



FACT SHEET

October - December 2025

The Khyber Pakhtunkhwa Health Care Commission is an independent statutory authority constituted under the Khyber Pakhtunkhwa Health Care Commission Act, 2015. It is legally entrusted with the regulation, oversight, and continuous monitoring of health care establishments operating in both public and private sectors across the province. The Commission plays a pivotal role in advancing the commitment of the Government to accessible, high-quality, and patient-focused health care for all segments of society. To achieve this mission, the Commission implements Service Delivery Standards, takes firm action against quackery and unethical practices, and ensures the protection of the rights of citizens to safe, reliable, and evidence-based medical services. Its regulatory jurisdiction extends to diverse health care systems, including allopathic, homeopathic, Tibb, and other recognized practices. By employing a systematic regulatory mechanism encompassing registration, licensing, inspections, and ongoing compliance assessment, the Commission ensures that health care providers adhere to legal requirements, professional obligations, ethical norms, and internationally accepted best practices.

STRENGTHENING HEALTH FACILITY REGULATION THROUGH REGISTRATION & STRUCTURED LICENSING MECHANISM

In accordance with Section 12 of the Khyber Pakhtunkhwa Health Care Commission (KP HCC) Act, 2015, the Commission exercises its statutory authority to register and license Health Care Establishments (HCEs) operating in both the public and private sectors across the province. This mandate forms a core component of the regulatory oversight of the Commission and ensures that HCEs are formally brought within the regulatory framework.

During the reporting quarter, a total of 785 newly established private HCEs were registered, it is worth mentioning that the total number of registered HCEs is 21,442, which shows the commitment of the Commission to regulating, broadening the scope of regulation and strengthening institutional oversight. To further promote compliance and

enhance the quality and safety of health care service delivery, KP HCC has implemented a structured and systematic licensing mechanism. This process is supported by targeted capacity-building interventions, technical facilitation, and comprehensive assessments of HCEs against the prescribed Service Delivery Standards (SDS).

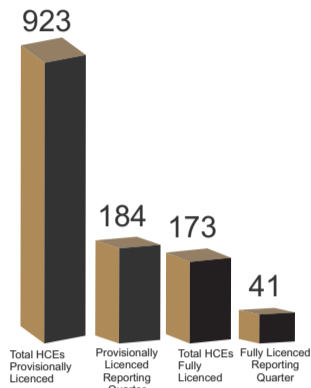
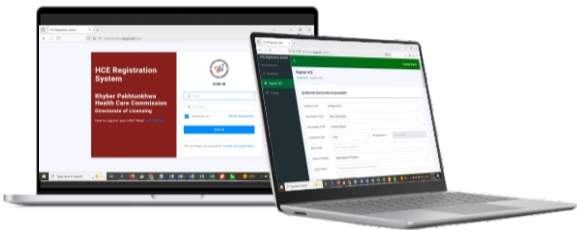


Assessment of Health Care Establishments Conducted for Grant of KP HCC Licence

From October to December, 133 HCEs underwent comprehensive assessments as part of the licensing process. 41 HCEs demonstrated full compliance with the established licensing quality criteria, and were granted Full Licences. In addition, 184 HCEs, including general practitioner clinics, specialist clinics, dental clinics, and clinical pathology laboratories, were awarded Provisional Licences. A total of 509 assessments have



been conducted since the introduction of the licensing framework for health care establishments, out of which 173 HCEs were awarded full licences. 923 were awarded provisional licences. This approach is aimed at supporting gradual improvement, strengthening compliance, and ensuring progressive alignment with regulatory requirements across the health care sector.



ENHANCING REGULATORY COMPLIANCE THROUGH TECHNICAL SUPPORT AND TRAINING OF HEALTH CARE PROVIDERS

The Commission is entrusted with the essential responsibility of ensuring the delivery of safe, high-quality, and ethical health care services to the public through effective regulation of HCEs across the province. In line with the provisions of the Health Care Commission Act, the licensing of HCEs is a statutory requirement and serves as a fundamental mechanism for enforcing quality assurance and regulatory compliance within the health sector.

