



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



FACT SHEET

July - September 2026

INTRODUCTION OF THE COMMISSION

The Khyber Pakhtunkhwa Health Care Commission is an autonomous statutory regulatory body established under the Khyber Pakhtunkhwa Health Care Commission Act, 2015, with the mandate to regulate and oversee health care establishments throughout the province. The Commission is responsible for effective supervision, regular monitoring and sustained improvement in the quality and safety of health care services delivered by both public and private sector providers. In line with the Government vision of equitable access to safe, quality and patient-centred health care, it establishes and enforces Service Delivery Standards and takes measures to curb quackery, malpractice and other unethical practices, safeguarding the rights and interests of citizens by promoting dependable, ethical and evidence-based care.

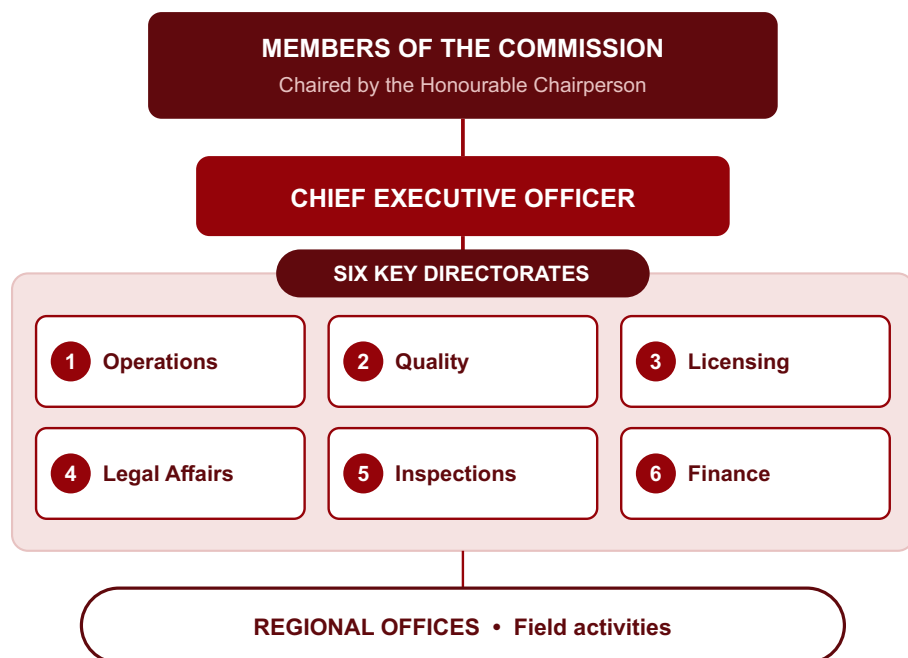
The regulatory scope spans allopathic, homeopathic, Tibb and other legally recognised systems of medicine. Through a structured framework of registration, licensing, inspections, monitoring and assessment of compliance, the Commission ensures that health care establishments operate in accordance with applicable laws, professional standards, ethical principles and recognised best practices.

GOVERNANCE STRUCTURE OF THE COMMISSION

The organisational structure of KP HCC has been designed around the basic functions determined in the Act of 2015, to promote effective governance, operational efficiency, transparency and consistency in the regulation of health care establishments (HCEs). At the top are the Members of the Commission, chaired by the Honourable Chairperson, who act as the principal policy-making and supervisory body. The second tier comprises the Chief Executive Officer, responsible for executing policy directives and overseeing the overall management of the activities of the Commission.

To support its regulatory mandate, the Commission has established six key Directorates, each led by a Director and structured into specialised sections and units. This ensures clear lines of responsibility and optimal use of resources, while field activities are executed through the regional offices of the Commission.

Organisational Structure of the Commission



Headquarter of the Khyber Pakhtunkhwa Health Care Commission

EXPANDING REGULATORY COVERAGE AND STRENGTHENING COMPLIANCE

Under Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015, the Commission is mandated to register and license health care establishments operating in the public and private sectors throughout the province. Registration is the fundamental mechanism that brings HCEs within formal oversight. During the reporting quarter, 610 newly established private HCEs were registered, bringing the overall number of registered HCEs to 22,910.

