



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



FACT SHEET

July - September, 2025

The Khyber Pakhtunkhwa Health Care Commission (KP HCC) is an autonomous, statutory regulatory body, constituted under the provisions of the Khyber Pakhtunkhwa Health Care Commission Act, 2015. The Commission is legally mandated to regulate, supervise, and monitor the operations of Health Care Establishments (HCEs) in both public and private sectors throughout the province of Khyber Pakhtunkhwa.

In pursuit of the overarching vision of the Government to ensure accessible, high-quality, and patient-centered health services, the Commission is implementing Service Delivery Standards (SDS), undertakes robust actions against quackery and unethical practices, and safeguards the right of every citizen to safe and evidence-based medical care. The regulatory jurisdiction of the Commission spans a comprehensive range of health care disciplines, including but not limited to allopathic, homeopathic, and Tibb. Through a well-defined framework, encompassing registration, licensing, inspection, and compliance verification, KP HCC ensures that all health facilities operate in accordance with established legal and professional standards, consistent with both national regulations and international best practices.

Formalizing Health Care Standards through Licensing and Registration

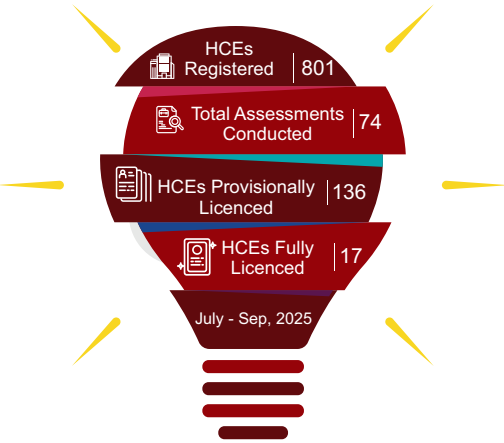
In accordance with Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015, the Khyber Pakhtunkhwa Health Care Commission holds the statutory authority to undertake the registration and licensing of HCEs operating in both the public and private sectors across the province.

During the reporting quarter, the Commission successfully registered a total of 801 newly established HCEs, thereby broadening the regulatory ambit and ensuring formal inclusion within the oversight framework. As part of its unwavering

commitment to maintaining regulatory compliance and promoting the delivery of safe, effective, and high-quality health care services, the Commission is implementing a structured licensing mechanism. This process includes targeted capacity-building measures, technical facilitation, and rigorous evaluation of HCEs against the prescribed SDS.



From July to September, 74 HCEs underwent assessments. 17 HCEs met the comprehensive licensing quality standards and were accordingly issued Full Licences. Additionally, 136 HCEs, including general practitioner, specialist clinics, dental clinics, and clinical pathology laboratories were granted Provisional Licences under the Commission's progressive and tiered regulatory strategy, aimed at fostering continuous improvement and regulatory alignment.



Building Human Resource Capacity and Enforcing Quality Protocols

Health Care Commission is entrusted with the vital responsibility of ensuring the delivery of high-quality, safe, and ethical health care services to the public by regulating HCEs across the province. In alignment with the provisions of the Khyber Pakhtunkhwa Health Care Commission Act, the licensing of health facilities is a statutory requirement, and serves as a fundamental tool for the enforcement of quality assurance mechanisms. To facilitate compliance and promote a culture of continuous quality improvement, the Commission extends robust technical assistance and operational support to HCEs in the

implementation of the service delivery standards. As part of this support, the Khyber Pakhtunkhwa Health Care Commission has developed comprehensive reference manuals for the different types of health care establishments, both inpatient and outpatient. These reference manuals are readily accessible through its official website. The reference manuals serve as standard resources, offering detailed and practical guidance, rooted in the principles of clinical governance, patient safety, and best practices in health care management.



In addition to the provision of these resources, the Commission remains actively engaged in capacity-building initiatives, aimed at enhancing the professional competence of health care providers. To this end, the Commission regularly conducts specialised training and orientation sessions for the staff of HCEs, with a view to strengthening their understanding of SDS requirements and promoting effective implementation at the facility level. During the reporting quarter, a total of seven (07) training sessions were successfully organized by the Commission. These sessions collectively benefited 183 health



care staff members, representing a diverse range of clinical and administrative roles across various types of health care establishments. The trainings were designed to be interactive and practical, ensuring that the participants could apply the acquired knowledge directly within their respective work environments, thereby contributing to improved service quality and regulatory compliance across the province.