To facilitate adherence to regulatory requirements and promote a culture of continuous quality improvement, the Commission provides extensive technical guidance and operational support to HCEs for the effective implementation of SDS. In addition to providing reference materials, the Commission remains actively engaged in capacity-building initiatives aimed at enhancing the professional skills and competencies of health care providers and staff working in HCEs. To this end, specialised training and orientation programmes are regularly organised for staff of different HCE of the province to strengthen their understanding of SDS requirements and support effective implementation at the facility level. During the reporting quarter, the Commission successfully conducted 11 training sessions, benefitting 362 health care personnel representing a wide range of clinical and administrative roles across various types of HCEs. A total of 1656 health care providers and staff of HCEs have been trained by the Commission. These sessions were designed to be interactive and practice-focused, enabling participants to apply the acquired knowledge and skills directly within their work environments, thereby contributing to improved service quality and reinforced regulatory compliance across the province. At the conclusion of each session, a dedicated question-and-answer segment is conducted to address the queries raised by participants. During



362

Staff of HCEs Trained

11

Training Sessions Conducted

this interactive segment, trainers, along with KP HCC staff, actively engage with participants to provide clear, detailed, and satisfactory responses. The facilitators remain available until all questions have been thoroughly addressed, ensuring that participants fully understand the discussed concepts and leave the session confident and satisfied with the explanations provided.



Group photo of training participants on Service Delivery Standards

CONSULTATIVE MEETING ON KHYBER PAKHTUNKHWA HEALTH POLICY 2025

Health Department Khyber Pakhtunkhwa, organised a consultative meeting to deliberate on the formulation of the “Khyber Pakhtunkhwa Health Policy 2025,” bringing together key stakeholders to discuss strategic priorities for the health sector of the province. The meeting was chaired by Mr. Khaleeq Ur Rehman, Minster for Health, Government of Khyber Pakhtunkhwa on Health, and co-chaired by Mr. Shahid Ullah, Secretary Health, reflecting the high-level commitment of



Dr. Nadeem Akhtar, CEO, Khyber Pakhtunkhwa Health Care Commission, participating in a consultative meeting on the Khyber Pakhtunkhwa Health Policy 2025



KP HCC official during the meeting on the revision of the KP Public Health Act, 2017

the provincial leadership to the policy development process. Dr. Nadeem Akhtar, Chief Executive Officer, represented the Commission and contributed to the discussions by sharing insights on ongoing health sector reforms and future policy directions. In his remarks, he highlighted health care financing as a fundamental pillar of a resilient and effective health system. While recognising the interdependence of all components of the health system, he stressed the importance of establishing a clear, coherent, and

sustainable financing framework. He further noted that reaching consensus on an appropriate health financing mechanism would be a significant achievement, as financing underpins the functioning of the health system and serves as a key criterion for the global classification of health care systems. The consultative forum was attended by representatives from all relevant government departments, alongside development partners, including United Nations International Children's Fund, the World Health Organization and Evidence for Health. Officials from the Ministry of National Health Services, Islamabad, also participated in the deliberations. The meeting featured substantive and constructive discussions, with participants collectively contributing to shaping the future direction of health sector in Khyber Pakhtunkhwa.

SEMINAR ON LEGAL AND REGULATORY FRAMEWORK OF HOMEOPATHIC MEDICINE IN PESHAWAR

A Seminar was organised by Directorate of Legal Affairs on the regulation of health care services at Frontier Homeopathic Medical College, Hayatabad, Peshawar. The primary objective of the seminar was to enhance awareness among key stakeholders regarding the legal and regulatory framework governing homeopathic medicine in Pakistan, with particular emphasis on its implementation within the province of Khyber Pakhtunkhwa. The event was attended by faculty members and students of the college, as well as practicing homeopathic physicians. The seminar was addressed by Mr. Mohsin Ali Turk, Director Legal Affairs, Dr. Shefa Haider Sawal, Director Registration, along with officers of the Commission. The panel also included Homeopathic Doctor Iqbal Shaheen, Director, Frontier Homeopathic