Alongside registration, the Commission strengthens compliance through a systematic licensing framework combining capacity-building, technical support and detailed assessments against the prescribed Service Delivery Standards (SDS). Between July and September, 108 HCEs were comprehensively assessed, of which 52 met all requisite criteria and were granted Full Licences. During the same period, 359 HCEs — general practitioner clinics, specialist clinics, dental clinics and clinical pathology laboratories — were granted Provisional Licences.

Since the introduction of the licensing framework, the Commission has conducted 810 assessments, resulting in 326 Full Licences and 1,778 Provisional Licences. This phased and structured approach facilitates continuous improvement and progressively brings HCEs into full alignment with regulatory and service delivery requirements.

22,910

Total registered HCEs

610

Newly registered HCEs this quarter

Licensing Drive

TOTAL (SINCE LICENSING)

REPORTING QUARTER

810

ASSESSMENTS CONDUCTED

108

ASSESSMENTS CONDUCTED

1,778

PROVISIONALLY LICENSED

359

PROVISIONALLY LICENSED

326

FULLY LICENSED

52

FULLY LICENSED

COMPARISON

EMERGENCY SAFETY PREPAREDNESS: A PROACTIVE REGULATORY INITIATIVE

Following the reported incident at Islamabad PIMS Hospital, the Commission took proactive measures to reinforce emergency preparedness and safety compliance by health care establishments throughout the province. Recognising the importance of a safe environment for patients, attendants, health care professionals and support staff, it issued an advisory directing HCEs — particularly hospitals and other high-risk facilities — to ensure strict compliance with prescribed fire and non-fire emergency safety requirements.

The advisory called on establishments to review and strengthen their emergency preparedness arrangements, and stressed institutional responsibility, regular safety checks, staff awareness and effective emergency response mechanisms.

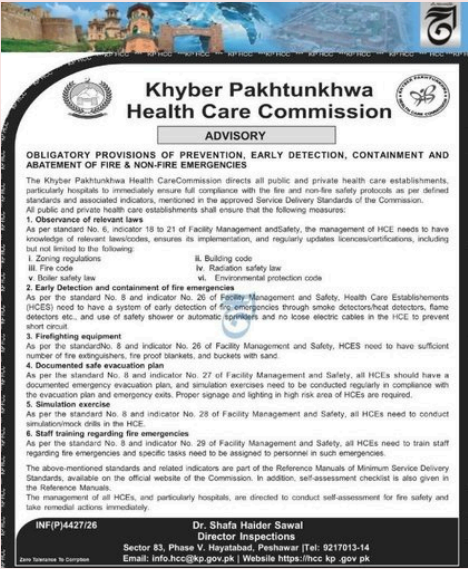
To reach beyond formal communication with HCEs, KP HCC disseminated the advisory and key safety messages through social media, newspaper advisories and television news coverage, creating wider awareness among providers, hospital administrations, health care professionals and the public. The Commission will continue to promote compliance through regulatory oversight, awareness initiatives and engagement with HCEs, fostering safer, more resilient and better-prepared facilities across Khyber Pakhtunkhwa.



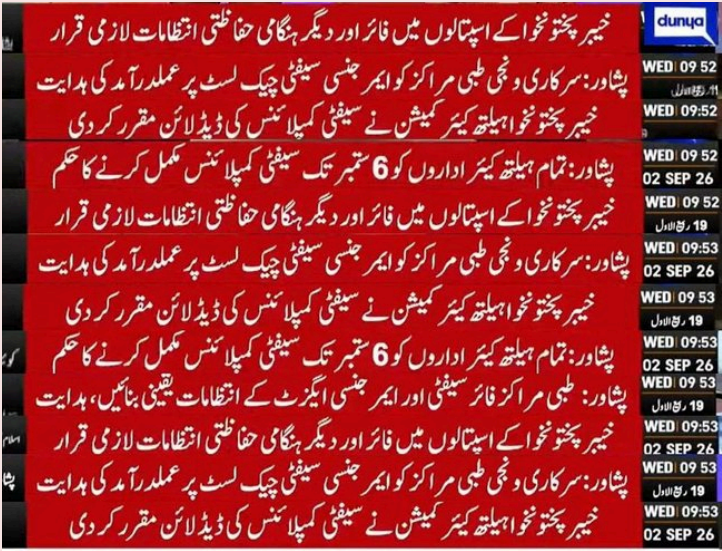
An inspection officer of the Commission checking a fire extinguisher