07

Total Training Session Conducted



HCEs Staff Trained

183

Meeting with Chief Minister, Khyber Pakhtunkhwa

A meeting was held at the Chief Minister Secretariat and Dr. Nadeem Akhtar, Chief Executive Officer, formally presented the six-month performance report of the Commission to the Hon'ble Chief Minister of Khyber Pakhtunkhwa, Mr. Ali Amin Khan Gandapur. The meeting was attended by the Advisor Health, Mr. Ehtesham Ali Khan and Secretary Health Mr. Shahidullah Khan. Dr. Nadeem Akhtar provided a comprehensive overview of the key

achievements, enforcement actions, and public awareness initiatives undertaken by the Commission over the reporting period. The presentation highlighted progress made in areas such as registration and licensing of health care establishments, anti-quackery operations, complaint resolution mechanisms, inspections for compliance with Minimum Service Delivery Standards, and stakeholder engagement across the province. In response to the presentation, the Chief Minister commended the performance and dedicated efforts of Health Care Commission for enhancing the quality and safety of health care services in Khyber Pakhtunkhwa. He acknowledged the critical role of the Commission in regulating the health sector and protecting public health, particularly through its proactive approach against unqualified practitioners and its commitment to improving health care standards. He assured his continued support to the Commission in achieving its mandate and expanding its regulatory reach.



High-Level National Forum on Governance and Ethics in Health Sector

Transparency International, Pakistan, organised the “High-Level Forum on Good Governance and Ethical Practices in the Medical and Pharmaceutical Sectors,” in Islamabad. The event brought together key stakeholders from across the health care, pharmaceutical, regulatory, and civil society sectors to engage in meaningful dialogue on strengthening governance frameworks in the health system of Pakistan. Dr. Nadeem Akhtar, Chief Executive Officer represented the Khyber Pakhtunkhwa Health Care Commission in the event. The primary objective of the forum was to shed light on the prevailing governance challenges and ethical issues impacting the effectiveness, transparency, and integrity of the



medical and pharmaceutical industries. Participants engaged in cross-sectoral discussions to critically examine existing regulatory gaps, institutional weaknesses, and unethical practices that compromise the quality, accessibility, and credibility of health care service delivery in the country. The discussions centered on policy reform, institutional accountability, and the role of autonomous regulatory bodies in promoting ethical compliance, enforcing service standards, and



protecting patient rights. The forum also served as a collaborative platform to review and refine a draft policy brief, proposing a strategic roadmap with clear short- and medium-term interventions aimed at enhancing governance, transparency, and ethical conduct in the health and pharmaceutical sectors.

The participation of Khyber Pakhtunkhwa Health Care Commission in the event underscored its continued commitment to fostering ethical governance, upholding patient-centric standards, and contributing to national efforts in improving transparency and accountability within the health care system.

Participation in Foreign Languages Programme of Khyber Medical University

The Khyber Pakhtunkhwa Health Care Commission took part in the launch of a strategic academic partnership between Khyber Medical University (KMU) and the National University of Modern Languages (NUML), aimed at promoting foreign language learning to strengthen cross-cultural communication and global



engagement in both health care and education. During the orientation ceremony marking the inauguration of the language programme, the Chief Executive Officer of Health Care Commission, Dr. Nadeem Akhtar, highlighted the critical importance of linguistic competence in

modern health care. He emphasized that in today's interconnected world, the ability to communicate across languages and cultures is essential—not optional—for effective health care delivery and professional growth. Dr. Akhtar noted

that multilingual health professionals are better positioned to serve diverse communities, foster trust, and collaborate on international platforms. Staff of KMU and NUML participated in the ceremony, including the Vice Chancellor Prof. Dr. Zia ul Haq. The event was also attended by Mr. Mohsin Ali Turk, Director Legal Affairs, and Dr. Shafa Haider, Director Registration at KP HCC, reflecting strong support of the Commission for initiatives that advance both education and health care standards.



Contribution to the Health Policy 2026-2030 through Working Groups

The Health Department, Government of Khyber Pakhtunkhwa is formulating the Health Policy 2025-2030 and various technical working groups have been constituted. The Health Care Commission actively participated in proceedings of various working groups, especially health services, governance, cross-sectoral coordination, and health care financing.

The Health Sector Reform Unit is leading the initiative of new policy formulation for the health sector. Several rounds of formal meetings and informal discussions were held during the quarter and then all the working groups had a consultative meeting in the auditorium of PGMI on September 4, 2025. The Commission was duly represented and the Chief Executive Officer participated and provided inputs for the new policy. Draft was also prepared for ensuring quality of health care in both public and private sectors.