College, and Homeopathic Doctor Fakhre-Alam, Principal, Frontier Homeopathic College. The speakers underscored the importance of regulatory compliance as a means to ensure the provision of quality health care services and to safeguard patient safety. During his address, Mr. Mohsin Ali Turk elaborated on the legal mandate of the Commission and National Council for Homeopathy. He emphasised that the regulatory framework is designed not to penalise health care providers, but to facilitate practitioners, protect patient's right, and promote safe, ethical, and standardised medical practices. He further reaffirmed the commitment of Khyber Pakhtunkhwa Health Care Commission to continued

engagement and support for homeopathic practitioners. Dr. Shafa Haider Sawal highlighted the critical role of registration and licensing of HCEs in strengthening regulatory oversight. He explained that effective regulation enhances patient confidence,



Mohsin Ali Turk, Director Legal Affairs, KP HCC, addressing participants during the seminar on health regulations

promotes accountability, and contributes to overall improvement in health care service delivery. He encouraged health care service providers to comply with regulatory requirements to foster public trust and ensure sustainable quality improvement within the health care system.

The seminar concluded with an interactive question-and-answer session, during which queries of the participants were addressed in detail. The participants expressed appreciation for the efforts of the KP HCC team in organising an informative and engaging session, and acknowledged the role of KP HCC in promoting regulatory awareness and stakeholder engagement.



Group photo of officials at the seminar on health regulation at Frontier Homeopathic Medical College, Peshawar

COMMISSION ENGAGES UNOPs ON HEALTH SECTOR COLLABORATION

Mr. Hasnat Sheikh, Partnerships Officer at the United Nations Office for Project Services (UNOPS), Islamabad called on the Chief Executive Officer of the Khyber Pakhtunkhwa Health Care Commission, Dr. Nadeem Akhtar, to discuss potential avenues for collaboration. The meeting aimed at exploring opportunities for joint engagement in support of strengthening the health care system in Khyber Pakhtunkhwa.

During the discussion, Dr. Nadeem Akhtar provided an overview of the core mandate of the Commission, its regulatory functions, and strategic priorities, and outlined key areas where collaboration with UNOPS could be mutually beneficial. He highlighted the role of KP HCC in regulating HCEs and promoting quality, safety, and accountability within the health sector.



Consultative meeting with Mr. Hasnat Sheikh, Partnerships Officer, UNOPS Islamabad

It was noted that UNOPS is actively collaborating with the Government of Khyber Pakhtunkhwa across multiple sectors, creating opportunities for synergy in advancing health sector initiatives. The importance of coordinated efforts to enhance health system performance and service delivery across the province was emphasised during the meeting.

The meeting concluded with a constructive exchange on potential areas of convergence, with both sides expressing interest in

identifying collaborative interventions that could generate meaningful and sustainable impact in the health sector of Khyber Pakhtunkhwa

LICENSING ASSESSMENT OF MTI HAYATABAD MEDICAL COMPLEX COMPLETED

The Commission has successfully concluded a comprehensive assessment of the Medical Teaching Institution (MTI) Hayatabad Medical Complex, Peshawar, as part of the process to evaluate its eligibility for licence.. Hayatabad Medical Complex is a tertiary care hospital of the Government of Khyber Pakhtunkhwa and its assessment is a testament of the commitment of the Commission to fulfil its regulatory obligation in both public and private sectors. The assessment was conducted in accordance with the Service Delivery Standards for hospitals and involved an in-depth review of all 34 standards and 160 associated indicators.



KP HCC team conducting assessment of MTI, Hayatabad Medical Complex, Peshawar

The evaluation encompassed critical domains, including patient safety, infection prevention and control, clinical and operational processes, infrastructure and facility management, medical records and documentation, and overall compliance with applicable health care laws and regulatory requirements. The objective of the assessment was to ensure that the hospital compliance with the prescribed benchmarks for quality and safety in health care service delivery.

Following the completion of the assessment, a detailed evaluation report outlining key findings, observations, and recommendations were submitted to the Commission for further review and decision-making. After thorough review by the authorities, full Licence was granted to Hayatabad Medical Complex. This assessment process underscores the continued commitment of Khyber Pakhtunkhwa Health Care Commission to strengthening regulatory oversight and ensuring the provision of safe, high-quality, and efficient health care services across the province.