An inspection officer of HCC assessing fire safety measures in an HCE



Advisory published in Daily AAJ regarding fire safety measures



Tickers on Dunya News showcasing HCC's fire safety precautionary measures for HCEs

ADVISORY FOCUS AREAS

- ◆ Fire prevention & response
- ◆ Emergency exits
- ◆ Fire-fighting equipment
- ◆ Evacuation procedures
- ◆ Emergency signage
- ◆ Electrical & other hazards
- ◆ Non-fire emergencies

CEO OF THE COMMISSION EMPHASISES QUALITY STANDARDS FOR RELIABLE DIAGNOSTIC SERVICES

Chief Executive Officer of the Commission, Dr. Nadeem Akhtar attended the Certificate Award Ceremony at the Institute of Pathology and Diagnostic Medicine (IPDM), Khyber Medical University (KMU), as Chief Guest. The ceremony marked the successful completion of the first batch of the Certificate Course in Quality Management in Clinical Laboratories. The CEO distributed the certificates in the presence of Prof. Dr.Yasar Mehmood Yousafzai, Director IPDM, faculty members and students.

He congratulated the graduates, appreciated the course facilitators and IPDM management for introducing a specialised programme on quality management in clinical laboratory services, and highlighted that robust quality management systems are fundamental to accurate, dependable and timely diagnostic results that bear directly on clinical decision-making and patient safety.

Dr. Nadeem Akhtar underscored the distinction between actual and perceived quality, stressing that quality in clinical laboratories must be grounded in measurable standards, consistent processes, reliable results and a sustained commitment to patient safety, and encouraged graduates to translate their learning into practical improvements in their laboratories.



Dr. Nadeem Akhtar, Chief Executive Officer addressing the faculty and students during at IPDM, Khyber Medical University, Peshawar



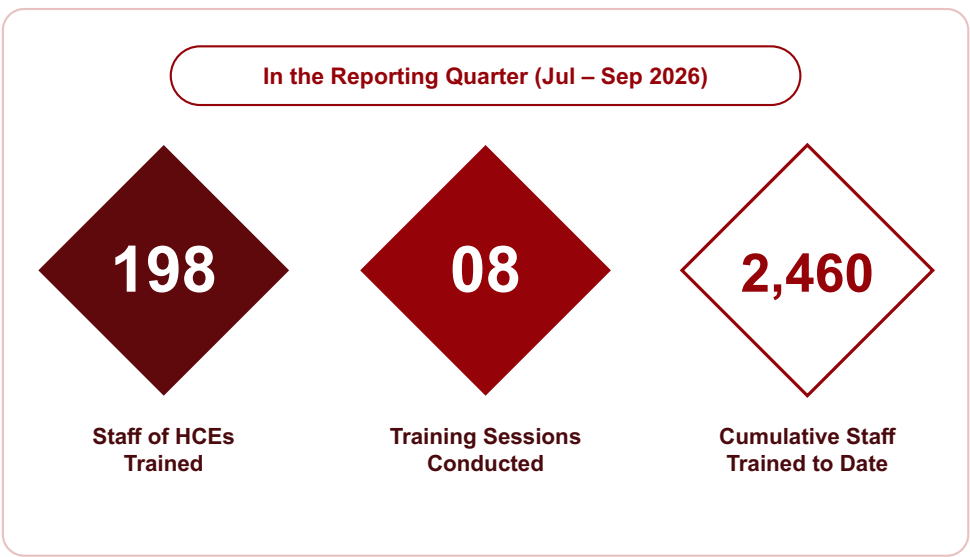
Glimpses of the Quality Standards Course organized by the Institute of Pathology and Diagnostic Medicine (IPDM), Khyber Medical University

ENHANCING QUALITY THROUGH TRAINING AND TECHNICAL ASSISTANCE

Licensing is a mandatory regulatory requirement under the Health Care Commission Act and provides the framework for ensuring compliance with prescribed quality and service delivery requirements. Recognising that regulation requires practical support as well as oversight, the Commission provides HCEs with guidance, reference materials and technical facilitation to help them understand and operationalise the Service Delivery Standards at the facility level.