The meeting of the Health Policy Technical Working Groups were attended by key stakeholders from multiple sectors and engaged in constructive dialogue aimed at developing responsive, inclusive, and sustainable health policy for the province.



Dr. Nadeem Akhtar, Chief Executive Officer of the Khyber Pakhtunkhwa Health Care Commission, actively participated in the session. In his remarks, Dr. Akhtar emphasized the critical importance of regulatory standards, quality assurance frameworks, and accountability



mechanisms in strengthening the health care system. He also highlighted the Commission's strategic focus on promoting evidence-based policy recommendations that align with both national health priorities and international best practices.

Participation of the Commission in this critical activity reaffirmed its commitment of supporting data-driven decision-making and driving regulatory reforms that foster an efficient, equitable, and patient-centered health delivery system through its new Health Policy for Khyber Pakhtunkhwa.



KP HCC and PMIU Join Hands for Quality Improvement in Public Sector Hospitals

In a significant development, the Khyber Pakhtunkhwa Health Care Commission has formally signed a Memorandum of Understanding (MoU) with the Project Management and Implementation Unit (PMIU), responsible for the revamping of non-teaching District Headquarters (DHQ) Hospitals across the province. This is the second phase of this collaboration and 19 DHQ hospitals are selected for capacity building of the staff on

the hospitals on service delivery standards, following by licensing of these government hospitals. In the first phase, 13 DHQ hospitals were facilitated for implementation of quality of health care standards.

The partnership is expected to strengthen institutional capacities, promote

accountability, and pave the way for a more efficient and patient-centric health care system in Khyber Pakhtunkhwa, specially the secondary-level health care facilities.

Tripartite Meeting Explores Research Collaboration to Strengthen Health Systems

A collaborative meeting was convened between Khyber Pakhtunkhwa Health Care Commission, Khyber Medical

University (KMU), and York University, United Kingdom, to discuss a proposed joint research initiative aimed at strengthening the health care system in Khyber Pakhtunkhwa. The primary focus of the project is to promote evidence-based policy reforms and system-wide improvements in healthcare delivery across the province. The meeting provided a platform for all participating institutions to explore areas of mutual interest, align strategic objectives, and lay the groundwork for a long-term research partnership. Discussions centered around enhancing regulatory frameworks, improving service quality within health care establishments, and leveraging research-driven insights to inform provincial health policy.

Representing the Commission, the Chief Executive Officer Dr. Nadeem Akhtar attended the session, and accompanied by Mr. Mohsin Ali Turk, Director Operations, and Dr. Shafa Haidar, Director Registration. Their participation reflected the

commitment of the Commission to strengthening its collaboration with academic and research institutions to drive systemic improvements.

On behalf of Khyber Medical University, Vice Chancellor Professor Dr. Zia Ul Haq led the team, including faculty members and technical staff. The KMU shared insights into the university's ongoing research initiatives, training programmes, and areas of expertise relevant to the proposed project.

Dr. Saima Afaq and Ms. Zala Khan from York University joined the meeting virtually. They expressed their keen interest in contributing to this collaborative effort and discussed the potential for jointly developing methodologies, sharing data, and conducting comparative analyses.



صوبہ خیبر پختونخواہ کے 19 ڈسٹرکٹ ہیڈ کوارٹر ہسپتالوں کا معیار بہتر بنانے کے لیے پی ایم آئی یو اور ہیلتھ کیئر کمیشن کے باہمی تعاون سے 57 کلینکل سٹاف کو معیار صحت کے اصولوں پر تربیت

دی گئی

The meeting concluded with a mutual understanding to move forward with the development of a formal research proposal, outlining key objectives, timelines, and responsibilities. All parties expressed their commitment to fostering collaborative research that addresses local health care challenges and contributes to the advancement of patient-centered, data-driven health reforms in Khyber Pakhtunkhwa.

