



KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION

ANNUAL
REPORT

2025-26

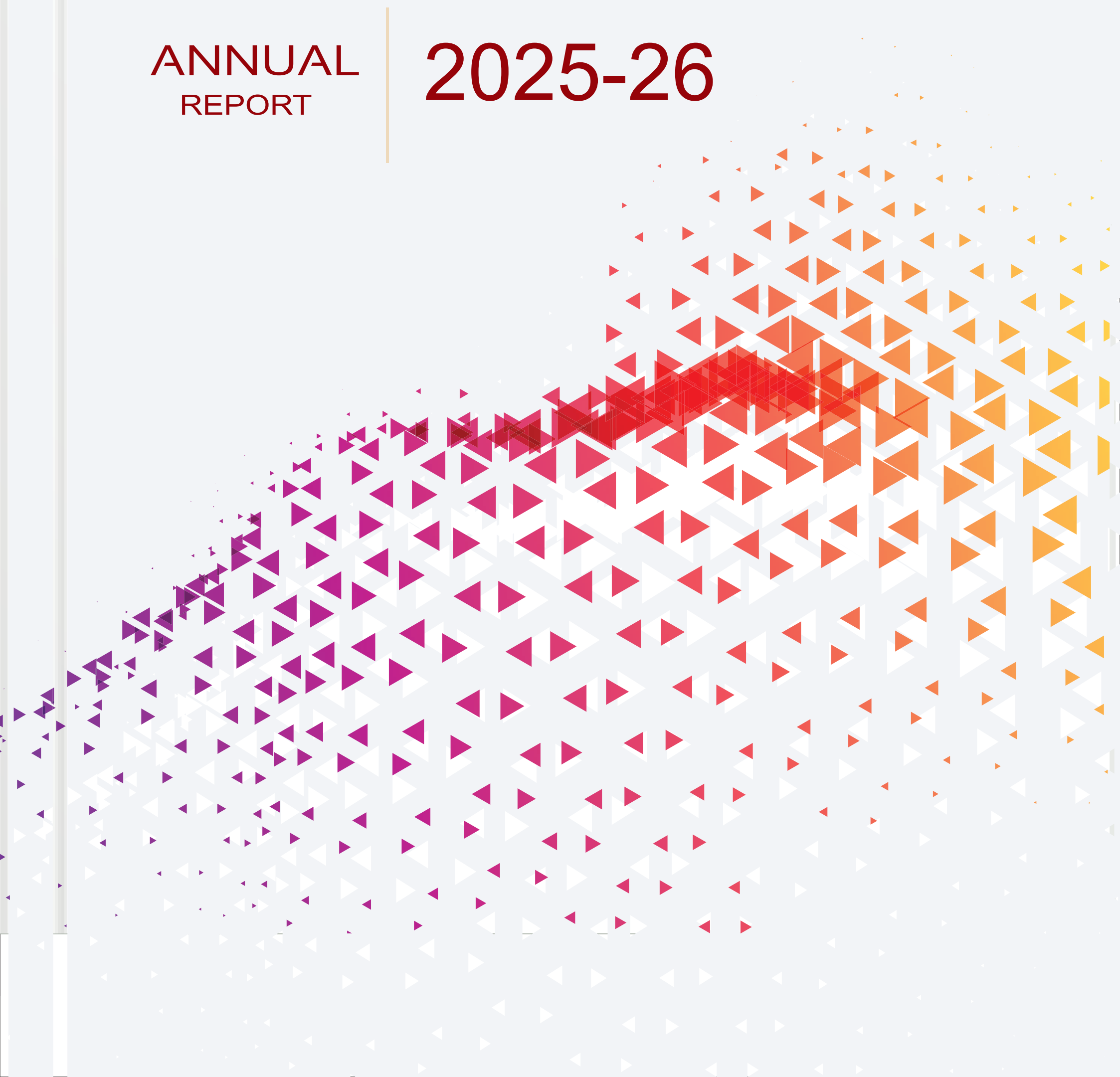


TABLE OF CONTENTS

THE COMMISSION: COMPOSITION AND ROLE	1
Governance Structure of the Commission	2
The Commission and Its Members	2
The Executive and Its Functions	3
ADVOCACY WITH THE GOVERNMENT	5
Meeting with Chief Minister, Khyber Pakhtunkhwa	6
Meeting with Minister Health, Khyber Pakhtunkhwa	7
Advocacy with the Government for Additional Office Space for the Commission	7
LEGAL FRAMEWORK ENHANCEMENT	8
Strengthening the Regulatory Framework of the Commission	9
REGISTRATION AND LICENSING	10
Improving Healthcare Quality through Registration and Licensing	11
Licensing Assessment of MTI Hayatabad Medical Complex Completed	12
Continuous Quality Improvement through Renewal of Full Licensing	13
Regulation of Cath Labs through Authorisation	14
CAPACITY BUILDING ACTIVITIES	15
Improving Regulatory Compliance through Capacity Building Initiatives	16
COLLABORATION WITH STAKEHOLDERS	18
Advancing Patient Safety: WHO–DRAP Activity on Medication Safety	19
High-Level National Forum on Governance and Ethics in Health Sector	19
Participation in Foreign Languages Programme of KMU	21
RTS Commission Staff Oriented on Health Care Regulations and Services Framework	21
Tripartite Meeting: Exploring Research Collaboration to Strengthen Health Systems	21
Contribution to the Health Policy 2026-2030 through Working Groups	22
KP HCC and PMIU Join Hands for Quality Improvement in Public Sector Hospitals	23
The Commission Participates in the Third Meeting of Joint Healthcare Regulators Forum	23
Revision of KP Public Health Act, 2017, for Advancing Health Security	24
The Commission Engages with UNOPS to Identify Areas of Health Sector Collaboration	25
The Commission Engages in FP 2030 Third Quarter Review Meeting	25
Strengthening Regulatory Frameworks for Clinical Trials in Pakistan	26
Good Governance Framework of the Chief Secretary of Khyber Pakhtunkhwa	26
Consultation for Multisectoral Action against Antimicrobial Resistance	27
Good Governance Framework of Steering Committee Meeting of E4H	27
COMPLAINTS MANAGEMENT	28
Improving Health Care Oversight through Complaint Resolution Mechanisms	29

DEVELOPMENT OF STANDARDS	30
Standardisation of Drug Treatment and Rehabilitation Services	31
Development of Quality Standards for Surgical Services	31
COMMUNITY AWARENESS INITIATIVE	32
Seminar on Legal and Regulatory Framework of Homoeopathic Medicine in Peshawar	33
Patient Safety Awareness Session Conducted at IMSciences, Peshawar	34
Sensitisation Session of Legal Fraternity on Health Care Regulation.....	35
Combating Quackery through Awareness Seminars across Khyber Pakhtunkhwa.....	36
Strengthening Public Outreach through Strategic Media Engagement.....	37
Strengthening Public Interaction through E-Khuli Kachehri	39
EMPLOYEE WELFARE	40
Strengthening Employee Benefits through Pension Scheme.....	41
Enhancing Employees Welfare through Life and Health Insurance Scheme.....	41
FIELD ENFORCEMENT	42
Protecting Communities from Unqualified Practitioners	43
Operational Challenges amid Rising Fuel Cost and Austerity Measures	44
Digital Quackery: Collaboration with PEMRA.....	44
SPECIAL ASSIGNMENT BY THE GOVERNMENT.....	45
Financial Audit of Medical Teaching Institutions	46

THE COMMISSION: COMPOSITION AND ROLE



“Quality costs but poor quality costs higher.” This is true for every sphere of life; however, in the health sector, its importance cannot be overemphasized. It ensures the safety of patients as well as health care providers. Patient safety is not new in the medical field but it is a relatively newer concept for the general public. Regulation of health care services is now a priority at the national and provincial government level. In order to ensure the quality of care and safety in the health care system of Khyber Pakhtunkhwa, the provincial government established the Khyber Pakhtunkhwa Health Care Commission to regulate the health care establishments, both in public and private sectors in the province, to improve quality of health care, and ensure the safety of patients and health care providers. Aristotle said, “Quality is not an act, it is a habit.” Regulating healthcare services is a challenging task and the Health care Commission is in the process of making the general environment conducive, where the health facilities strive voluntarily for maintaining and improving quality.

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. Khyber Pakhtunkhwa was the first province in Pakistan to establish a body for regulating the healthcare services and ensure patient safety. This shows the commitment of Provincial Government to provide quality services to people of the province. The Health Regulatory Authority was established in 2002, and it worked for the improvement of quality of healthcare services. The Authority was revamped in through the Act of 2015 and establishment of Khyber Pakhtunkhwa Health Care Commission. The other provinces followed suit, and the regulatory body in the Punjab province was established in 2010, Sindh in 2013, Islamabad in 2018 and Balochistan in 2019. Although, Balochistan Health Care Commission became operational only a year ago.

The Khyber Pakhtunkhwa Health Care Commission regulates a wide range of medical practices including, but not limited to, allopathic and alternative medicine. Through inspections, assessments, and public awareness campaigns, the Commission ensures healthcare service quality, create an environment of voluntary implementation of healthcare standards, discourage unethical practices, and promote continuous improvement in the delivery of health care in the province.

GOVERNANCE STRUCTURE OF THE COMMISSION

The organisational structure of the Khyber Pakhtunkhwa Health Care Commission (KP HCC) 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 Honorable Chairperson, 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: Inspections, 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.

THE COMMISSION AND ITS MEMBERS

The Members of the Khyber Pakhtunkhwa Health Care Commission constitute a body, which steer the Commission through policy formulation, being the highest tier in the governance structure. The Members play a vital role in major decision-making, and ensuring that the objectives of the Commission are achieved in an effective manner. The Health Care Commission comprises ten members, including three official and seven non-official members. The non-official Members are appointed by the Provincial Government under Section 4 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015. Following are the non-official Members, appointed by the Government in April, 2026.



Ms. Ismat Gul Khattak
Chairperson



Dr. Waqar Ajmal
Member



Mr. Hassan Mehmood Yousufzai
Member



Dr. Abdul Wahab Hassan
Member



Mr. Muhammad Umar Farooq
Member



Mr. Bashir Khan Wazir
Member



Dr. Muhammad Sohaib Khan
Member

The official members represent Health Department, Home Department, and the Pakistan National Accreditation Council. There is a Search and Nomination Council, which is constituted under the provisions of the Act, and it plays a critical role by searching professionals from a range of fields, such as healthcare quality, patient safety, health management, law, finance, economics, and consumer representation. The Council submits twenty one nominations to the Provincial Cabinet and the Government appoints seven non-official Members for a term of three years, with eligibility 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, being experts in their respective fields play a significant role in the provision of overall guidance and oversight to the Commission.

The seven private members of the Commission completed their term of three in April 2025, and new Members appointed in April 2026. The three-year term of the previous Members remained exemplary and several significant milestones were achieved. During their 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. The new Members of the Health Care Commission are highly qualified in their respective fields, are very committed, and working tirelessly for the improvement of quality of care and patient safety in Khyber Pakhtunkhwa. In a short span of one and a half month, the Commission Members held two meeting and important policy decisions were taken, which is a sign of their commitment and priorities.

THE EXECUTIVE AND ITS FUNCTIONS

The executive of the Khyber Pakhtunkhwa Health Commission is organized into six specialized directorates, for performing its very diverse functions. Each headed by a director, under the overall leadership of the Chief Executive Officer. These directorates can be broadly classified into four technical directorates and two support directorates. The technical ones focus on key regulatory functions and the support directorates assists the former four directorates in the discharge of its core responsibilities, aligned with the strategic priorities of the Commission. Recently, an organizational change was brought about by the Commission, and the functions of registration and licensing were merged into one directorate, i.e., Licensing; and the Directorate of Registration was designated as the Directorate of Inspection, with the primary responsibilities of inspections of the Health Care Establishments (HCEs).

1. Directorate of Licensing

The Directorate of Licensing, headed by the Director Licensing, is responsible for two fundamental function of the Health Care Commission, i.e., registration and Licensing, to regulate the Health Care Establishments under Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015, covering both the public and private sectors in Khyber Pakhtunkhwa. The basic difference between registration and licensing of health care establishments is that registration is the first step in the regulatory framework of the Commission and is the initial enlistment of the health care facility, and its particulars are entered into the official register of the Commission. In this way it becomes a legal entity. According to law, no health care can be provided to patients in an establishment without registration with KP HCC. Licensing on the other hand is a lengthy process, and relates to the implementation of the quality standards of the Commission, to ensure safety of patients, healthcare providers, attendants, and promoting healthcare quality.

The Commission is making every effort to facilitate the health care establishments. In line with this spirit the process of registration was completely automated, and registration with the Commission can be completed online while sitting in any corner of the province. The proprietor of the health care establishment or his/her representative applies 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 completes its scrutiny and in case of compliance, issues a registration certificate within 30 days. 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.

After registration, licensing of the health care establishment is also mandatory as per law of the Commission. The process of regulation of health centres starts with registration of HCE with the Khyber Pakhtunkhwa Health Care commission. The next step in the process is training of staff of health facility on the relevant quality of care standards, available in the form of Service Delivery Standards (SDS) for respective category of health care establishment. These are available on the official website of Health Care Commission for convenience of the end-users. These consists of the Reference Manuals as well as self-assessment Scoring Manual, ensuring easy access and transparency in the assessment for licensing. Upon successful completion of training, the HCE gets a Provisional Licence. This interim licence allows the health centre to operate legally, while getting ready for assessment on the respective quality standards. The final step in the process of licensing is the assessment of the HCE on Service Delivery Standards for Full Licence. To achieve this status, every HCE has to qualify a formal assessment, based on the quality of care standards. The directorate has developed a pool of assessors, including renowned physicians, healthcare managers, nurses, pharmacists, and electromedical engineers. Depending upon the size and nature of the health care establishment, a team is composed from the pool of assessors, for formal assessment of the health facility for Full Licence. In case of unsuccessful attempt, the healthcare facility is given three chances to get Full Licence. The status of Full Licence is an authorization by KP HCC to operate the facilities, premises, or conveyances for the provision of healthcare services. Full License is valid for a period of three years, and upon its completion, the HCE undergoes the process of licence renewal. This continuous process of renewal of Full Licence periodically ensures that health care establishments maintain the prescribed quality and safety standards for patient care. In addition to the planned assessments for licensing, the Commission conducts surprise inspections of even the licensed facilities to ensure continued compliance to quality of care and patient safety standards. The Khyber Pakhtunkhwa Health Care Commission carries out the function of licensing of HCEs in accordance with Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015.