Regular orientation and specialised training programmes are arranged for staff in different categories of HCEs across the province, to strengthen the knowledge, skills and competencies of the people who deliver and manage health care services. During the reporting quarter, KP HCC conducted 08 training sessions, reaching 198 health care professionals and support personnel from diverse clinical, managerial and administrative functions.

Sessions are interactive and practice-oriented, translating regulatory requirements into actionable practices that improve service delivery, patient safety and sustained compliance. Each session concludes with a dedicated question-and-answer segment, where participants raise implementation concerns and KP HCC trainers provide detailed, practical guidance — fostering a culture of continuous quality improvement across the health care sector in Khyber Pakhtunkhwa.



A trainer engaged with participants of different HCEs during an SDS training



A trainer engaged with participants of different HCEs during an SDS session



Group photo of the participants of different HCEs after completion of the session

AUDIT FINDINGS REVIEWED TO DRIVE INSTITUTIONAL REFORMS IN MTIs

The Khyber Pakhtunkhwa Health Care Commission conducted an independent third-party assessment of ten Medical Teaching Institutions (MTIs) through a private firm to evaluate their financial management. Subsequently, a high-level review meeting was convened to examine the key findings of the assessment and deliberate on recommendations for addressing the identified deficiencies and strengthening institutional effectiveness. The meeting was chaired by Mr. Khaliq ur Rehman, Provincial Minister for Health, Government of Khyber Pakhtunkhwa, and attended by Mr. Fayaz Ali Shah, Secretary Health. The Commission was represented by Dr. Nadeem Akhtar, Chief Executive Officer, and Mr. Javed Afridi, Chief Financial Officer. Representatives of the Boards of Governors of the respective MTIs, along with Hospital Directors and Finance Directors, also participated in the meeting. During the deliberations, participants undertook a comprehensive review of the audit findings and financial management practices. The key observations and identified areas of concern were discussed in detail, with particular emphasis on strengthening financial discipline, and enhancing accountability across the institutions. The meeting also deliberated on the development and implementation of a coordinated, time-bound action plan to address the audit observations and introduce necessary institutional reforms. In his concluding remarks, the Provincial Minister for Health underscored the importance of taking prompt and effective action on the audit findings. He directed all Hospital Directors to accord priority to the identified deficiencies, ensure implementation of the required corrective measures within the prescribed timelines, and establish appropriate follow-up and monitoring mechanisms to assess progress and ensure sustained institutional improvement.



Minister Health presiding the meeting of financial audit of MTIs; CEO HCC is also present in the meeting

CEO HCC VISITS KMH HOSPITAL TO REVIEW HEALTHCARE SERVICES AND PATIENT SAFETY

Chief Executive Officer, KP CC, Dr. Nadeem Akhtar, paid an official visit to the newly established Khyber Medical University Hospital (KMUH) to review healthcare services, quality assurance mechanisms and patient safety initiatives. He was accompanied by Medical Director Prof. Dr. Wazir Muhammad Khan and Prof. Dr. Yasar Mehmood Yousafzai, Director, Institute of Pathology and Diagnostic Medicine.

KMUH management briefed the CEO on the hospital's functions and its commitment to safe, accessible and quality care alongside medical education, professional development and research, including efforts to establish robust quality management and patient-centred care systems. The CEO appreciated these initiatives and underscored consistent adherence to regulatory requirements, high standards of patient care and safety, and a culture of continuous quality improvement.



CEO HCC with administrative staff of KMUH



The staff of KMUH briefing CEO HCC on the initiatives taken by the hospital

CONSULTATIVE MEETING ON OCCUPATIONAL SAFETY AND HEALTH FRAMEWORK

A consultative meeting on strengthening Occupational Safety and Health (OSH) practices in Pakistan's health care sector was held on 24 August 2026 at the Directorate General Health Services, Public Health Section, Khyber Pakhtunkhwa. It focused on implementing the newly developed national OSH framework across the health sector and translating national priorities into practical measures at the provincial level.