Major Policy Reforms in Health Sector Regulation of Khyber Pakhtunkhwa

In a significant move to reinforce the regulatory framework governing the health care sector, the Government of Khyber Pakhtunkhwa has approved and officially notified the Khyber Pakhtunkhwa Health Care Commission (Registration and Licensing) Rules, 2025. These newly introduced rules aim to standardise the licensing process for health care establishments across the province, ensuring that all facilities meet defined quality and safety standards before being allowed to operate. This step marks a major milestone in the ongoing efforts to enhance transparency, improve service delivery, and implement stringent accountability measures in the health sector. In addition to the new rules, the Government is also expediting critical amendments to the Khyber Pakhtunkhwa Health Care Commission Act, 2015. These amendments, currently in the process of approval, are designed to strengthen the enforcement powers of the Commission, close existing legal gaps, and better equip the regulatory body to monitor and regulate health care services more effectively. Together, these legislative advancements reflect strong commitment of the Government of Khyber Pakhtunkhwa to upholding patient safety, improving healthcare quality, and fostering a more accountable and standardized health system in the province.

RTS Commission Staff Oriented on Health Care Regulations and Services Framework

A productive meeting was held at the Khyber Pakhtunkhwa Right to Public Services Commission, where a team from the Khyber Pakhtunkhwa Health Care Commission actively participated to strengthen inter-institutional collaboration and awareness. During the session, the KP HCC team provided a comprehensive briefing to the RTS Commission representatives about the range of services offered by KP HCC across the province.

A key focus of the discussion was the Registration and Licensing process for health care facilities — a core regulatory function of the Commission. The KP HCC team shared detailed information about the procedural requirements, compliance standards, and recent improvements made under the newly notified

Registration and Licensing Rules 2025. This engagement reflects KP HCC's commitment to promoting regulatory awareness and fostering collaboration with other public service institutions for improved governance and citizen service delivery in Khyber Pakhtunkhwa.



Advancing Patient Safety: WHO–DRAP Activity on Medication Safety

The Khyber Pakhtunkhwa Health Care Commission participated in a two-day national capacity building activity

titled “Medication Safety and High-Risk Medication Management to Prevent Avoidable Harm,” held on 24th–25th September, 2025. The activity was jointly organized by the Drug Regulatory Authority of Pakistan (DRAP) and the World Health Organization (WHO), with the objective of strengthening institutional mechanisms to reduce medication-related risks in healthcare settings.

Representing the Commission, Dr. Uzma Syed, Deputy Director/In-charge, Directorate of Quality, attended the event and presented the Commission’s strategic role in advancing patient safety across the province. In her address to the participants, Dr. Syed highlighted the incorporation of medication safety protocols in the quality standards of the Commission and described their role in guiding licensed health care establishments toward safer clinical practices.

Dr. Syed reaffirmed that medication safety remains a priority area for the Commission, noting that unsafe medication practices and errors, involving high-risk medications are among

the principal contributors to preventable harm in healthcare delivery. She elaborated on the regulatory approach of the Commission, which includes routine inspections, a



structured licensing framework, and awareness initiatives aimed at promoting a culture of safety, accountability, and continuous quality improvement in both public and private health facilities.

In addition to her presentation, Dr. Syed served as a panelist during a high-level discussion session, where she shared insights on the pivotal role of regulatory authorities in enhancing medication safety standards. She further

emphasized the importance of adverse drug reaction reporting systems and advocated for the adoption of a no-blame or just culture, encouraging health care professionals to report and learn from medication incidents without fear of punitive consequences. This, she noted, is essential for fostering transparency, continuous learning, and improved patient outcomes within the health care system.

Managing Malpractice through Public Complaints

There has been a marked increase in public awareness regarding the right to access safe and high-quality health care services, which has correspondingly led to a rise in the number of complaints related to patient rights and service delivery. In response, the KP HCC has established a swift and comprehensive Complaints Management System. This mechanism is designed to receive and address grievances through both digital platforms and manual channels, ensuring a standardized, transparent, and timely resolution process.

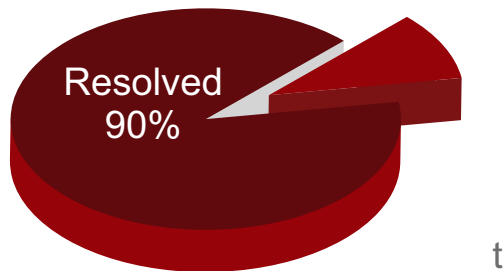
During the current reporting quarter, the Commission received a total of 333 fresh complaints submitted through multiple sources



that includes the Pakistan Citizens' Portal (PMDU), the KP HCC Online Complaints Portal, the Chief Minister's Ikhtiyar Awan Ka Portal, as well as direct manual submissions. Out of these, 303 complaints were effectively investigated and resolved, reflecting the commitment of Health Care Commission to responsiveness and accountability.