THE COMMISSION PARTICIPATES IN THE THIRD MEETING OF JOINT HEALTHCARE REGULATORS FORUM

The health sector regulators have established a forum and it includes regulators of all the provinces and federal government, including all the Health Care Commissions, Islamabad Healthcare



Group photograph of participants at the Third Meeting of the Joint Healthcare Regulators Forum

Regulatory Authority, federal level Councils, College of Physicians and Surgeons, and even the Health Departments of Azad Jammu & Kashmir and Gilgit Baltistan. The third meeting of the Joint Healthcare Regulators Forum was convened in Karachi, at the Sindh Healthcare Commission office, bringing together key regulatory stakeholders from across the country to

discuss matters of mutual interest and coordination in the health sector. Dr. Nadeem Akhtar, Chief Executive Officer of the Commission, participated in the meeting and contributed to the deliberations. The forum provided an opportunity to regulators to exchange perspectives, share experiences, and strengthen inter-provincial collaboration, aimed at enhancing

regulatory effectiveness and promoting quality, safety, uniformity and accountability within the health care system. During the meeting it was decided that the fourth meeting of the Joint Healthcare Regulators Forum will be hosted by the Khyber Pakhtunkhwa Health Care Commission at Peshawar.

PATIENT SAFETY AWARENESS SESSION CONDUCTED AT IMSCIENCES, PESHAWAR

The Directorate of Quality, organized an awareness seminar on 13th November, 2025 at the Institute of Management Sciences (IMSciences), Peshawar. The seminar was attended by the Director Legal Affairs, Director Registration, Deputy Director Quality, Chief Financial Officer, and other officials of KP HCC, along with faculty members and students of IMSciences.

The primary objective of the session was to enhance awareness regarding patient safety and to highlight the significance of implementing the quality standards of KP HCC as a means of improving the quality of health care services across the province.

On the occasion, Dr. Usman Ghani, Director IMSciences, delivered his remarks and appreciated the efforts of the Commission in promoting patient safety and strengthening quality-driven health care practices. Dr. Uzma Syed, Deputy Director Quality, also shared her perspectives on the importance of ensuring patient safety through effective SDS compliance, emphasising system strengthening and operational efficiency.

Prof. Dr. Abdul Jalil of Khyber Medical University (KMU) delivered a detailed presentation on essential measures for safe and effective health care delivery, linking these practices with the quality standards framework and its core components.

The seminar concluded with an interactive question-and-answer session, during which the students of IMSciences actively participated. Queries raised by the participants were comprehensively addressed by the Director Legal Affairs, Director Registration, Prof. Dr. Abdul Jalil, and the Deputy Director Quality, contributing to an engaging and informative discussion.



Group photo of KP HCC and IM Sciences officials after the closing seminar on patient safety through Service Delivery Standards (SDS)

THE COMMISSION ENGAGES IN FP2030 THIRD QUARTER REVIEW MEETING

Dr. Uzma Syed, Deputy Director Quality, KP HCC, participated in the FP2030 Working Group Third Quarter Review Meeting, held on 4th November, 2025 in Peshawar under the UNFPA Workplan 2025. The meeting was chaired by Mr. Rehan Gul Khattak, Director General, Population Welfare Department, Khyber Pakhtunkhwa, and brought together representatives from relevant government departments, implementing partners, and United Nations Population Fund (UNFPA) to review progress achieved during the third quarter of 2025.



KP HCC official participating in the FP2030 Quarter Review Meeting organize by Population and Welfare Department.

During the meeting, Dr. Uzma Syed highlighted its statutory role as the regulatory authority for both public and private health care establishments across the province. She emphasised the importance of establishing a formal liaison mechanism between the Population Welfare Department and the Commission to enhance coordination, ensure quality and compliance in service delivery, and strengthen reproductive health and family planning interventions in line with FP2030 commitments.

The forum engaged in detailed discussions on key thematic areas, including service delivery, community mobilisation, interdepartmental coordination, and strategic measures required to accelerate progress toward FP2030 targets. KP HCC reaffirmed its commitment to supporting collaborative efforts aimed at improving the quality, safety, and accessibility of reproductive health and family planning services throughout the province.

In his concluding remarks, the Chair, Mr. Rehan Gul Khattak, acknowledged the contributions of all stakeholders and called for strengthened collaboration, particularly with the Health Department, to ensure effective implementation and achievement of the FP2030 objectives.

