presentation on the implementation of Water Act 2020 and the role of KP HCC in supporting the operationalisation of the Water Regulatory Authority. He also outlined the key functions, strategic initiatives, and the progress made towards fulfilling regulatory mandate of the Commission. His contribution underscored the vital role of KP HCC in advancing health sector reforms and fostering inter-agency collaboration for improved governance and compliance.









## CAPACITY BUILDING OF STAFF ON QUALITY OF CARE AND REGULATORY FRAMEWORK

KP HCC continued its commitment to institutional strengthening by conducting capacity-building activities aimed at enhancing the skills and knowledge of its workforce. Over the course of the past year, the Commission organised various training sessions, workshops, and orientation programmes to improve internal competencies and ensure the effective implementation of regulatory functions. Staff of the Commission were provided opportunities to expand their knowledge base and improve their skills through training programme, especially, the capacity building initiatives of the Staff Training Institute of the provincial government. In addition to other activities, a comprehensive orientation session was organized for the inspection teams, with a specific focus on general practice, specialist clinics, and hospitals. The session was attended by inspectors and supervised by Dr. Shafa Haider Sawal, Director Registration. Professor Dr. Abdul Jalil Khan facilitated the session, delivering a comprehensive training on the Minimum Service Delivery Standards for various categories of



healthcare facilities. This training enabled the inspectors to develop a deeper understanding of the MSDS framework and enhanced their ability to conduct consistent, evidence-based inspections in line with regulatory standards. These initiatives reflect the strategic emphasis of the Commission on building a technically proficient and responsive regulatory workforce. Additionally, the capacity of the assessors of the Commission was further enhanced with the addition of new assessors as well as refresher trainings. Comprehensive refresher training sessions were conducted, focusing on the Minimum Service Delivery Standards and the scoring matrix. These initiatives are designed to strengthen the capabilities of assessors, ensuring more effective, transparent, and thorough assessments of HCE for Full Licence.





**ACKNOWLEDGMENT OF THE INVALUABLE CONTRIBUTIONS OF THE MEMBERS OF THE COMMISSION**

The seven Members of the Khyber Pakhtunkhwa Health Care Commission completed their term of three years. The Commission thrived significantly during this period due to the unwavering commitment of the Members of the Commission towards quality of care and patient safety in the province. All the Members worked with high level of dedication and steered the Commission in the right direction. In order to acknowledge their contributions and invaluable services, "Shields of the Commission" were presented to the Members on completion of their extremely productive term (2022-2025).