2. Directorate of Quality

The Directorate of Quality is vital organ of the organization, and it is the custodian of the Service Delivery Standards for all the healthcare systems, like allopathic, homoeopathic, tibb, and any other recognized by the Government of Pakistan. The directorate is responsible for developing the Reference Manuals and Scoring Manuals of Service Delivery Standards. The healthcare constantly evolves due the advancement in the medical science, and it is imperative to keep the Service Delivery Standards updated in accordance with the latest developments.

Moreover, this directorate is also mandated with the capacity building of the health care providers and health managers on the quality of healthcare and patients safety. It had developed a pool of trainers for the various systems of healthcare, as well as various categories of the allopathic health care establishments. Trainers from the pool are engaged on need basis and availability of trainer for capacity building activities on a regular basis.

The Quality Directorate also plays a role in the dissemination of informational literature regarding health problems, seasonal diseases alerts, and health promotion, for the awareness of general masses, and healthcare practitioners. In pursuit of fulfilling its responsibilities and ongoing quality enhancement, the directorate works closely with the Directorates of Licensing, and Inspections.

3. Directorate of Inspections

This directorate has been recently established, in June 2026, after formal approval by the Commission, followed by Gazette notification. The functions of this directorate was earlier performed by the Directorate of Registration. In the restructuring exercise, the functions and responsibilities were redistributed, without the creation of any additional financial liabilities for the Commission, and without any additional human resource.

The directorate has regional offices, with presence in sixteen districts of the province, i.e., Upper Dir, Lower Dir, Swat, Malakand, Nowshera, Mardan, Swabi, Buner, Charsadda, Peshawar, Kohat, Karak, Bannu, Haripur, Abbottabad, and Mansehra. This directorate is the backbone of field enforcement activities and perform very vital functions. It conducts surprise inspection visits of the health care establishments for compliance with the quality of healthcare standards. In addition, the directorate is also responsible for combating quackery and illegal medical practices through anti-quackery campaigns and field operations. It assists the Directorate of quality through visiting health facilities and getting nominations for trainings. Similarly, it facilitates the Directorate of Licensing through identification of unregistered HCEs, and initiation of the process of licensing to visiting the health centres in person. The field staff is authorized to take measure according to the violation by the HCE, including issuance of notices and temporary sealing. The activities of field staff is completely automated through the Field Activities Management System (FAMS), and the digital system is connected with the functions of the Directorate of Legal Affairs.

In addition to the above-mentioned field enforcement activities, the directorate also assists the Directorate of Licensing in formal assessment for Full licence. Although, most assessment are conducted through the independent assessors from a central pool, some small HCEs, like General Practitioner clinics are assessed by the field staff of this directorate.

4. Directorate of Legal Affairs

This directorate deals with all the legal matters of the Health Care Commission. One of its core functions is to afford the opportunity of hearing to the healthcare providers and managers charged by the field staff of the Directorate of Inspection for various violations. These hearings are conducted on specific days of the week. After providing fair opportunity of defence, penalties are imposed according to the violation, and based on the approved schedules of fines and penalties. The field activities and imposition of penalties is completely automated and the Directorates of Legal Affairs and Directorate of Inspections are linked through this digital system, called FAMS.

Furthermore, the directorate receives complaints regarding medical negligence, maladministration, malpractice and failure in provision of the healthcare services in accordance

with the KP HCC Act and Regulations. In order to maintain transparency and accountability in the health care system, it is vital to have an effective and responsive complaints management system. The complaints can be submitted to the Commission in person, through courier, or the digital complaints platforms of the Commission, provincial or federal Governments, including the KP HCC online Complaints Management Portal, Ikhtyar Awam Ka portal, and Prime Minister Performance Delivery Unit (PMDU)/Pakistan Citizen's Portal. The Commission believes that complaints are often rich source of firsthand information about the problems emanating from health care systems and services, which affects both the providers and receivers. Keeping in view the nature of complaint, methodology is devised for resolution. In cases of medical negligence, relevant experts are engaged from across the province, including medics and paramedics. The inquiries are conducted with the highest level of confidentiality, professionalism, and impartiality.

The Commission has quasi-judicial powers and can pass orders for imposing penalties in various violation. According to the law of Health Care Commission, its orders can be challenged and appeal can be lodged in the court of District and Sessions Judge. So, another critical function of the directorate is managing litigations, and defending its orders at the various courts of law.

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 assisting the technical directorates to perform their lawful functions and achieve the organizational objectives.

5. Directorate of Operations

The technical directorates performs the core functions of the Health Care Commission; however, it is not possible without the logistical assistance of the Directorate of Operation. Headed by the Director Operations, the directorate performs critical functions to enable its sister directorates to ensure quality of health care and patient safety. This directorate has four main sections; material management, communication, information technology, and human resource management. It works for dissemination of the activities and image building of the Commission through the print and electronic media platforms. Moreover, human resources management, including workforce planning, hiring, orientation and induction of staff, training and capacity building, provision of data for monthly pay roll development, is another critical responsibility of the directorate. It is also responsible for procurement and supply chain management; fleet management for field enforcement, and provision of information technology support to the staff of the Commission.

6. Directorate of Finance

This is another directorate which provide assistance to the four technical directorate in performing the core functions of the Commission according to the Act of 2015. The Directorate of Finance under the leadership 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.

ADVOCACY WITH THE GOVERNMENT



MEETING WITH CHIEF MINISTER, KHYBER PAKHTUNKHWA

A meeting was held at the Chief Minister Secretariat and Dr. Nadeem Akhtar, Chief Executive Officer (CEO), 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. Shahid ullah Khan. The CEO 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. The CEO highlighted the challenges faced by the Commission to achieve its objectives, including, lack of funding and no release of grant-in-aid for the last three years, limited office space availability provided at building of Khyber Institute of Child Health (KICH), and severe human resource deficiency, and shortcomings in the law of the Commission to implement its decisions.

In response to the presentation, the Chief Minister commended the performance and dedicated efforts of the 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.



Advocacy meeting with the hon'ble Chief Minister Mr. Ali Amin Khan Gandapur

Similar efforts were made last year also, to advocate with the highest levels of the government authorities for resolution of the challenges faced by the Khyber Pakhtunkhwa Health Care Commission. A meeting was attended by the CEO with the then Chief Minister, along with the Advisor Health and Secretary Health. Another meeting was held with the Chief Secretary and the problems faced by the Commission were highlighted with request for strengthening of the Commission.



Presenting performance of the Commission to the hon'ble Chief Minister Khyber Pakhtunkhwa

MEETING WITH MINISTER HEALTH, KHYBER PAKHTUNKHWA

A special meeting of the Khyber Pakhtunkhwa Health Care Commission was held on June 18, 2026. The meeting was chaired by the Provincial Minister for Health Mr. Khaliq ur Rehman. The Chairperson Ms. Ismat Gul Khattak, Secretary Health Mr. Shahid ullah Khan, Members of the Commission Mr. Muhammad Umar Farooq, and Dr. Abdul Wahab Hassan, and Dr. Nadeem Akhtar, Chief Executive Officer participated in the meeting. The CEO briefed the participants on the performance, regulatory actions, and challenges faced by the Commission in ensuring quality healthcare services across the province. The Minister Health appreciated the Commission's role in uplifting quality of healthcare and protecting patient rights.

The CEO emphasised the need for a stronger regulatory framework and put forward reforms to the law of the Commission regarding legal challenges, including implementation of decisions, recovery of fines, and illegal de-sealing. The lack of adequate funds for the operations of the Commission due to no release of grant-in-aid, and inadequate office space were specifically highlighted. Reaffirming the commitment of Provincial Government, the Minister Health assured that the legal, financial, and administrative requirements of the Commission would be addressed on priority basis and full support would be extended to further improve healthcare standards in Khyber Pakhtunkhwa. The Commission also reaffirmed its resolve to ensure safe and high quality healthcare services for the people of Khyber Pakhtunkhwa.



Introductory meeting of the newly appointed Chairperson and Members with Health Minister Mr. Khaliq ur Rehman

ADVOCACY WITH THE GOVERNMENT FOR ADDITIONAL OFFICE SPACE FOR THE COMMISSION

The Headquarters of Khyber Pakhtunkhwa Health Care Commission is currently housed in a small portion of the building of Khyber Institute of Child Health, Hayatabad, Peshawar. The space is inadequate for the current needs of the Commission. HCC regularly conduct activities for the stakeholders, including capacity building sessions, awareness seminars, and committee meetings. Due to the lack of space, HCC pays for renting halls and meeting rooms. This is an additional expenditure burden on the already resource-constraint Commission.

The CEO, Dr. Nadeem Akhtar consistently engaged with the government at different levels during the past year. Resultantly, the Health Department constituted a Space Identification Committee, with the CEO KP HCC as its members. The committee conducted visits of the various government building for unutilized space, including Post Graduate Medical Institute, Khyber Institute of Child Health, Provincial Health Services Academy, and Post Graduate Paramedical Institute (PGPI). The committee carried out analysis of the existing as well as the future needs of these institutions and compiled its recommendations. Based on this detailed exercise, surplus space was identified in above-mentioned institutions, except PGPI. The recommendations were submitted to the government and consistent advocacy was continued for acquiring additional space in these institutions. The Secretary Health, Mr. Shahid ullah Khan was sensitized about the office space requirement of the Commission, and he very kindly allocated some additional office space in the KICH building. This provided some relief, although the problem needs a sustainable solution in the form of a dedicated office space for the Commission.

LEGAL FRAMEWORK ENHANCEMENT

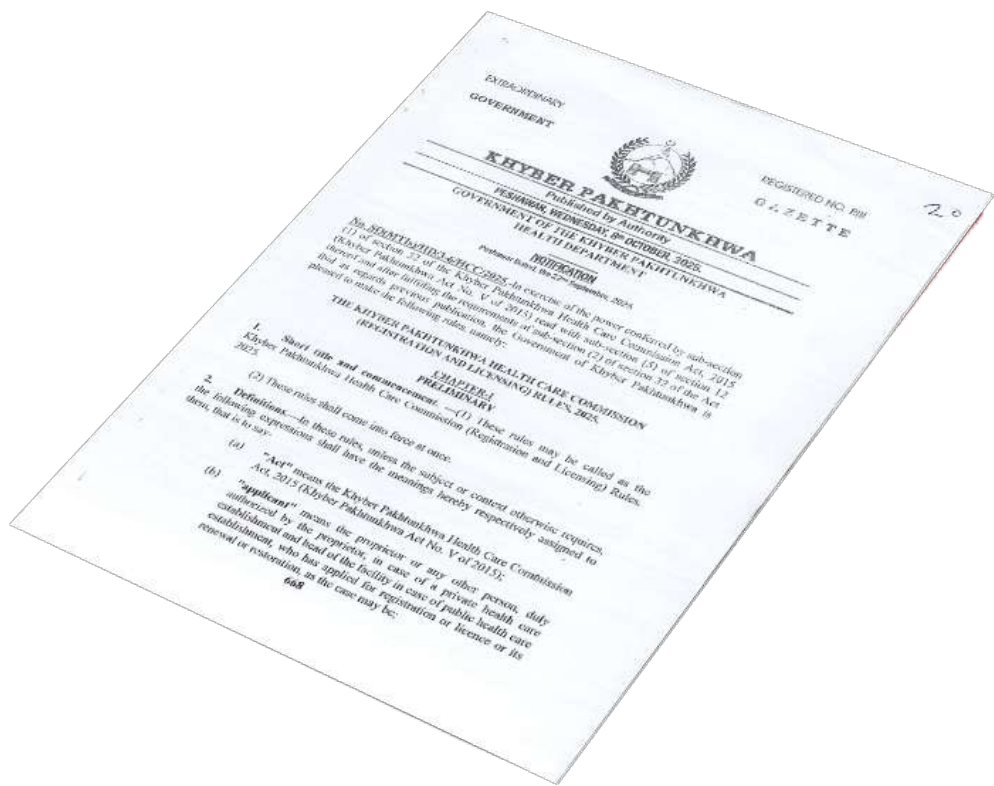


STRENGTHENING THE REGULATORY FRAMEWORK OF THE COMMISSION

The Khyber Pakhtunkhwa Health Care Commission is constantly striving to improve its regulatory framework. These efforts bore fruit, and in order to enhance the regulatory authority, governing the health care sector, the Government of Khyber Pakhtunkhwa approved and gazette 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.