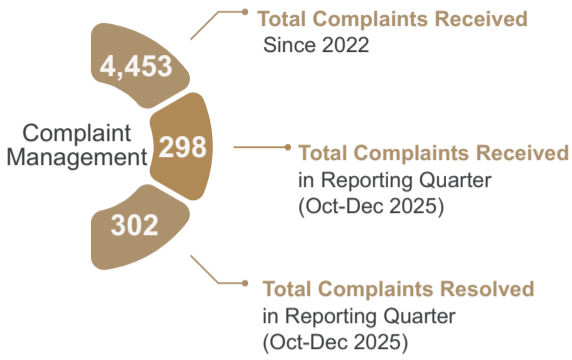
PROTECTING PATIENT RIGHTS THROUGH TIMELY COMPLAINT RESOLUTION AND ENFORCEMENT

There has been a noticeable increase in public awareness regarding the right to access safe and quality health care services, which has consequently resulted in a higher volume of complaints related to patient rights and service delivery. In response to this growing demand for accountability, the Commission has operationalised a robust and efficient Complaints Management System. This system facilitates the receipt and redressal of complaints through both digital and manual channels, ensuring a standardised, transparent, and timely resolution of grievances.

During the reporting quarter, the Commission received a total of 298 new complaints through various platforms, including the KP HCC Online Complaints Portal, the PM's Performance Delivery Unit (PMDU), the Chief Minister's Ikhtiyar Awam Ka Portal, as well as through direct manual submissions. Total of 302 complaints were thoroughly investigated and resolved, demonstrating the strong commitment of the Commission to responsiveness, transparency, and public accountability. A total of 4,528 complaints are received through different mediums since 2022, out of which 4,453 are resolved successfully, while only 75 are under-process.

In addition, Review Committee meetings were held to process 1188 cases, resulting in the imposition of penalties on 1144 individuals and Health Care Establishments, found to be in violation of applicable regulatory standards. Furthermore, as part of its mandate to ensure

patient safety and quality of care, the Commission identified 656 HCEs involved in serious non-compliance and subsequently ordered their permanent sealing. This comprehensive enforcement



and grievance redressal approach reflects the unwavering commitment of the Commission to protecting patient rights, strengthening regulatory oversight, and fostering a culture of compliance

COMBATING QUACKERY THROUGH AWARENESS SEMINARS ACROSS KHYBER PAKHTUNKHWA

The Directorate of Registration, conducted a comprehensive province-wide awareness campaign focused on combating quackery. As part of this initiative, field officers organised a series of seminars in numerous districts, actively engaging local communities, health care professionals, students, and civil society representatives. The primary aim of these sessions was to educate the public on the significant risks posed by unqualified practitioners and to highlight the measures and enforcement actions undertaken by KP HCC to curb illegal medical practice. Participants were briefed on the legal and regulatory framework designed to address quackery, as well as the adverse effects of unlicensed practice on public health and patient safety. In the current quarter a seminar was held at Madrassah Anwar-Ui-Alum, located at Garangi Bala Town-2, Peshawar, where large number of students and Madrassah Mohtamim participated, inspectors briefed the participants regarding the dangers of getting treatment from unqualified practitioners, all of the attendees agreed to prior check the HCEs status and registration with KP HCC. Similarly an awareness seminar was organised in a private school in Shabqadar, Disrict Charsadda, where students and teachers participated. The young students took special entrust in ongoing anti-quackery campaign and lauded the efforts of KP HCC for countering the quacks. Another seminar regarding “Eradication of Quackery” was held at Musarat Shoukat College of Nursing Timergara in Lower Dir, large number of paramedical students and faculty staff took part in the seminar, KP HCC inspectors emphasised responsibility of paramedical students to recognise and avoid quackery themselves and to play a proactive role in society by spreading awareness, starting from their families and neighborhoods. These seminars are some of the examples of ongoing awareness campaign.