Additionally, the Review Committee meetings were convened to conduct proceedings of 1,286 cases, which led to the imposition of penalties on 1,246 individuals and HCEs, found in violation of regulatory standards. Furthermore, in order to uphold health care safety and quality, 925 HCEs were identified as having committed serious breaches of compliance and were consequently permanently sealed.

This multifaceted approach underscores the commitment of the Commission to safeguarding patient rights, enhancing regulatory enforcement, and promoting a culture of accountability within the health care delivery system of Khyber Pakhtunkhwa.



Raising Awareness to Empower Communities

A special awareness campaign regarding anti-quackery was organized by the Directorate of Registration across the entire province. In this regard, a series of seminars were conducted by the field officers in most of the districts, actively engaging local communities, health care professionals, students, and representatives from civil society. The primary objective of these seminars was to educate the public about the serious risks associated with seeking treatment from unqualified practitioners (quacks) and to highlight the initiatives and enforcement actions taken by the Khyber Pakhtunkhwa Healthcare Commission to curb such practices.



During the sessions, participants were briefed on the legal framework and regulatory mechanisms in place to address quackery, as well as the detrimental impact of unlicensed medical practice on public health and safety. Special emphasis was placed on the importance of consulting only qualified and licensed health care professionals, and availing services from properly



registered and regulated HCEs. Attendees were also informed about the official online complaint registration and quackery reporting portal of the Commission, which enables citizens to easily report instances of quackery, thus contributing to a more accountable and transparent health care system.

The campaign received a highly positive response from the public, with widespread appreciation for the proactive efforts of KP HCC in safeguarding the health rights of the people of Khyber Pakhtunkhwa. Community members expressed their support for continued awareness drives and enforcement operations, recognizing the importance of eliminating quackery to ensure safe, ethical, and quality health care for all.

Public Awareness through Strategic Engagement of Media

Media serves as a powerful instrument of mass communication, capable of shaping public perception and influencing societal behaviour on a broad scale. Recognizing its critical role, KP HCC has actively leveraged various media platforms to enhance public awareness on key issues, such as patient rights, the complaints redressal mechanism, and ongoing enforcement actions against unqualified practitioners.

To ensure effective outreach, the Commission engaged the mainstream media, including television channels, radio networks, and widely circulated newspapers for the dissemination of its initiatives and regulatory activities. During the quarter, notable media platforms such as Khyber News, Radio Pakhtunkhwa and City Traffic Police



Peshawar Radio Network provided valuable airtime to Commission representatives, allowing for direct communication with the public regarding the achievements and mandate of the Commission.



In addition, leading print media outlets such as The News, The Frontier Post, Daily Jang, Daily AAJ etc., were utilized to publish KP HCC Press Release, special anti-quackery campaign and other activities of KP HCC, ensuring transparency and consistent public engagement. These efforts collectively reflect the priority of the Commission to proactive communication, stakeholder awareness, and public trust-building through diversified and accessible media channels.

Strengthening Field Operations against Unlicensed Practitioners

The Health Care Commission continues to implement comprehensive anti-quackery initiatives across the province, reaffirming its commitment to protecting public health and promoting safe, ethical medical practices. A key objective of these efforts is to positively influence the healthcare-seeking behaviour of the population by raising awareness of the dangers associated with unqualified practitioners. The Commission recognizes that sustained community engagement and public

cooperation are vital to effectively curbing the practice of quackery. Furthermore, the Commission conducts routine field inspections and enforcement operations. During the reporting quarter, a total of 8,199 HCEs were inspected. Resultantly, 4,496 notices were issued to non-compliant HCEs, while 1,678 HCEs were sealed due to serious violations, including the absence of proper registration and failure to meet basic standards of care.



Total HCEs Inspected **8,199**

Notices Issued **4,496**

HCEs Sealed **1,678**



Good Governance Framework of the Chief Secretary of Khyber Pakhtunkhwa

The Chief Secretary of Khyber Pakhtunkhwa has initiated activities for improving governance in the province. This is a very rigorous programme and is personally driven by the Chief Secretary. Specific targets have been assigned to all the

department of the government and progress is monitored on weekly basis. At the level of departments, Roadmap Implementation Committees have been constituted, having membership of all the heads of attached departments, autonomous bodies, and projects. The Health Department has been very consistent and convened meeting regularly on weekly basis. The Commission was represented by its senior management and the forum proved extremely useful for coordination and expediting implementation of critical initiatives in the interest of patients as well as health care providers.



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