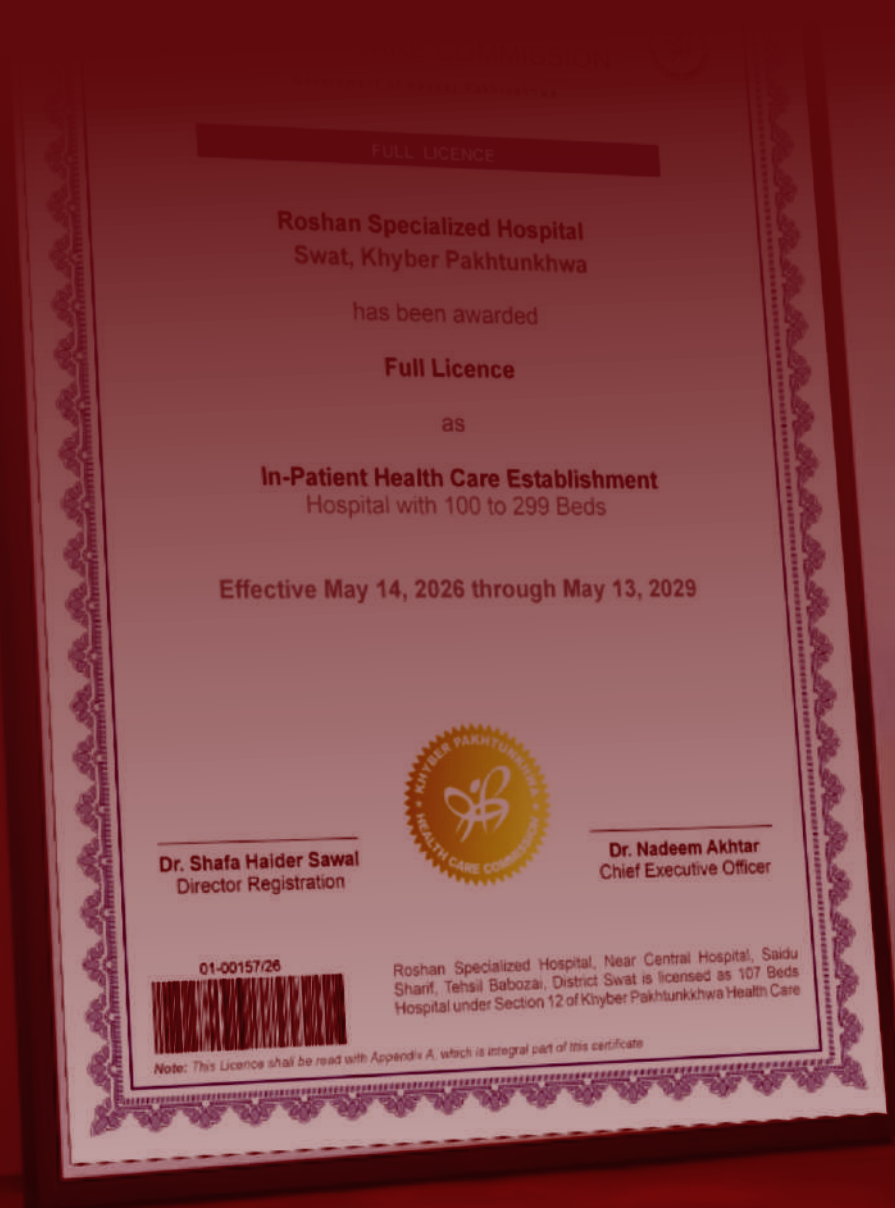
In addition to the new rules, the Commission is also making effort to improve its fundamental law. Government is also expediting critical amendments to the Khyber Pakhtunkhwa Health Care Commission Act, 2015. These amendments, currently in the process of approval, are designed to strengthen the enforcement powers of the Commission, close existing legal gaps, and better equip the regulatory body to monitor and regulate health care services more effectively. The Chief Executive Officer attended the meeting of Provincial Cabinet, along with the Health Minister and Secretary Health, and the proposed amendments to the Act were approved by the provincial cabinet. These amendments will be presented to the Provincial Assembly for final approval.

Together, these legislative measures reflect strong commitment of the Government of Khyber Pakhtunkhwa to upholding patient safety, improving healthcare quality, and fostering a more accountable and standardised health system in the province.



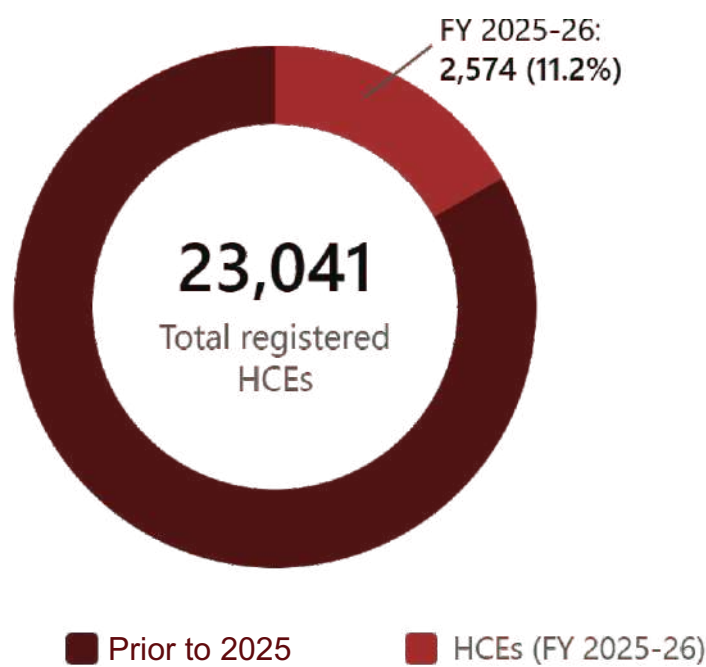
The CEO HCC accompanied Minister Health and Secretary Health during Provincial Cabinet meeting for approval of amendments to the Act of 2015

REGISTRATION AND LICENSING

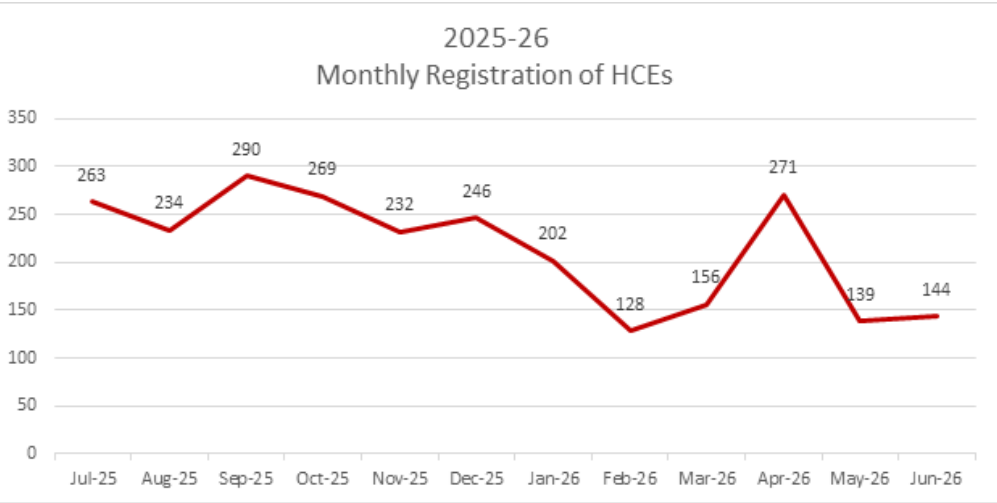
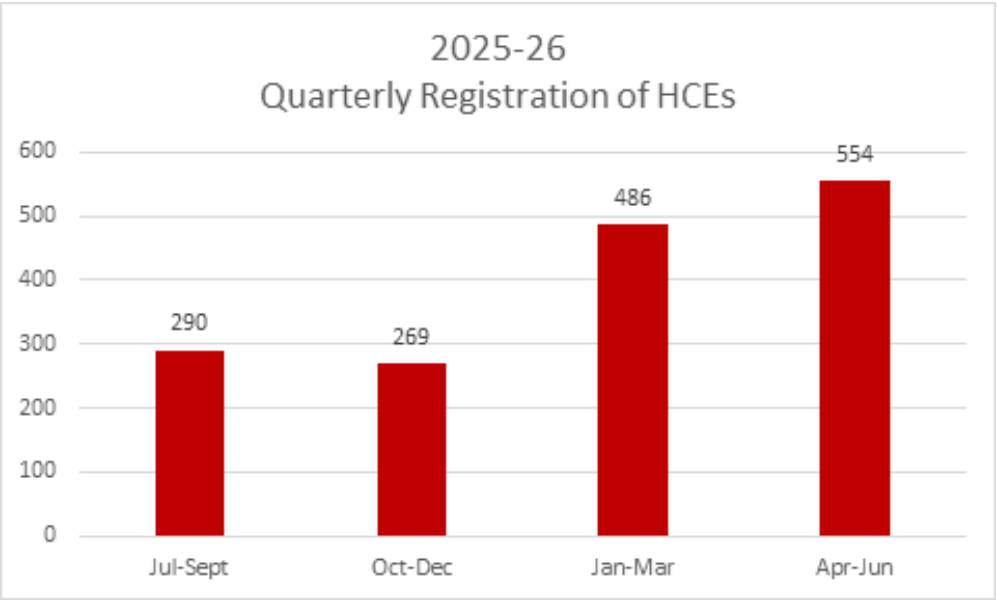
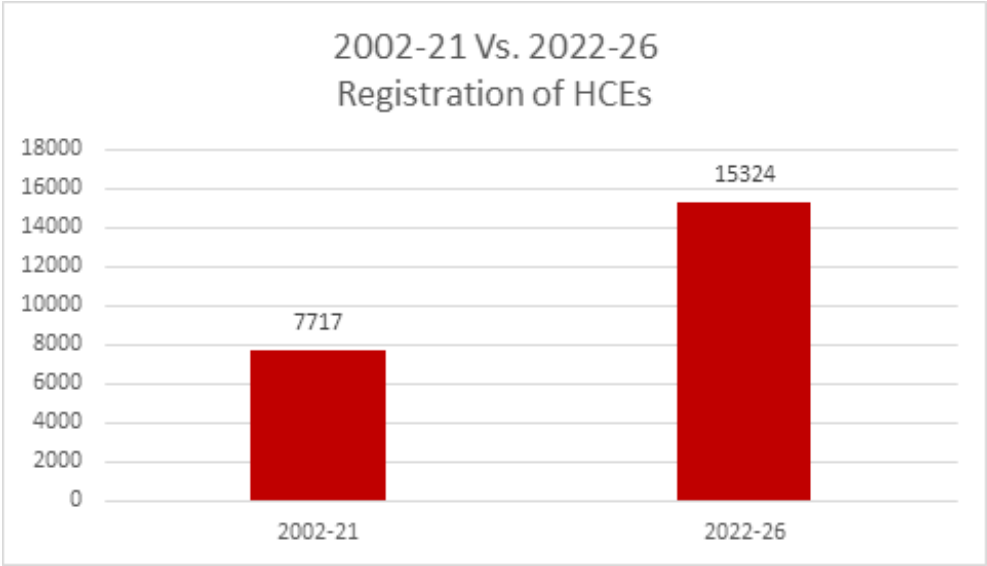


IMPROVING HEALTHCARE QUALITY THROUGH REGISTRATION AND LICENSING

The Khyber Pakhtunkhwa Health Care Commission continues to play a central role in organising and regulating the health care landscape of the province. Through its statutory authority, the Commission ensures that all health care establishments, whether in the public or private sector, are formally registered and brought within a well-defined regulatory framework. This process not only strengthens institutional oversight but also promotes accountability across the health system. Over time, the registration drive of HCC has significantly expanded the scope of regulation. During FY2025-26, 2,574 newly established HCEs were registered, reflecting a sustained effort to document and monitor health care providers across the province. The cumulative number of registered establishments has grown substantially to 23,041, demonstrating the long-term commitment of the Commission to broadening regulatory coverage and enhancing good governance within the sector.

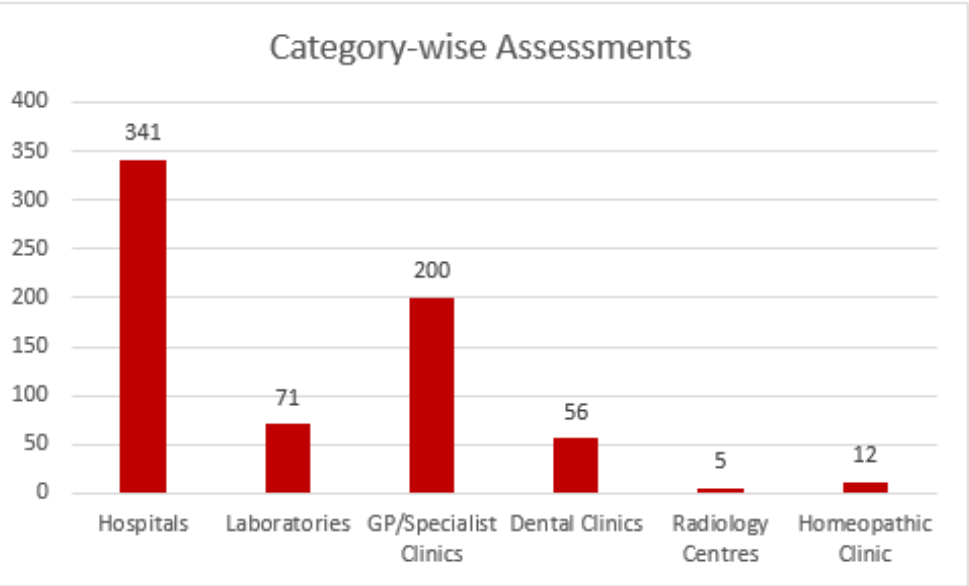


Full Licence granted to Sikandar Medical Infirmary, Swat

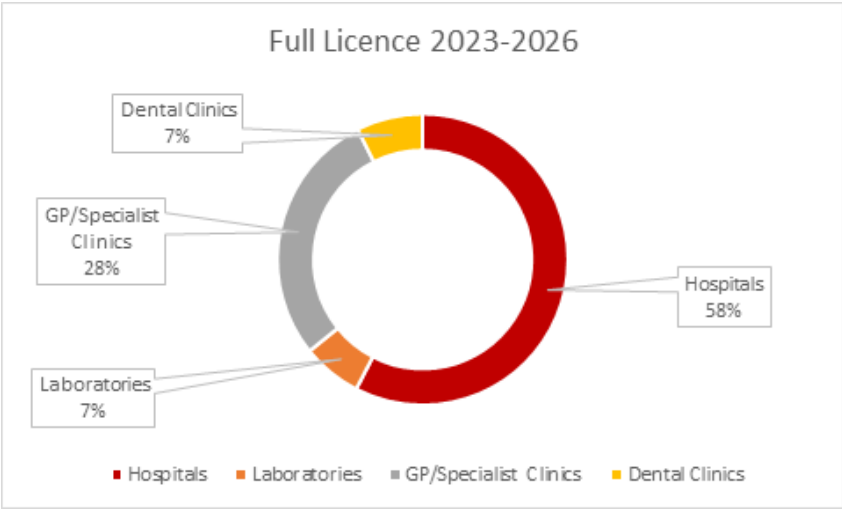


Beyond registration, the HCC has introduced a structured licensing mechanism designed to elevate the quality and safety of health care services. This system is not merely regulatory, but also facilitative in nature, combining technical guidance, capacity-building initiatives, and detailed evaluations of HCEs against established Service Delivery Standards. Through this approach, the health care providers are supported in meeting the required benchmarks while progressively improving their service delivery.