Awareness Seminar on the Eradication of Quackery at Musarat Shoukat College of Nursing Timergara, Lower Dir

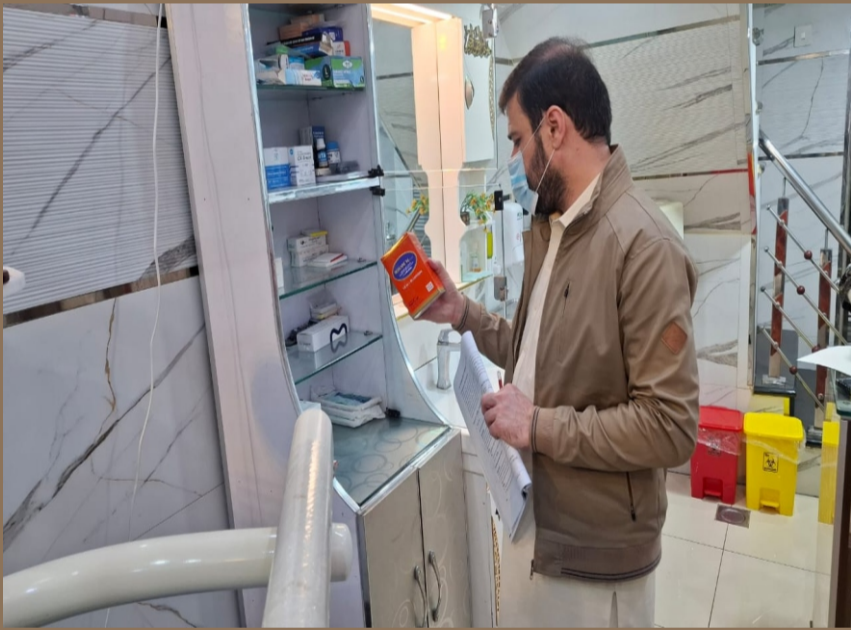
and accountability within the health care delivery system of Khyber Pakhtunkhwa.

COMMISSION REAFFIRMS COMMITMENT TO QUALITY HEALTHCARE DURING FIELD INSPECTION VISIT

Mohsin Ali Turk, Director Legal Affairs visited the District offices of the Commission at Dir Upper and Dir Lower and had meetings with the inspection teams. He also visited some of the health care establishments to check whether the standards notified and directives issued by the Commission are being followed and expressed satisfaction over the level of compliance in the remote districts. He also appreciated the efforts of the regional inspectors for continuous monitoring of the quality of healthcare and eradication of quackery from the province and asserted that the objective of the Commission is regulation through engagement. In addition, he highlighted areas of improvement to the field officers.

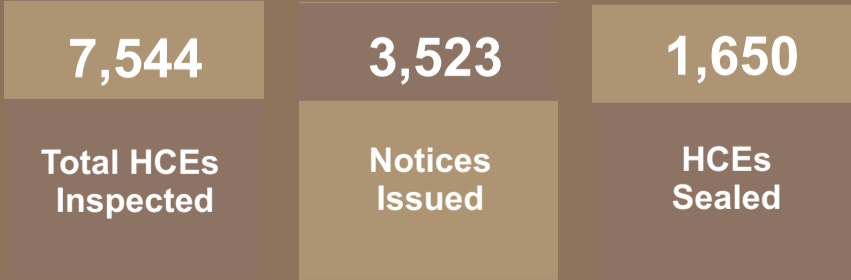
PROTECTING PATIENTS FROM UNSAFE PRACTICES: EXPANSION OF ANTI-QUACKERY MEASURES

Quackery remains a serious threat to public health; therefore, the Health Care Commission continues to implement comprehensive anti-quackery interventions across the province, reaffirming its commitment to safeguarding public health and promoting safe, ethical, and evidence-based medical practices. A central objective of these initiatives is to positively influence healthcare-seeking behaviour by increasing public awareness of the risks posed by unqualified and unauthorised practitioners. The Commission recognises that sustained community engagement and active public cooperation are essential to effectively eliminating quackery. In addition to awareness efforts, the Commission carries out regular field inspections and enforcement actions to ensure compliance with regulatory standards.



Inspections Carried Out of Healthcare Establishments for Regulatory Compliance

During the reporting quarter, a total of 7,544 HCEs were inspected across the province. As a result of these inspections, 3,523 notices were issued to HCEs found to be non-compliant, while 1,650 HCEs were sealed due to serious violations, including lack of registration and failure to meet standards of care. Since 2022 a total of 34,125 HCEs have been inspected, out of which 6,165 HCEs were sealed for different violations and notices were given to 11,838. These enforcement measures reflect the firm stance of the Khyber Pakhtunkhwa Health Care Commission against unsafe and illegal medical practices.