Stakeholders from the Commission, Lady Reading Hospital-MTI, Peshawar Institute of Cardiology, Bacha Khan Medical College-MTI Swabi, Social Security Hospitals, Peshawar Medical College, Environmental Protection Agency KP and the Labor Department reviewed existing gaps and implementation priorities. Dr. Uzma Syed, In-charge, Directorate of Quality, KP HCC, appreciated Dr. Huma of the International Labour Organisation (ILO) for her insightful presentation and stressed that OSH is an essential component of quality health care, calling for sustained technical and financial support to revise the SDS, strengthen institutional capacity and complete the Plan-Do-Check-Act cycle.



Dr. Uzma from KP HCC in a group photo with the participants of the meeting

ADVANCING DISEASE SURVEILLANCE SYSTEMS ACROSS KHYBER PAKHTUNKHWA

An inception meeting was convened in Peshawar on 16 September 2026 to advance disease surveillance and strengthen outbreak preparedness and response across Khyber Pakhtunkhwa. It brought together private clinical laboratories, the UK Health Security Agency, Public Health Laboratory KMU, KP HCC and the Public Health Section of the DGHS. The DGHS will serve as technical lead, while KP HCC, as regulatory authority, will facilitate the integration of private-sector laboratories into the surveillance system.

Recognising private laboratories as important data-generating partners, the initiative will promote timely, reliable and standardised reporting of health data under strict confidentiality and data protection. Dr. Uzma Syed underscored the collective commitment of stakeholders, stressing data confidentiality alongside accurate, timely information for public health action, and appreciated the Public Health Section, DGHS and the UK Health Security Agency for initiating the programme.



Dr. Uzma Syed from HCC addressing the participants of the disease surveillance inception meeting

STAKEHOLDER CONSULTATION FOR MENTAL HEALTH POLICY DEVELOPMENT

A consultative session on the National Policy Framework for the Pakistan Mental Health Policy (2026–2035) was convened in Peshawar on 17 September 2026. It was attended by the Honourable Minister for Health, Khaliq Ur Rehman, Dr. Uzma Syed, Deputy Director Quality and officials of the Director General Health Services, Khyber Pakhtunkhwa and Ministry of National Health Services, Regulations and Coordination (NHSR&C), academicians and mental health professionals.

Participants discussed the proposed framework, strategic priorities and key actions, with emphasis on adapting national directions to the needs and realities of Khyber Pakhtunkhwa and considering findings from national-level prioritisation meetings, to ensure a coordinated and context-sensitive approach.



Participants of the consultative session on the Mental Health Policy Framework for Pakistan 2026–2035

AWARENESS FOR SAFER, STANDARDISED HEALTHCARE

An awareness seminar titled “Why Licence?” was organised by the Commission in collaboration with Khyber College of Dentistry to enhance stakeholders’ understanding of the regulatory and legal framework governing HCEs in Khyber Pakhtunkhwa, focusing on licensing requirements and the role of Service Delivery Standards in promoting standardised quality services.

Prof. Dr. Nasir Shah, Dean Khyber College of Dentistry, welcomed the KP HCC delegation led by Dr. Shafa Haider Sawal, Director Inspections, and expressed the commitment of the institution to supporting SDS implementation for licensing. Dr. Shafa gave an overview of the Commission’s functions, legal mandate, regulatory responsibilities and licensing framework, followed by an interactive question-and-answer session.

The seminar formed part of ongoing stakeholder engagement and awareness initiatives of the Commission, aimed at promoting compliance and encouraging the standardisation of health care establishments across the province.



Dr. Shafa Haider Sawal, Director Inspections, addressing the participants regarding the scope of the HCC licence

COMPLAINTS MANAGEMENT AND ENFORCEMENT ACTIVITIES

Growing public awareness of patient rights and of safe, quality health care has led to a steady rise in complaints concerning health care services. The Commission has strengthened and operationalised its Complaints Management System, offering online and manual channels so that grievances are submitted, examined and resolved transparently, consistently and in a timely manner.