As part of this ongoing effort, 394 HCEs underwent comprehensive assessments during the FY2025-26, 154 successfully met all the elements of the prescribed criteria, and were granted full licences, reflecting their adherence to quality and safety standards. At the same time, 569 received provisional licences, enabling them to continue operations while working towards full compliance of quality standards. These establishments include general practitioner clinics, specialist clinics, dental practices, and diagnostic laboratories.



Since the introduction of the licensing framework, the Commission has carried out 685 assessments, resulting in 271 fully licensed HCEs across the province. Moreover, 1,273 HCEs were provisionally licensed. This phased and supportive regulatory approach encourages continuous improvement, strengthens compliance, and ensures that health care providers steadily align with established legal, professional, and quality standards.



Assessment of health care establishment for Full Licence of the Commission

LICENSING ASSESSMENT OF MTI HAYATABAD MEDICAL COMPLEX COMPLETED

The assessment for ensuring quality of care is not limited to private sector and the Commission is fully committed to implement licensing in the government sector also. The Khyber Pakhtunkhwa Health Care Commission successfully conducted a comprehensive assessment of the Medical Teaching Institution (MTI) Hayatabad Medical Complex, Peshawar, as part of the process to evaluate its eligibility for full licence by the Commission. 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 35 standards and 168 associated indicators.

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 the compliance of hospital 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 was submitted to the Commission for further review and decision-making. Resultantly, Full Licence was granted to MTI Hayatabad Medical Complex.

It is important to note that this is the 6th tertiary care hospital in the government sector which succeeded in getting full licence of the Health Care Commission.

CONTINUOUS QUALITY IMPROVEMENT THROUGH RENEWAL OF FULL LICENSING

The licensing mechanism is designed to ensure continuous quality improvement in healthcare sector. The validity duration of full licence of the Commission is three years. This has been set as a result of detailed deliberations, keeping in view the various elements. A longer validity of full licence may lead to complacency on the part of the health care establishments towards patient safety and quality of care. A shorter than three years validity may be difficult for the HCEs in terms of the preparations for formal assessments, as well as the Khyber Pakhtunkhwa Health Care Commission to conduct more frequent assessment, keeping in view its resource constraints, especially the availability of assessors. However, informal and surprise inspection are conducted by the Commission, even during the validity period of full licence.

The first batch of hospitals were assessed for full licence in Khyber Pakhtunkhwa in June 2023. The validity of their licence completed in June 2026, and those hospitals were once again formally assessed by a team of experts for renewal of full licence. These include Peshawar Institute of Cardiology, Shaukat Khanum Memorial Cancer Hospital, Maqsood Medical Complex, and Afridi Medical Complex, Peshawar. It is important to note that one of these is a public sector hospital. All the four hospitals successfully qualified the assessment and their full licences were renewed for a period of three years. This renewal process of licence is a testament of the Commission’s commitment to ensure safe healthcare services for the people of Khyber Pakhtunkhwa.



Assessment of Peshawar Institute of Cardiology for renewal of Full Licence



Assessment of PIC, a public sector hospital, for renewal of Full Licence

REGULATION OF CATH LABS THROUGH AUTHORISATION

In addition to the licensing of the various health care establishments, the Health care Commission is conducting a process of authorisation of cardiac catheterisation labs throughout Khyber Pakhtunkhwa, in the light of the judgment of the Supreme Court of Pakistan. Standards have been

developed for the authorization of cath labs, and comprehensive assessments are conducted before these establishments are allowed to start service provision. Renowned cardiologists of the province, including Prof. Dr. Hafeezullah, Ex-Vice Chancellor Khyber Medical University, Prof. Dr. Mehmood ul Hassan, and Assoc. Prof. Dr. Jabbar Ali are engaged for the assessments of cath labs. The Commission has issued authorization to 27 cath labs on the basis successful implementation of quality of care standards.



Assessment of Cardiac Catheterisation Laboratories for authorisation in Abbottabad and Haripur

CAPACITY BUILDING ACTIVITIES

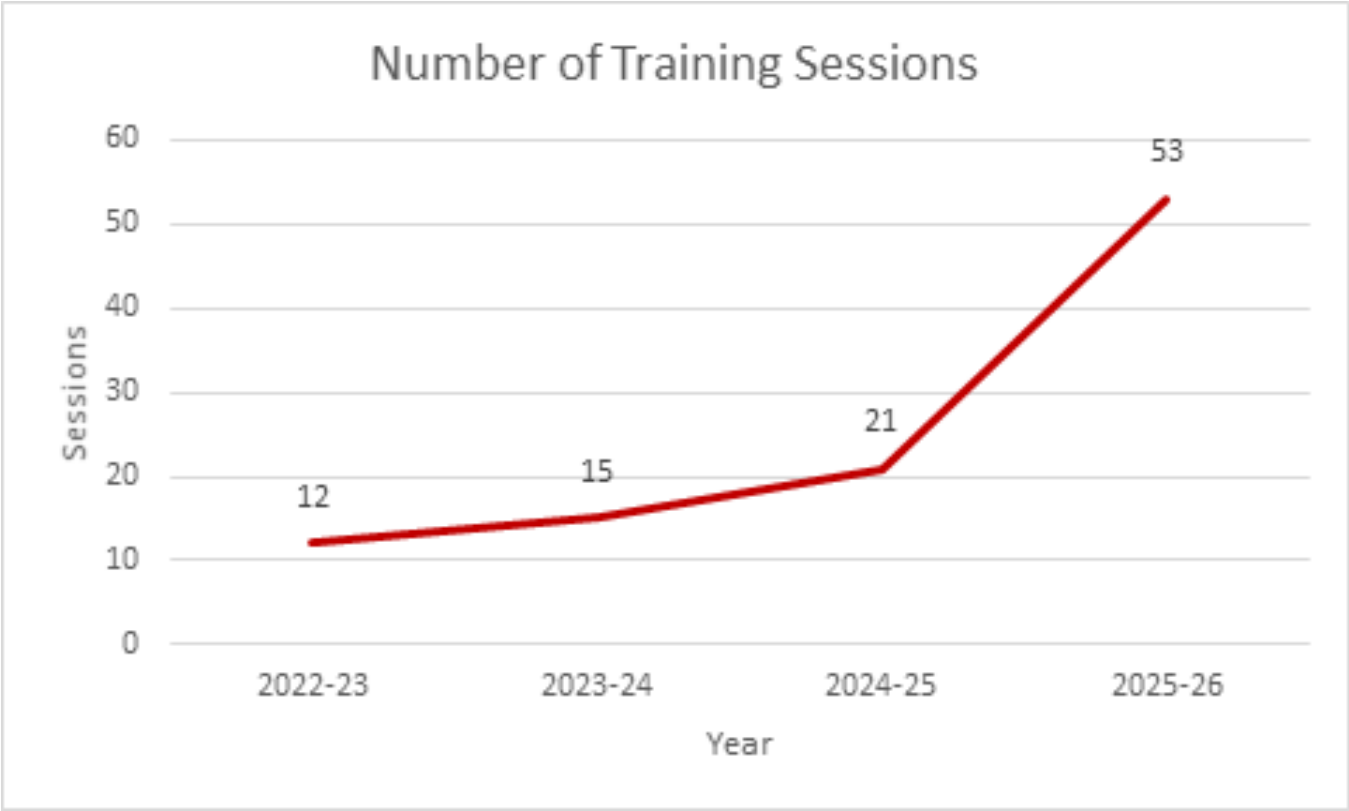


IMPROVING REGULATORY COMPLIANCE THROUGH CAPACITY BUILDING INITIATIVES

Safe, ethical, and high-quality health care remains a central priority of the Commission, and being the sole regulatory authority of the province, KP HCC ensures that HCEs operate in accordance with established legal and professional standards. Licensing, as mandated under the Khyber Pakhtunkhwa Health Care Commission Act, 2015, serves as a cornerstone of this regulatory framework, reinforcing accountability and quality assurance across the health sector.

Recognising that effective regulation extends beyond enforcement activities, the Commission adopts a supportive and facilitative approach to compliance, it actively assists health care providers by offering technical guidance, operational support, and practical tools to help them align with prescribed SDS. This collaborative strategy fosters a culture of continuous improvement and encourages HCEs to enhance both service quality and patient safety.

A key pillar of this approach is capacity building. HCC regularly organises structured trainings and orientation programmes, aimed at strengthening the knowledge, skills, and competencies of health care professionals, health managers, and support staff. These initiatives are carefully designed to improve understanding of SDS requirements, and to enable their effective implementation at the facility level. Participants include a diverse mix of clinical practitioners, administrators, and technical personnel from various types of HCEs across the province.

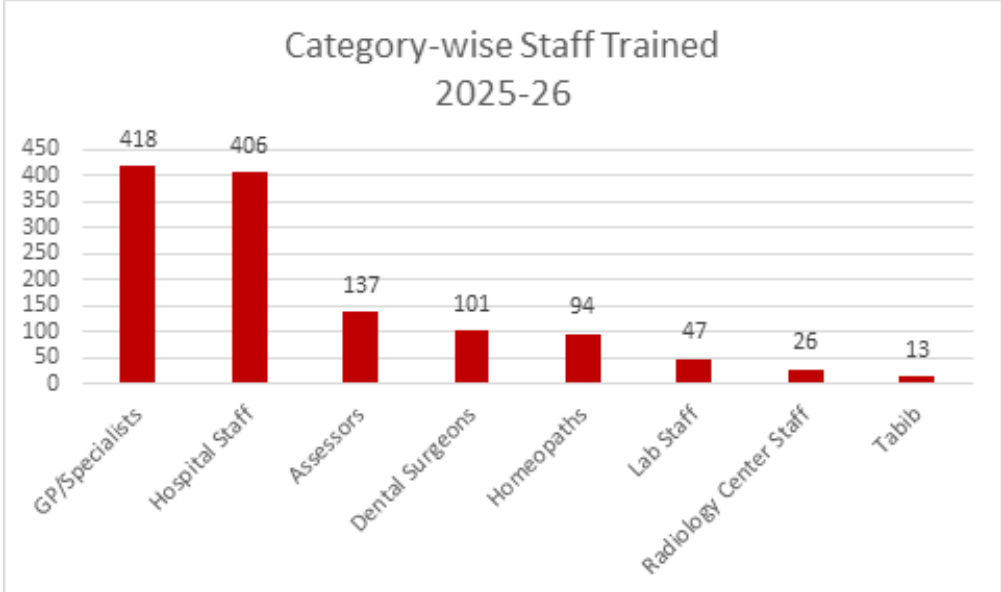
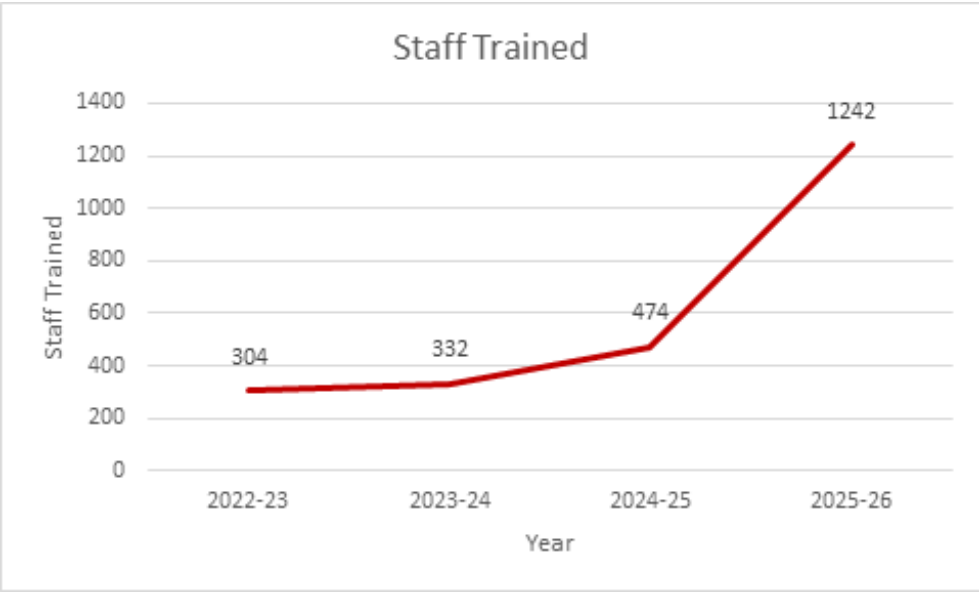
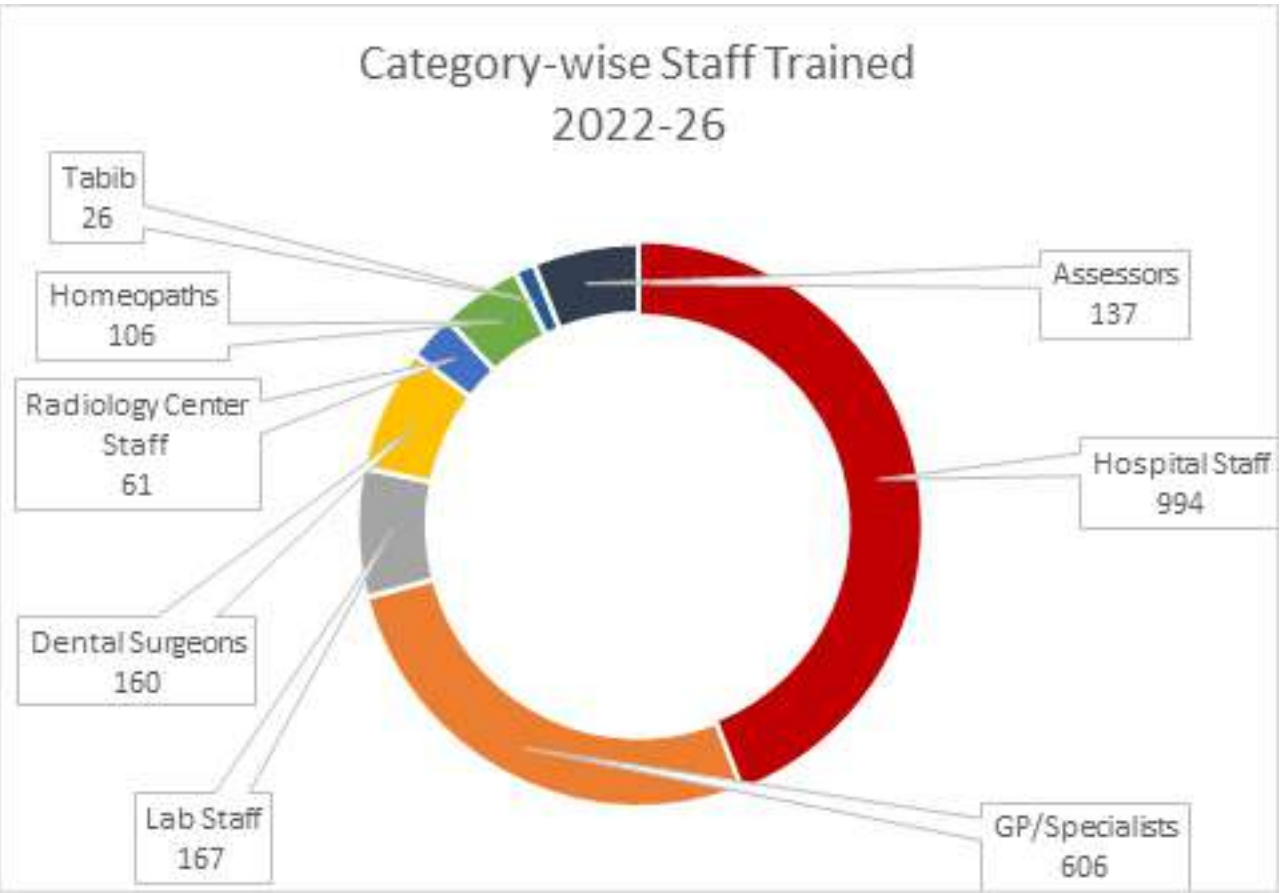


Training of HCEs staff on Service Delivery Standards of Health Care Commission

During the FY2025-26, a total of 30 training sessions were conducted, in which 658 health care professionals, including 26 newly hired inspectors/assessors were successfully trained. Since the introduction of licensing-focused training initiatives, 2,120 health care providers and staff have benefited from 92 training sessions, reflecting the sustained commitment of Health Care Commission to professional development within the sector.