Health facility sealed for non-compliance with regulatory requirements

STRENGTHENING PUBLIC OUTREACH THROUGH STRATEGIC MEDIA ENGAGEMENT

Media functions as a highly influential medium of mass communication, with the capacity to shape public opinion and influence social behaviour on a wide scale. In recognition of this pivotal role, the Commission has proactively utilised diverse media platforms to enhance public awareness on critical issues, including patient rights, available complaints redressal mechanisms, and enforcement actions against unqualified and illegal medical practitioners. To maximize outreach and ensure effective dissemination of information, the Commission actively engaged mainstream media outlets,



Dr. Uzma Syed highlighting the importance of quality assurance in the health sector on Khyber TV Program

encompassing television channels and widely circulated newspapers. During the reporting quarter, prominent media platforms such as Aaj News, Khyber News and Daily Madaan provided dedicated airtime to the representatives of KP HCC. Director Registration, Dr. Shafa Haider participated in the Aaj News Morning show “Aaj Pakistan with Sidra Iqbal,”

where the director highlighted the anti-quackery efforts and the crackdown against unregistered Aesthetic Centres, Dr. Shafa also gave important message to the public that they should check HCE registration before getting aesthetic services from a clinic. Similarly Dr. Uzma Syed, Deputy Director of the

and the legal matters of the Commission were highlighted by him. In addition to electronic media, leading print media outlets, including Jang News, Daily Aaj, Daily Bayan and many more were utilised for the publication of KP HCC press releases, coverage of special anti-quackery seminars, and dissemination of information on other



Dr. Shafa Haider, Director Registration, providing Insights on the Commission during an interview on Aaj TV

Directorate of Quality participated in Khyber TV morning show “Khyber Sahar,”and the last quarter report was discussed, Dr. Uzma presented the performance in general and particularly of last quarter. The host praised the Commission in its efforts to standardise health care services in Khyber Pakhtunkhwa, Mr. Mohsin Ali Turk, Director Legal Affairs also participated in the Khyber News Morning show titled “Khyber Sahar,”

regulatory activities. This comprehensive media engagement strategy ensured transparency, sustained public outreach, and consistent stakeholder engagement. Collectively, these initiatives underscore the Commission's commitment to proactive communication, enhanced public awareness, and the strengthening of public trust through the effective and responsible use of diverse and accessible media channels.



Mr. Mohsin Ali Turk Director Legal Affairs, sharing his views on Khyber News

REVISION OF KP PUBLIC HEALTH ACT, 2017, FOR ADVANCING HEALTH SECURITY AGENDA

A consultative workshop focusing on strengthening health security through the revision of the Khyber Pakhtunkhwa Public Health Act, 2017, was organised by the Department of Health (DoH) with technical assistance from the United Kingdom's Evidence for Health Programme. The workshop brought together a wide range of stakeholders to deliberate on necessary legislative reforms aimed at addressing emerging public health challenges and enhancing the preparedness and response mechanisms of the province. The session was attended by Dr. Nadeem Akhtar, Chief Executive Officer of the Commission, senior officials from the Department of Health, representatives of the World Health Organization and the UK Health Security Agency, notified epidemiologists, and key stakeholders representing the One Health framework. The diverse participants were engaged in in-depth discussions on aligning public health legislation with contemporary national and international health security requirements. In his closing remarks, Dr. Nadeem Akhtar appreciated the timely initiative to review and update the existing public health law, in order to reflect the evolving needs of the provincial health sector. He emphasised the importance of ensuring that the revised legal framework adequately addresses health security concerns and effectively integrates both public and private health care providers, in line with national priorities and global commitments. The deliberations concluded with a shared understanding among participants that the One Health and all-hazards approach should continue to guide public health policy and planning. It was further agreed that greater coherence between steering and technical committees and on-ground operational requirements is essential, and that the development of implementing rules should advance simultaneously with legislative revisions. The Commission reaffirmed its commitment to sustained collaboration with all stakeholders to ensure that the revised Public Health Act is fully harmonised with the International Health Regulations 2005 and the National Action Plan for Health Security, thereby strengthening the overall health security framework of Khyber Pakhtunkhwa.