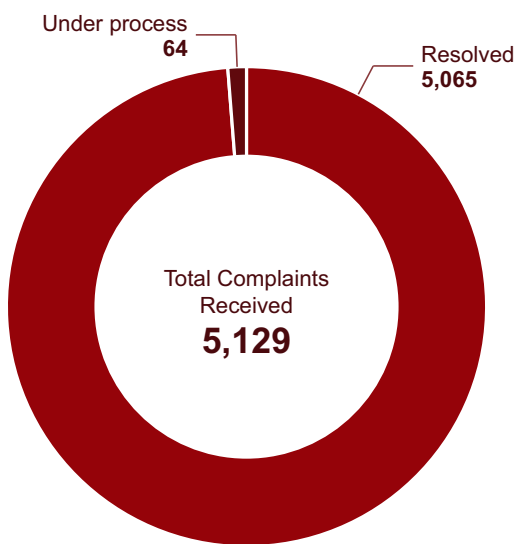
During the reporting quarter, 267 new complaints were registered through the KP HCC Online Complaints Portal, the Prime Minister’s Performance Delivery Unit (PMDU), the Chief Minister’s Ikhtiyar Awam Ka Portal and direct/manual submissions. During the same period, 203 complaints were investigated and disposed of. Since 2022, the Commission has received a cumulative 5,129 complaints, of which 5,065 have been resolved while 64 remain under process.

As part of enforcement and adjudication, Review Committee meetings were conducted to examine 953 cases. Following review and due process, penalties were imposed on 864 individuals and HCEs found in violation of regulatory requirements, and 520 HCEs involved in serious non-compliance were permanently sealed. These combined measures safeguard patient rights, strengthen regulatory oversight and enhance accountability across the health care system in Khyber Pakhtunkhwa.

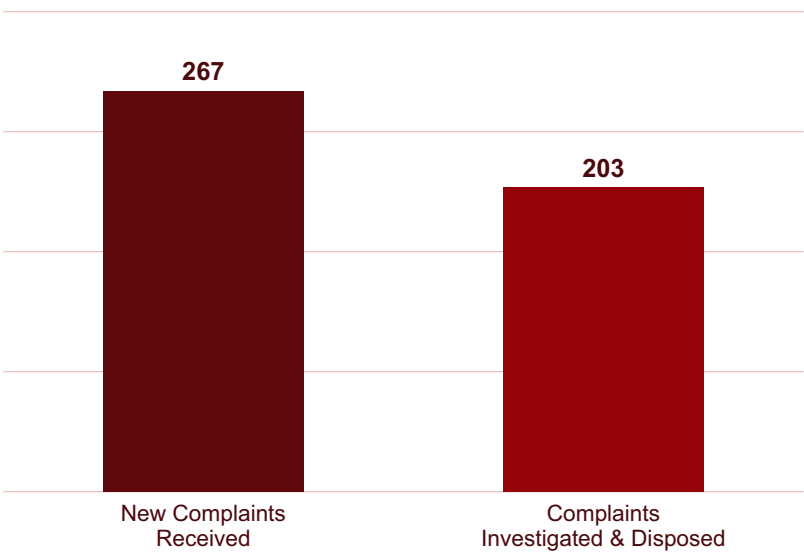


Mr. Mohsin Ali Turk, Director Legal Affairs, heading a review committee meeting

Complaints Status Since 2022



Complaints Status in the Reporting Quarter (Jul – Sep 2026)



HOW COMPLAINTS REACH THE COMMISSION



KP HCC Online Complaints Portal



Prime Minister’s Performance Delivery Unit (PMDU)



Chief Minister’s Ikhtiyar Awam Ka Portal



Direct / manual submissions

REGULATORY ACTION AGAINST UNAUTHORISED HEALTHCARE PRACTICES

Quackery continues to pose a significant challenge to public health and patient safety. The Commission has continued to strengthen comprehensive anti-quackery measures across the province, combining public awareness about the risks of unqualified and unauthorised practitioners and informed health care-seeking behaviour with regular inspections and enforcement. Sustained community engagement and public cooperation remain essential for lasting progress.

During the reporting quarter, 6,673 HCEs were inspected across the province. Following these inspections, 2,668 notices were issued to non-compliant establishments, while 1,465 HCEs were sealed for serious violations, including lack of registration and failure to meet prescribed standards of care.