The training sessions are designed to be interactive and practice-oriented, allowing participants to directly apply their learnings in their workplace settings. This hands-on approach not only enhances individual capacity but also contributes to measurable improvements in service delivery and regulatory compliance. Each session concludes with an open question-and-answer segment, where participants are encouraged to seek clarifications and discuss practical challenges. Trainers, along with the representatives of the Commission, remain fully engaged until all queries are comprehensively addressed, ensuring that attendees leave with clarity, confidence, and a strong grasp of the subject matter.

Through this balanced approach, combining regulation with guidance and education, the Commission continues to strengthen compliance, elevate standards, and promote a more responsive and accountable health care system across the province.



Dr. Mushtaq Ahmad, Training Officer, presenting certificate to a participant upon completion of training

COLLABORATION WITH STAKEHOLDERS



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 its 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.



Dr. Uzma Syed, Deputy Director Quality, representing the Commission in a capacity-building workshop on medication safety.

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, in the first quarter of the year. 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.



Dr. Nadeem Akhtar, CEO KP Health Care Commission, representing the Commission at Transparency International Pakistan's High-Level Forum in Islamabad.

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.



Group photo of participants at Transparency International Pakistan's High-Level Forum on Good Governance and Ethical Practices, Islamabad

PARTICIPATION IN FOREIGN LANGUAGES PROGRAMME OF KMU

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. The event was held in the first quarter of the year. During the orientation ceremony, marking the inauguration of the language programme, the Chief Executive Officer of Health Care Commission, 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. Nadeem 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.



Dr. Nadeem Akhtar, CEO, addressing the audience at an event in Khyber Medical University, Peshawar

RTS COMMISSION STAFF ORIENTED ON HEALTH CARE REGULATIONS AND SERVICES FRAMEWORK

A productive meeting was held in the first quarter of the year, at the Khyber Pakhtunkhwa Right to Public Services (RTS) 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 strong commitment of HCC to promoting regulatory awareness and fostering collaboration with other public service institutions for improved governance and citizen service delivery in Khyber Pakhtunkhwa.

TRIPARTITE MEETING: EXPLORING 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 he was accompanied by Mr. Mohsin Ali Turk, Director Legal Affairs, and Dr. Shafa Haider, 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 Prof. Dr. Zia Ul Haq led the team, including faculty members and technical staff. The KMU shared insights into the university 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.

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.

The tripartite meeting was held in the first quarter of the year, and a follow up meetings were held in third and fourth quarters. The University of York (UoY), United Kingdom,

developed a research study for assessing the role of community pharmacies in coping with the hypertension problem, and linking the community pharmacies with the local general practitioners. The Health Care Commission provided a Letter of Support to Khyber Medical University, being the implementing partner of the UoY, with the instructions to closely monitor the community pharmacies for identification of cases of hypertension, and medication compliance only, without any involvement in diagnosing and treating patients.



Dr. Nadeem Akhtar, CEO, co-chairing a meeting with Vice Chancellor Khyber Medical University Prof. Dr. Zia ul Haq, on research collaboration

CONTRIBUTION TO THE HEALTH POLICY 2026-2030 THROUGH WORKING GROUPS

The Health Department, Government of Khyber Pakhtunkhwa started work on formulating the Health Policy 2026-2030, in the first quarter of this year, and various technical working groups were 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 led 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 provided inputs for the new policy. Draft was also shared 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. In his remarks, Dr. Nadeem emphasized the critical importance of regulatory standards, quality assurance frameworks, and accountability mechanisms in strengthening the health care system. He also highlighted the strategic focus of Health Care Commission 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.



The CEO Health Care Commission addressing the audience at meeting of the Working Group for Health Policy 2026-30

KP HCC AND PMIU JOIN HANDS FOR QUALITY IMPROVEMENT IN PUBLIC SECTOR HOSPITALS

In a significant development, the Khyber Pakhtunkhwa Health Care Commission formally signed a Memorandum of Understanding, in the first quarter of the year, with the Project Management and Implementation Unit (PMIU), responsible for the revamping of non-teaching District Headquarters (DHQ) Hospitals across the province. This was the second phase of collaboration, 19 DHQ hospitals were selected, and staff of 17 hospitals was trained on service delivery standards, to be followed 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 of the government sector.



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 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, in November 2025, 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 Khyber Pakhtunkhwa Health Care 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, and accountability within the health care system. During the meeting it was decided that the fourth meeting of the Joint Healthcare Regulators Forum (JHRF) will be hosted by the Khyber Pakhtunkhwa Health Care Commission at Peshawar.



Third meeting of the Joint Healthcare Regulators Forum at Karachi, hosted by Sindh Healthcare Commission



Group photograph of participants of third meeting of Joint Healthcare Regulators Forum at Karachi

**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 organized by the Department of Health in the second quarter of the year, with technical assistance from the 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 Khyber Pakhtunkhwa.

The session was attended by Dr. Nadeem Akhtar, Chief Executive Officer of Khyber Pakhtunkhwa Health Care 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 group of participants were engaged in threadbare discussion 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.



Officials of the Health Care Commission participated in the consultative meeting on revision of the Khyber Pakhtunkhwa Public Health Act, 2017

The Khyber Pakhtunkhwa Health Care Commission reaffirmed its commitment to sustained collaboration with all stakeholders to ensure that the revised Public Health Act is fully harmonized with the International Health Regulations (IHR) 2005 and the National Action Plan for Health Security (NAPHS), thereby strengthening the overall health security framework of the province.

THE COMMISSION ENGAGES WITH UNOPS TO IDENTIFY AREAS OF 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, to discuss potential avenues for collaboration. The meeting was held in the second quarter, and 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.

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.



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

THE COMMISSION ENGAGES IN FP 2030 THIRD QUARTER REVIEW MEETING

The Khyber Pakhtunkhwa Health Care Commission participated in the FP2030 Working Group Third Quarter Review Meeting, held on 4 November, 2025 in Peshawar under the UNFPA Work Plan 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 UNFPA to review progress achieved in the third quarter of 2025. Dr. Uzma Syed, Deputy Director/Incharge Quality Directorate represented Health Care Commission.

During the meeting, KP HCC highlighted its statutory role as the regulatory authority for both public and private health care establishments across the province. The Commission emphasized the importance of establishing a formal liaison mechanism between the Population Welfare Department and KP HCC 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

mobilization, 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.



KP HCC officials participated in the FP2030 Quarterly Review Meeting organized by the Population Welfare Department.

STRENGTHENING REGULATORY FRAMEWORKS FOR CLINICAL TRIALS IN PAKISTAN

Mr. Mohsin Ali Turk, Director Legal Affairs represented the Commission at the annual symposium titled “Promoting Clinical Research in Pakistan” organised by Rehman Medical Institute through its Clinical Trials Unit, in the third quarter of the year. Mr. Mohsin delivered an insightful address highlighting the role of KP HCC in strengthening regulatory frameworks and safeguarding patient rights within the healthcare system.

The symposium was convened with the objective of advancing and reinforcing the landscape of clinical research in Pakistan. It brought together a diverse group of participants, including health care professionals, academic researchers, representatives from the Drug Regulatory Authority of Pakistan, as well as key stakeholders from the pharmaceutical sector across the country.

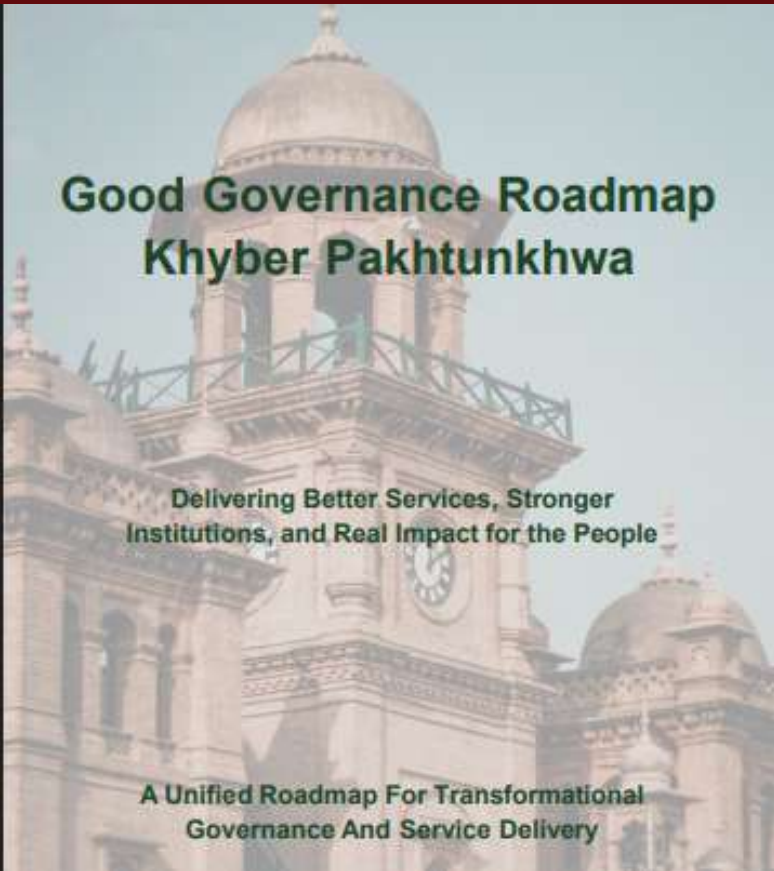
Throughout the event, comprehensive deliberations were held on critical aspects, such as the promotion of high-quality clinical trials, capacity building in research, streamlining regulatory mechanisms, and ensuring the protection of patient rights and safety. The speakers collectively underscored that adherence to transparent, ethical, and internationally aligned research standards is essential for enhancing global trust and credibility in clinical research domain of Pakistan.



Mohsin Ali Turk, Director Legal, addressing the audience at the symposium titled “Promoting Clinical Research in Pakistan”

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 is regularly 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.



CONSULTATION FOR MULTISECTORAL ACTION AGAINST ANTIMICROBIAL RESISTANCE

The 4th meeting of the National Multisectoral Antimicrobial Resistance (AMR) Steering Committee was convened on January 19, 2026, in Islamabad, assembling key stakeholders from across the human health, animal health, agriculture, and policy sectors. The meeting served as a significant platform to review ongoing efforts, assess progress, and deliberate on future strategies to effectively combat antimicrobial resistance in Pakistan. Participants engaged in comprehensive discussions on strengthening intersectoral coordination, improving surveillance systems, promoting responsible use of antimicrobials, and enhancing public awareness regarding the growing threat of AMR.

The Chief Executive Officer of Khyber Pakhtunkhwa Health Care Commission, attended the session as a member of the Steering Committee and contributed to the dialogue on reinforcing regulatory frameworks and ensuring compliance with quality health care standards in addressing antimicrobial resistance. A key outcome of the meeting was the formal approval of the National Action Plan on Multisectoral Antimicrobial Resistance by the Steering Committee. The updated action plan outlines a comprehensive and coordinated roadmap, aimed at strengthening national capacity to prevent and control AMR through a One Health approach, emphasising collaboration across sectors, improved governance, research advancement, and sustainable implementation of policies aligned with international best practices.



Stakeholders at the 4th national multisectoral AMR steering committee meeting in Islamabad

STEERING COMMITTEE MEETING OF E4H

Evidence for Health (E4H) is the FCDO-funded project, assisting the Governments of Khyber Pakhtunkhwa and Punjab. They are also assisting the Ministry of Health at the federal level. The project is designed to identify needs of the health sector through a consultative process, and the gaps are filled through the provision of technical assistance to the Department of Health, Government of Khyber Pakhtunkhwa. The Chief Executive Officer is the member of the Steering Committee of E4H. These meeting are held on quarterly basis and the CEO is regularly attending the meetings with input on the needs of the health sector of the province. All the initiative in the form of technical assistance are implemented only after the approval of the Steering Committee. The last meeting of the 2025-26 was the 7th meeting of Steering Committee and it was held on 4th May, 2026.