Since 2022, a total of 53,140 HCEs have been inspected, resulting in 9,998 establishments sealed on various violations and 18,440 notices were issued. These sustained measures demonstrate continued commitment of the Commission to curbing unsafe and unlawful health care practices and safeguarding the people of Khyber Pakhtunkhwa.

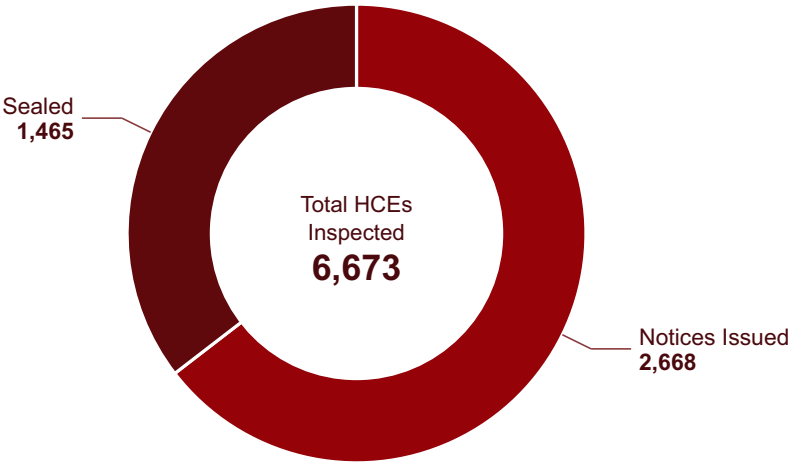


An inspection officer of the Commission sealing an illegal HCE

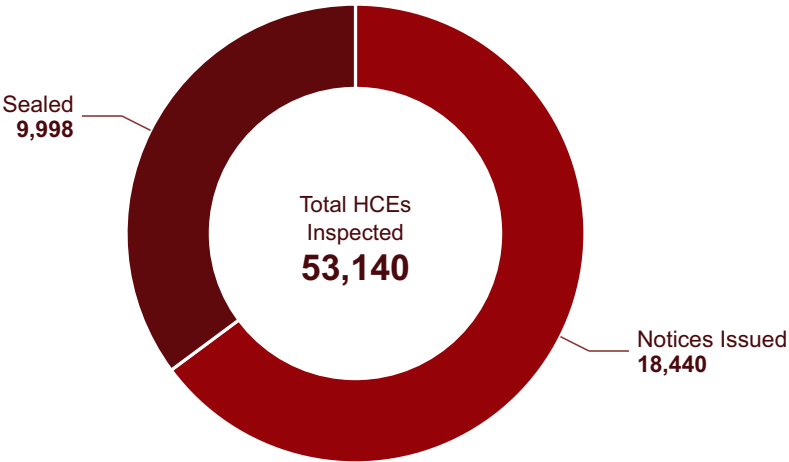


Field staff of KP HCC sealing illegal health care establishments

Inspection Outcome – July to September 2026



Inspection Outcome – Since 2022



PROVINCE-WIDE AWARENESS CAMPAIGN AGAINST QUACKERY

The Directorate of Inspections continued its province-wide awareness campaign against quackery, with inspection officers conducting seminars across districts for local communities, health care professionals, students and civil society. Participants were informed about the legal and regulatory framework governing HCEs, the adverse consequences of treatment from unlicensed practitioners and the Commission's enforcement initiatives, and were encouraged to verify the registration status of an HCE before obtaining care.

A seminar at Government High School, Bibyawar, Upper Dir, drew a large number of students and teachers, who expressed commitment to verifying the registration of HCEs with KP HCC before seeking treatment. At Government Centennial Model High School, Tehsil Daggar, District Buner, students showed keen interest in the campaign. A seminar on "Eradication of Quackery" at MMC General Hospital, Ring Road Peshawar, engaged house officers, paramedics and staff, with inspectors emphasising the role of paramedics in identifying and avoiding quackery and spreading awareness in their communities.



Anti-quackery awareness seminars for students, teachers and hospital staff

MEDIA-BASED AWARENESS AND STAKEHOLDER OUTREACH

Recognising the influence of mass media, the Commission continued to strengthen its media outreach during the reporting quarter, using various communication platforms to share information on patient rights, complaint avenues, the importance of seeking treatment from registered HCEs and enforcement measures against quackery and illegal medical practice.