KP HCC officials participated in the 7th meeting of the Steering Committee of Evidence for Health

COMPLAINTS MANAGEMENT



IMPROVING HEALTH CARE OVERSIGHT THROUGH COMPLAINT RESOLUTION MECHANISMS

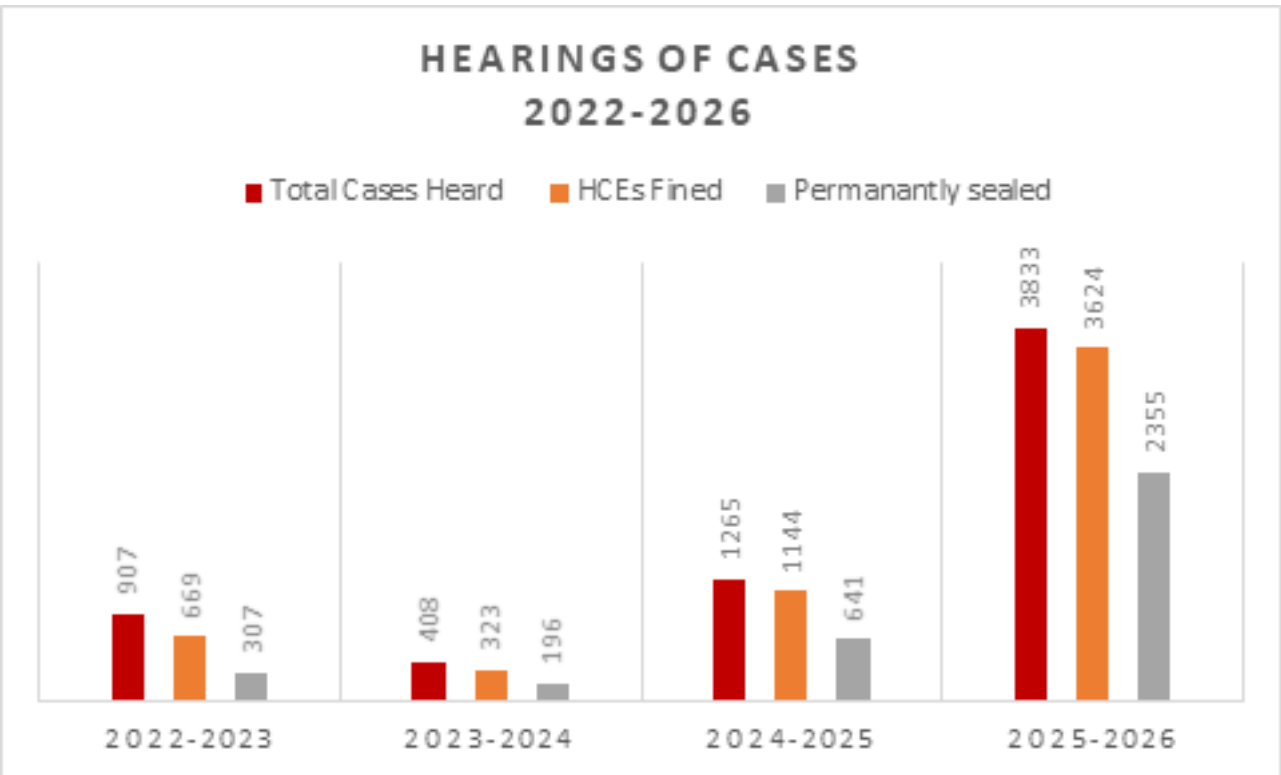
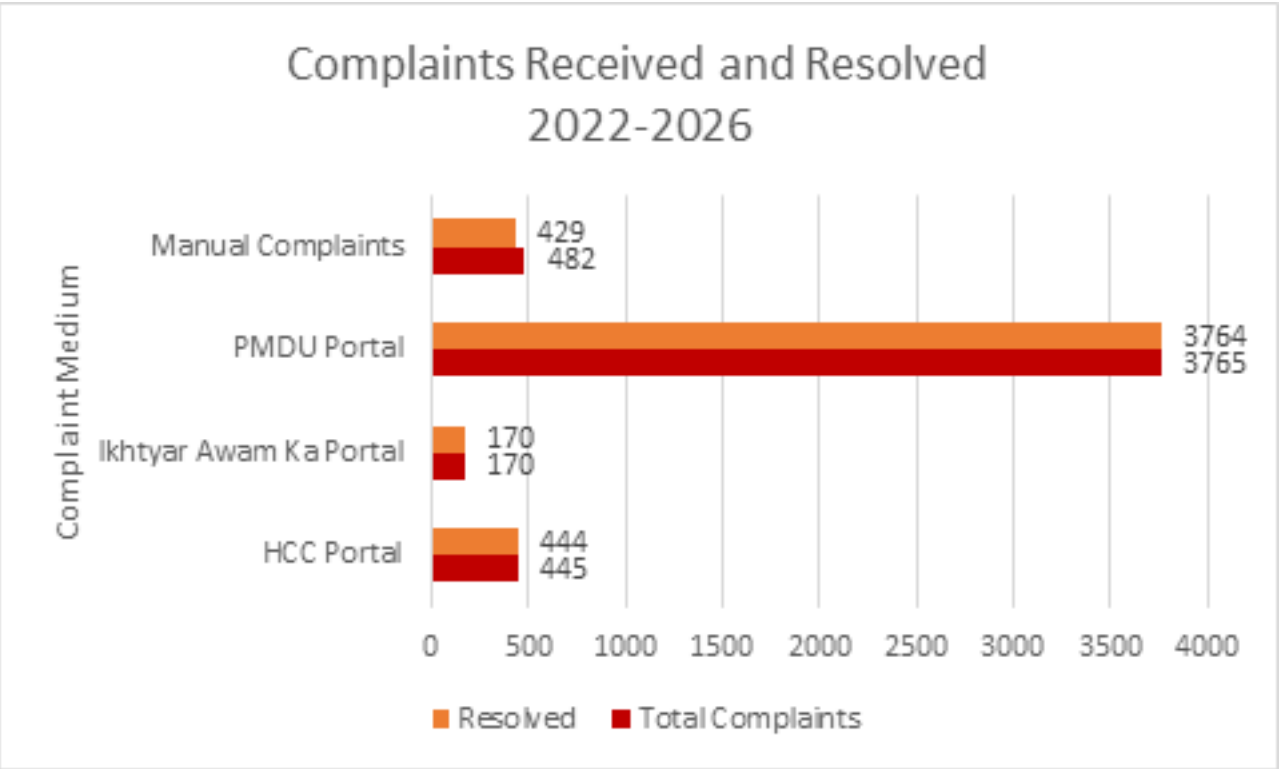
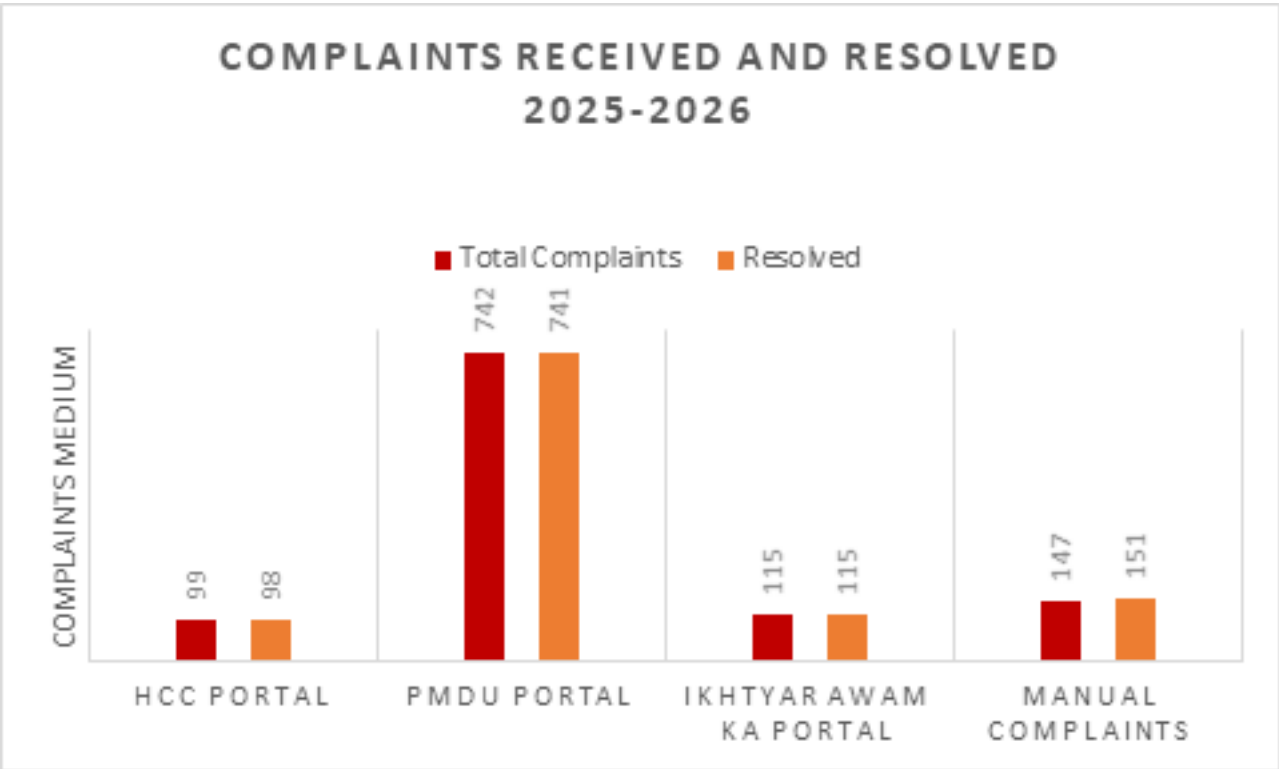
There has been a significant rise in public awareness regarding the right to access safe and quality health care services, which has consequently led to an increased number of complaints pertaining to patient rights and service delivery. In response to this growing demand for accountability, the Commission has established a comprehensive and effective Complaints Management System. This system enables the receipt and resolution of complaints through both digital and manual channels, ensuring standardised, transparent, and timely handling of grievances.

During the year 2025-26, the Commission received a total of 1,103 new complaints through various platforms, including the HCC Online Complaints Portal, the Pakistan Citizens Portal under the Prime Minister’s Performance Delivery Unit, the Chief Minister’s Ikhtiyar Awam Ka Portal, as well as through direct manual submissions. In addition, 55 were pending from the previous year, and thus the total complaints were 1,158. Out of these, 1,105 complaints were thoroughly examined and resolved, reflecting strong commitment to responsiveness, transparency, and public accountability.

Since 2022, a total of 4,862 complaints have been received through multiple channels, and 4,807 were successfully resolved. The remaining 1% are under process.

Furthermore, Review Committee meetings were convened regularly during the year, and hearing of 3,833 cases was conducted, resulting in the imposition of penalties on 3,624 HCEs which were found in violation of applicable regulatory standards. In addition, as part of its mandate to ensure patient safety and quality of care, the Commission identified 2,355 HCEs involved in serious non-compliance and consequently ordered their permanent sealing.

Since 2022, hearing of 6,413 cases was conducted, and penalties were imposed on 5,760 HCEs. In addition, 3,499 HCEs, involved in serious non-compliance were permanently sealed. This comprehensive approach by the Commission to enforcement and grievance redressal shows its unwavering commitment to protecting patient rights, strengthening regulatory oversight, and promoting a culture of compliance and accountability in the health care delivery system of Khyber Pakhtunkhwa.



DEVELOPMENT OF STANDARDS



STANDARDISATION OF DRUG TREATMENT AND REHABILITATION SERVICES

The Directorate of Quality at the Commission successfully organised a stakeholder consultative meeting on January 28, 2026, in Peshawar, marking the initiation of the development of Service Delivery Standards for Drug Treatment and Rehabilitation Centers across the province. This significant initiative represents a proactive step towards strengthening the regulatory structure, governing rehabilitation services in Khyber Pakhtunkhwa.

The session was convened by Dr. Uzma Syed, In-charge, Directorate of Quality, and Director Legal Affairs, Mr. Mohsin Ali Turk participated in the meeting. The event witnessed active participation from a broad spectrum of stakeholders, including psychiatrists, clinical psychologists, representatives from both public and private drug rehabilitation facilities, academia, mental health-focused non-governmental organisations, and development partners.

Deliberations during the consultative session centered on the urgent need to establish standardised, well-regulated, and quality-assured treatment and rehabilitation services for individuals affected by substance abuse disorders. Participants contributed valuable perspectives on key areas, such as clinical management, ethical considerations, patient-safety protocols, institutional governance, and long-term rehabilitation outcomes. Emphasis was placed on ensuring that all services are aligned with legal requirements, ethical standards, and human rights principles.



Consultation for the development of service delivery standards for drugs treatment and rehabilitation centers



Participants of the consultative meeting for the development of service delivery standards for drugs treatment and rehab centers

DEVELOPMENT OF QUALITY STANDARDS FOR SURGICAL SERVICES

The Khyber Pakhtunkhwa Health Care Commission is assessing the hospital for full licence with the help of three Reference Manuals of Service Delivery Standards, based on the size of the hospital and number of beds. The Commission intends to improve the Reference Manuals as well as the Assessments Manuals for hospitals, and shifting to service-based standards and indicators for assessment. Work is in progress to transform and improve the inspections and assessments of hospitals. In is pertinent to note that the Commission is carrying out this huge task with the internal human resource of the Commission, without engaging any external consultants, mainly due to the funds constraints faced by the Commission.

COMMUNITY AWARENESS INITIATIVE



SEMINAR ON LEGAL AND REGULATORY FRAMEWORK OF HOMEOPATHIC MEDICINE, HELD AT PESHAWAR

The Head Office and Regional Offices of the Commission regularly conducts awareness seminars to educate the general masses on their rights and responsibilities in relation to the health care services, and getting services from registered/licensed health care establishments.

The Khyber Pakhtunkhwa Health Care Commission organised a seminar at Frontier Homeopathic Medical College, Peshawar on the regulation of health care services, in the second quarter. 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 in the province of Khyber Pakhtunkhwa. The event was attended by faculty members and students of the college, as well as practicing homeopathic physicians. Mr. Mohsin Ali Turk, Director Legal Affairs, Dr. Shafa Haider Sawal, Director Registration, along with officers of the Commission participated. The panel also included Homeopathic Dr. Iqbal Shaheen, Director, Frontier Homeopathic College, and Homeopathic Dr. Fakhr-e-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, the Director Legal Affairs, KP HCC, elaborated the legal mandate of the National Council for Homeopathy and the Khyber Pakhtunkhwa Health Care Commission. He emphasised that the regulatory framework is designed not to penalise health care providers, but to facilitate practitioners, protect patient rights, and promote safe, ethical, and standardised medical practices. He reaffirmed the commitment of HCC to continued engagement and support for homeopathic practitioners.

Dr. Shafa Haider Sawal highlighted the critical role of registration and licensing of health care establishments in strengthening regulatory oversight. He explained that effective regulation enhances patient confidence, promotes accountability, and contributes to overall improvement in health care service delivery. He encouraged the health care service providers to comply with regulatory requirements to foster public trust and ensure sustainable quality improvement in the homeopathic 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 organizing an informative and engaging session, and acknowledged the role of HCC in promoting regulatory awareness and stakeholder engagement.

The Khyber Pakhtunkhwa Health Care Commission is assessing the hospital for full licence with the help of three Reference Manuals of Service Delivery Standards, based on the size of the hospital and number of beds. The Commission intends to improve the Reference Manuals as well as the Assessments Manuals for hospitals, and shifting to service-based standards and indicators for assessment. Work is in progress to transform and improve the inspections and assessments of hospitals. It is pertinent to note that the Commission is carrying out this huge task with the internal human resource of the Commission, without engaging any external consultants, mainly due to the funds constraints faced by the Commission.



Dr. Shafa Haider, Director Registration and Mr. Mohsin Ali Turk, Director Legal, at a seminar for Homoeopathic Doctors

PATIENT SAFETY AWARENESS SESSION CONDUCTED AT IMSCIENCES, PESHAWAR

The Directorate of Quality organized an awareness seminar on 13 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 KP HCC Service Delivery Standards 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, emphasizing system strengthening and operational efficiency. Prof. Dr. Abdul Jalil of Khyber Medical University delivered a detailed presentation on essential measures for safe and effective health care delivery, linking these practices with the Service Delivery 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.



Glimpses from the Patient Safety Awareness Session organized at IMSciences, Peshawar, promoting a culture of safe and quality healthcare.

SENSITISATION SESSION OF LEGAL FRATERNITY ON HEALTH CARE REGULATION

The Directorate of Legal affairs of the Commission, organised an informative seminar on the regulation of health care services at the District Bar Association, Peshawar, in the third quarter of the year. The primary objective of the seminar was to raise awareness among key stakeholders, particularly members of the legal fraternity, regarding the roles and responsibilities of the Commission, as well as the existing legal and regulatory mechanism, governing the standardisation and licensing of HCEs. Anti-quackery measures and grievance redressal mechanism, with particular emphasis on handling cases related to medical negligence, were also highlighted during the session.



Mr. Mohsin Ali Turk, Director Legal Affairs, KP HCC, addressing participants at the seminar on the regulation of healthcare services for legal professionals held at the District Bar Association.

The seminar featured comprehensive addresses by Mr. Mohsin Ali Turk, Director Legal Affairs, and Dr. Shafa Haider Sawal, Director Registration, along with other officials of the Commission. Distinguished representatives from the legal community, including Mr. Qaiser Zaman, President of the Peshawar Bar Association, Mr. Zahid Ullah, General Secretary, and Mr. Iftikhar Hussain, Chairman of the Legal Education Committee, also spoke on the occasion and engaged with the participants.

During his address, the Director Legal Affairs elaborated the statutory mandate of the Commission, and highlighted the roles of relevant regulatory bodies. The President of the District Bar Association commended the efforts of the Commission in fostering collaboration with the legal community on matters related to medical law. The Chairman of the Legal Education Committee expressed his intention to incorporate relevant content into the vocational training curriculum of the Bar, recognising the importance of legal awareness in health care regulation. This seminar was part of the broader initiative of the Commission to enhance awareness and build capacity among stakeholders, thereby strengthening the overall regulatory environment for health care services in the province.



Group photo of participants and KP HCC officials following the seminar on the regulation of healthcare services

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 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. Seminar were held throughout the year across all the districts. These seminars are conducted at various locations in the community, including schools, colleges, madrassahs, hujras, etc. to engage students and common masses. To quote an example, 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.

The HCC inspectors/ Inspection Officers briefed the participants regarding the dangers of getting treatment from unqualified practitioners. All of the attendees agreed to check the HCEs status and registration with KP HCC before getting treatment. Similarly, another seminar took place in Charsadda at Bradford School & College System. The HCC Inspectors Dr. Syed Ijlal Haider and Dr. Mohammad Nasir briefed the faculty members and students of the institute regarding complaint management system, avoiding quacks, and functions of the Commission, including registration process, licensing criteria etc. 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. The KP HCC inspectors emphasised the responsible role 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, and a total of 145 were held during the year by the regional offices.

145 Community Awareness Seminars Conducted



Glimpses of district level awareness seminar on eradication of quackery to promote safe and quality health care services

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 utilized 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, encompassing television channels and widely circulated newspapers. During second quarter, prominent electronic media platforms such as Aaj News, Khyber News, and Daily Maidaan provided dedicated airtime to the representatives of the Commission. Director Registration, Dr. Shafa Haider participated on the Aaj News TV 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 Quality, participated in Khyber TV morning show “Khyber Sahar,” and the first quarter report of the Commission was discussed, Dr. Uzma presented the performance of the Commission. Mr. Mohsin Ali Turk, Director Legal Affairs also participated in the Khyber News TV Morning Show titled “Khyber Sahar” and legal framework of the Commission was highlighted.



Mr. Mohsin Ali Turk, Director Legal Affairs, KP HCC, and Dr. Uzma Syed, Deputy Director Quality, sharing their views on PTV National



Mr. Mohsin Ali Turk, Director Legal Affairs, KP HCC, discussing the regulation of healthcare services during a Khyber TV program.

During second quarter, notable radio platforms such as Radio Pakhtunkhwa, and City Traffic Police Peshawar Radio Network provided valuable airtime to the representatives of the Commission, allowing for direct communication with the public regarding the achievements and mandate of the Commission.

In addition to electronic media, leading print media outlets, including Jang News, Daily Aaj, Daily Bayan and many more were utilized for the publication of KP HCC press releases, coverage of special anti-quackery seminars, and dissemination of information on other regulatory activities. This comprehensive media engagement strategy ensured transparency, sustained public outreach, and consistent stakeholder engagement.



Dr. Shafa Haider Sawal, Director Registration, KP HCC, discussing HCE registration and anti-quackery efforts on Aaj News



10 دنوں میں 102 غیر قانونی طبی مراکز سپل 118 رجسٹر

تین طبی مراکز کو مکمل لائسنس، 23 لیبارٹریوں اور 13 ہومیو پیتھک طبی مراکز کو عبوری لائسنس جاری کئے گئے
15 دن میں 59 شکایات موصول ہوئیں جن میں 50 کو کمیشن کے ضوابط کے مطابق نمٹا دیا گیا، ترجمان عزم الرحمن

پشاور (شاف رپورٹر) خیبر پختونخوا ہیلتھ کیئر کمیشن نے صوبے بھر میں 10 روز میں 118 گئے 12 مختلف ہومیو پیتھک طبی مراکز کے شاف کیے، 362 طبی مراکز کو حکم جواز جاری کیے گئے۔ ترجمان عزم الرحمن کے مطابق کمیشن کو 15 دن میں 59 شکایات موصول ہوئیں جس میں 50 کو کمیشن کے ضوابط کے مطابق نمٹا دیا گیا، ترجمان عزم الرحمن۔

3,523 مراکز لائسنس، 1,650 کوئل کیا گیا، 41 مکمل اور 184 کو عبوری لائسنس جاری، 362 مکمل ترقی سیشن میں شامل کیا گیا

خیبر پختونخوا ہیلتھ کیئر کمیشن کی کارروائیوں میں اضافہ

785 طبی مراکز رجسٹر ہوئے، مجموعی تعداد 21 ہزار 442 تک پہنچی گئی، 7,544 مراکز کا لائسنس کیا گیا

پشاور (شاف رپورٹر) خیبر پختونخوا ہیلتھ کیئر کمیشن نے صوبے بھر میں 10 روز میں 118 گئے 12 مختلف ہومیو پیتھک طبی مراکز کے شاف کیے، 362 طبی مراکز کو حکم جواز جاری کیے گئے۔ ترجمان عزم الرحمن کے مطابق کمیشن کو 15 دن میں 59 شکایات موصول ہوئیں جس میں 50 کو کمیشن کے ضوابط کے مطابق نمٹا دیا گیا، ترجمان عزم الرحمن۔



ہیلتھ کیئر کمیشن کی لیبارٹری عملے کیلئے تربیتی ورکشاپس

ورکشاپس پشاور، نوشہرہ، بونیر، مردان، ملاکنڈ اور دیگر اضلاع میں منعقد ہوئیں

پشاور (شاف رپورٹر) خیبر پختونخوا ہیلتھ کیئر کمیشن میں جاری دوروزہ تربیتی سیشن میں خدمات صحت کمیشن کے ڈائریکٹریٹ آف کوالٹی کی جانب سے پشاور، نوشہرہ، بونیر، مردان، کرک، ملاکنڈ، چارسدہ اور دیروڑ کی کلینکل لیبارٹریوں کے عملے کے لیے دوروزہ تربیت کا اہتمام کیا گیا، جس میں مختلف لیبارٹریوں کے 34 شرکاء کو 'خدمات صحت کے معیار' پر تربیت دی گئی، پشاور اشاریوں پر پورا اترنے کی یقین دہانی کروائی گئی۔



آئی ایم سائنسز یونیورسٹی میں ایک روزہ آگاہی سیمینار

The Voice of the Time
DAILY TIMES
19th September, 2025

KPHCC to intensify awareness for it's role in anti-quackery

TIMES REPORT

PESHAWAR: The Khyber Pakhtunkhwa Healthcare Commission has decided to intensify its awareness campaign aimed at highlighting



the Commission's role and eliminating the menace of quackery. According to Commission spokesperson Azam Rahman, a series of awareness seminars and programs will be organized across various districts of the province

to provide the public with accurate information about healthcare services.

As part of this initiative, an awareness seminar was held yesterday at the Civil Hospital in Akora Khattak, Nowshera, where a large number of local residents, community elders, and medical staff participated. During the session, speakers described quackery as a grave threat to society, warning that quacks are playing with the health and lives of people.

Commission inspectors highlighted the ongoing actions against quackery, measures taken to ensure the provision of quality healthcare facilities, and the legal proceedings initiated against unauthorized practitioners.



ہیلتھ کیئر کمیشن کا عطائیت خاتمے کے موضوع پر آگاہی سیمینار

عطائیت خاتمے کیلئے اقدامات اور صحت سہولیات کی فراہمی کے موضوع پر تقاریر
پشاور (خبرنگار خصوصی) خیبر پختونخوا ہیلتھ کیئر کمیشن خاتمے کے موضوع پر آگاہی سیمینار منعقد ہوا جس کا عطائیت کے خاتمے کے موضوع پر آگاہی سیمینار میں طلباء کی بڑی تعداد سمیت کالج کی انتظامیہ بھی منعقد ہوا ترجمان ہیلتھ کیئر کمیشن عزم رحمن کے شریک ہوئی، انسپکٹرز کی جانب سے عطائیت کے مطابق ڈائریکٹر رجسٹریشن کی ہدایت پر صوبائی علاقے شاہ منصور کے گورنمنٹ کالج آف ٹیکنالوجی کیلئے آن لائن شکایت درج کرنے کے طریقے میں کمیشن کے انسپکٹرز کی جانب سے عطائیت کے کار کے حوالے سے بھی آگاہی دی گئی۔

Crackdown against quacks intensified

F.P. Report

PABBI: Khyber Pakhtunkhwa Healthcare Commission has further tightened the noose against quacks, sealed 99 medical centers in just four days. Khyber Pakhtunkhwa Health Care Commission has started further tightening the noose against quacks. According to Health Care Commission spokesperson Azam Rahman, in just four days 572 inspections were carried out in Peshawar, Swat, Swabi, Malakand, Mansehra, Kohat, Karak, Haripur, Charsadda, Buner, Abbottabad, Bannu and Upper & Lower Dir. 99 medical centers were sealed over various violations while notices to show cause were issued to 241 medical centers. All actions were taken under Khyber Pakhtunkhwa Health Care Commission Act 2015 and Anti-Quackery Regulations 2022.

A collection of newspaper coverage showcasing KP HCC's ongoing efforts to promote quality and safe healthcare across Khyber Pakhtunkhwa

STRENGTHENING PUBLIC INTERACTION THROUGH E-KHULI KACHEHRI

On the instructions of the Chief Minister of Khyber Pakhtunkhwa, two E-Khuli Kachehri were organised by the Khyber Pakhtunkhwa Health Care Commission, in the third and fourth quarters of the year. This was part of its ongoing commitment to transparency, public engagement, and improved service delivery. This virtual forum served as an accessible platform, where citizens from various regions directly connected with the Commission, voiced their concerns, and sought clarity on matters related to health care regulations and services.

Both the sessions of the E-Khuli Kachehri were presided over by the Chief Executive Officer of the Commission. He was accompanied by the senior management of the Commission. The sessions maintained a structured, yet inclusive environment, ensuring that each participant felt heard and

valued. The primary objective of the E-Khuli Kachehri was to create an open channel of communication between the public and the regulatory body. It aimed not only to address the questions and concerns of the masses, but also to actively encourage constructive suggestions that could contribute to enhancing the quality of health care services across the province.

To maximise public participation, questions were collected through multiple channels, including a dedicated QR code system as well as live comments submitted during the session. This hybrid approach allowed for broader participation, and ensured that individuals with varying levels of digital access could take part. All queries received were carefully reviewed and responded to, in accordance with the established rules and regulations of the Commission. Overall, these E-Khuli Kachehri sessions proved to be an effective initiative in strengthening public trust, fostering transparency, and promoting meaningful dialogue between the authorities and the community.



Dr. Nadeem Akhtar, Chief Executive Officer, KP HCC, along with the Directors, participating in the e-Khuli Kachehri session to engage with the public, address concerns, and promote transparency and accountability in healthcare regulation.

EMPLOYEE WELFARE



STRENGTHENING EMPLOYEE BENEFITS THROUGH PENSION SCHEME

The Commission is committed to ensuring the welfare and financial security of its employees by introducing initiatives aimed at maximising their benefits. In this regard, a Voluntary Pension Scheme (VPS) has been established in collaboration with the National Bank through Nafa Funds. Under this initiative, separate VPS accounts have been created for all employees of the Commission, enabling them to secure their future through structured retirement savings. The scheme ensures that benefits are directly allocated to the employees, reflecting the commitment of the Health Care Commission to enhance employee well-being and foster a supportive and sustainable work environment.



ENHANCING EMPLOYEES WELFARE THROUGH LIFE AND HEALTH INSURANCE SCHEME

The Commission is cognizant of the fact that a “happy and contented employee is a productive employee,” and based on this fact life insurance was arranged for all the employees of the Commission, as an integral part of the above mentioned pension scheme.

In addition, the Commission arranged health insurance through a third party insurance company. The benefit package for health care was developed and published in the leading national newspapers. Finally, in the light of KPPRA Rules for procurement of services, the State Life of Pakistan won the bid, and contract was awarded according for one year. These measures shows strong commitment of the Commission towards protecting the interests of the employee and maximizing their benefits in the long run.

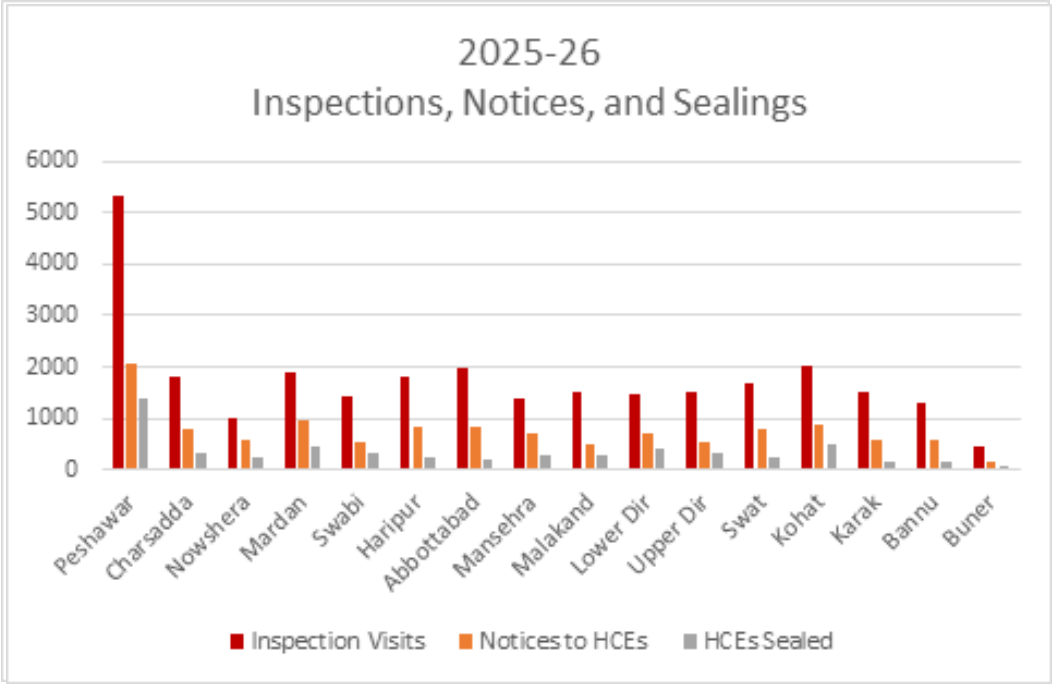


FIELD ENFORCEMENT



PROTECTING COMMUNITIES FROM UNQUALIFIED PRACTITIONERS

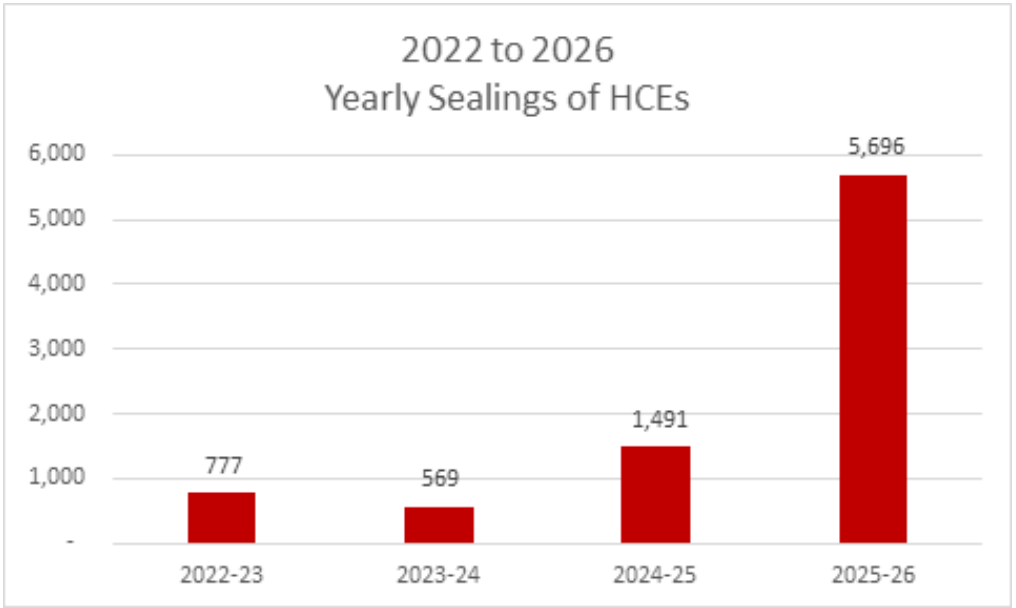
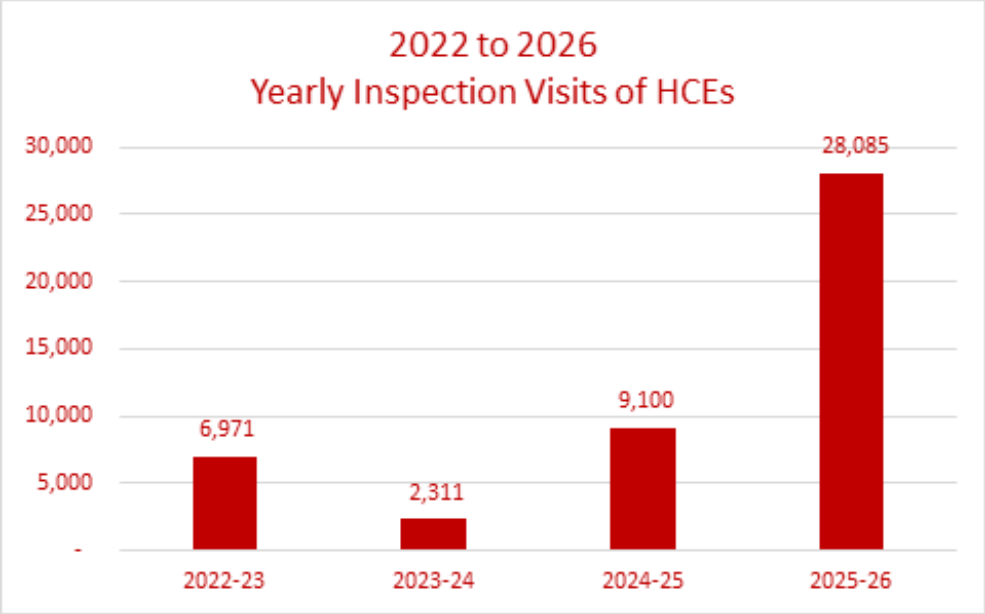
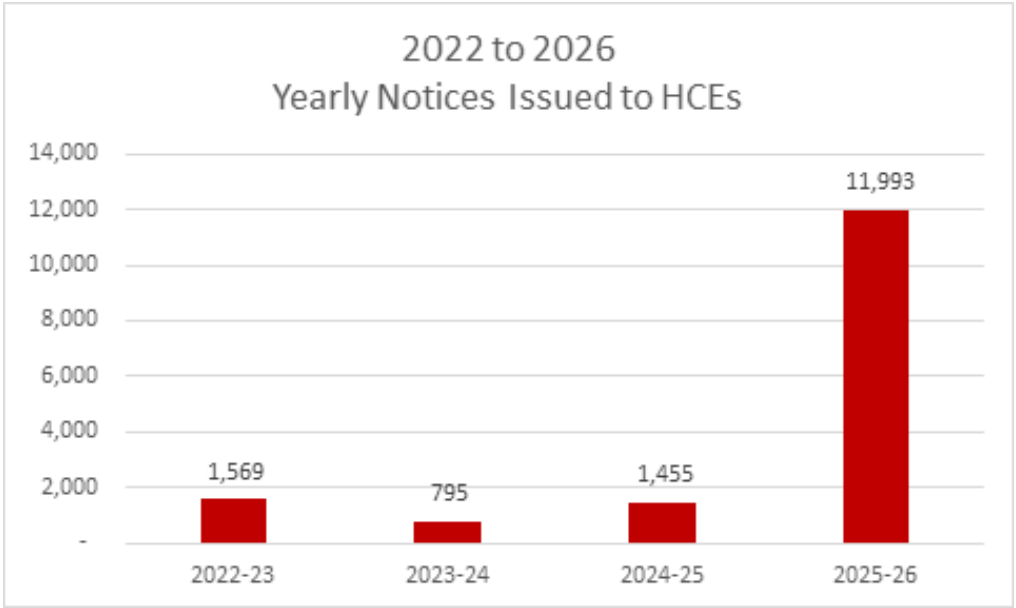
The persistent challenge of quackery remains a grave concern for public health, prompting the Health Care Commission to intensify and expand its province-wide counter-measures. Through a strategic blend of regulation, field enforcement, and public outreach, the Commission continues to demonstrate its firm resolve to ensure the delivery of safe, ethical, and scientifically grounded health care services. Central to this approach is the effort to reshape healthcare-seeking patterns by equipping the public with greater awareness of the serious risks linked to untrained and unauthorized practitioners. The Commission firmly believes that lasting success in eliminating quackery depends on strong community participation and consistent public support.



In parallel with its awareness initiatives, the Commission maintains a rigorous schedule of inspections and compliance checks to uphold regulatory standards. During the reporting year, 28,085 HCEs were visited across the province. These inspections led to the issuance of 11,993 notices to non-compliant facilities, while 5,696 establishments were sealed due to critical violations, including operating without registration, and failing to meet essential standards of care.



Routine inspections of health care establishments for ensuring compliance



OPERATIONAL CHALLENGES AMID RISING FUEL COST AND AUSTERITY MEASURES

The Khyber Pakhtunkhwa Health Care Commission continued to conduct anti-quackery and field enforcement activities throughout the year. However, rising fuel prices and the Government of Khyber Pakhtunkhwa's austerity measures adversely affected these operations. Limited financial resources made it increasingly difficult for the Commission to sustain the scale and frequency of field enforcement activities at the level maintained in previous years.



Despite challenges, KP HCC remains committed to Its mission of ensuring quality health care services and eradicating quackery in all forms

DIGITAL QUACKERY: COLLABORATION WITH PEMRA

The health care providers are very well aware of the strength of promotional activities through the social media platforms. In addition to the registered/licensed health service providers, the unqualified people, involved in health care provision are also using these platforms for attracting patients. In addition to the social media handles, the FM radio channels are increasingly used for advertisements by the health professionals of allopathic, homeopathic and tibb practitioners. A major problem is the use of FM radio channels for treatments of various diseases, without physical examination and diagnostic investigations. This is posing a serious health hazard and the Khyber Pakhtunkhwa Health Care Commission has termed this as “Digital Quackery.” In order to curb this menace, KP HCC is in coordination with the provincial office of Pakistan Electronic Media Regulatory Authority (PEMRA). Formal meetings were held and HCC is in the process of devising a mechanism for collaboration with PEMRA to tackle this growing problem.



SPECIAL ASSIGNMENT BY THE GOVERNMENT



FINANCIAL AUDIT OF MEDICAL TEACHING INSTITUTIONS

The Government of Khyber Pakhtunkhwa intended to conduct financial audit of the Medical Teaching Institutions (MTIs) in the province, and the Khyber Pakhtunkhwa Health Care Commission was selected to carry out this activity. This shows confidence of the Government over KP HCC to conduct the activity transparently. Following are ten tertiary care institution of the province:

1. Hayatabad Medical Complex
2. Khyber Teaching Hospital
3. Peshawar Institute of Cardiology
4. Lady Reading Hospital
5. Ayub Teaching Hospital
6. Mardan Medical Complex
7. Qazi Hussain Ahmad Medical Complex
8. Khalifa Gul Nawaz Hospital
9. Mufti Mahmood Hospital
10. Bacha Khan Medical Complex

Standard bidding documents were prepared by the Commission and advertisement was published in the leading newspapers. Following KPPRA Rules of procurement of services, M/S Rafaqat Babar & Co was selected for the assignment. The contract for financial audit of ten Medical

Teaching Institutions of the province was awarded to the firm. Under the terms of the contract, the firm was responsible for conducting a comprehensive financial audit of last two fiscal years. The scope of work included detailed examination of financial records, assessment of internal control mechanisms, and verification of compliance with applicable rules, regulations, and financial procedures. Upon completion of the audit within the contract period, the firm submitted detailed financial audit reports to Health Care Commission, along with management letters highlighting observations, identified gaps, and actionable recommendations for improvement. The exercise was aimed at strengthening financial discipline, enhancing transparency, and ensuring accountability in the utilisation of public resources. The Health Care Commission forwarded the report to the Health Department, followed by a presentation to Secretary Health by the audit firm. The Health Department analysed the audit reports of the eight MTIs, and a follow up meeting was held with Minister Health Mr. Khaliq ur Rehman, and Prof. Dr. Nausherwan Burki, which was attended by the Chief Executive Officer Dr. Nadeem Akhtar, and representatives of the audit firm, led by Mr. Shuja ul Mulk. The HCC completed the assignment in a befitting manner following the applicable rules and regulations. The audit findings are expected to support informed decision-making and contribute towards improved governance and operational efficiency in the MTIs.





Khyber Pakhtunkhwa Health Care Commission

Sector B-3, Phase 5, Hayatabad, Peshawar

www.hcc.kp.gov.pk



Designed By: Salman Tahir, Deputy Director IT