Dr. Shafa Haider Sawal, Director Inspections, appeared on the AAJ News morning show “Aaj Pakistan with Sidra Iqbal,” discussing anti-quackery initiatives and action against unregistered aesthetic centres, and urging the public to verify the registration status of an HCE before obtaining care. Mr. Mohsin Ali Turk, Director Legal Affairs, highlighted the Commission’s regulatory role and its measures to control quackery on a NEO TV morning show. PTV also provided coverage and airtime for the Commission’s awareness initiatives.

Beyond television, leading print publications including Jang News, Daily Aaj and Daily Bayan, among others, carried KP HCC press releases and reports on anti-quackery seminars. This coordinated use of television and print media expanded the reach of the Commission’s messages and maintained regular engagement with stakeholders and the wider community.



Director Legal Affairs and Deputy Director Quality in a group photo at PTV KP headquarters



Director Legal Affairs participating in NEO TV's morning show



Director Inspections participating in AAJ News morning show



ہیلتھ کیئر کمیشن کا خیبر ڈیٹسٹری کلچ میں آگاہی سیمینار
پشاور (خبر نگار خصوصی) ہیلتھ کیئر کمیشن کے افادیت سے شرکاء کو آگاہ کیا، اس کے علاوہ ڈائریکٹر آف انسپکشن نے خیبر کالج آف عطائیت کے خاتمے کے لیے اٹھائے جانے والے اقدامات پر بھی روشنی ڈالی گئی۔ شرکاء کی ڈیٹسٹری میں ایک روزہ آگاہی سیمینار کا انعقاد کیا گیا۔ بڑی تعداد نے سیمینار میں شرکت کی اور کمیشن کے ڈائریکٹر انسپکشن ڈاکٹر شفاء حیدر ساوول نے نمائندگان سے مختلف نوعیت کے سوالات بھی کیے شرکت کی انہوں نے رجسٹریشن، لائسنسنگ کی

ہیلتھ کیئر کمیشن کی عطاء کیوں، غیر مستند طبی مراکز کی خلاف کاروائیاں تیز
چارسدہ، کوئٹہ، مہاراجہ آباد، مہاراجہ آباد اور مہاراجہ آباد میں مجموعی طور پر 601 طبی مراکز کا معائنہ کیا گیا۔
چکدرہ (تحصیل رپورٹ) کرشنہ روز خیبر بختونخوا، قانونی قاضیوں کی خلاف ورزی کے معاملے سے اپنا موقف پیش کریں۔ ترجمان کا کہنا تھا کہ خیبر بختونخوا ہیلتھ کیئر کمیشن کی جانب سے کی جانے والی تمام کارروائیاں خیبر بختونخوا ہیلتھ کیئر کمیشن ایکٹ 2015 اور اپنی کوئٹہ ریگولیشنز 2022 کے تحت عمل میں لائی گئی ہیں۔ انہوں نے کہا کہ کمیشن کا بنیادی مقصد شہریوں کو محفوظ، معیاری اور مستند طبی سہولیات کی فراہمی جتنی بنانا ہے اور اس مقصد کے حصول کے لیے کسی قسم کی غفلت یا غیر قانونی سرگرمی کو برداشت نہیں کیا جائے گا۔ عزم رحمان نے واضح کیا کہ عطائیت نہ صرف مریضوں کی زندگیوں کے لیے خطرہ ہے بلکہ یہ پورے نظام صحت کے لیے ایک سنگین چیلنج بھی ہے۔ غیر مستند افراد کی جانب سے شخصیات، علاج، ادویات کے استعمال اور طبی طریقہ کار میں مداخلت مریضوں کے لیے پیچیدگیوں کا باعث بن سکتی ہے۔ انہوں نے کہا کہ کمیشن کی ٹیمیں صوبے کے مختلف اضلاع میں مسلسل فیلڈ انسپکشن کر رہی ہیں اور جہاں بھی قوانین کی خلاف ورزی ثابت ہوگی۔

Press coverage of KP HCC activities in leading daily newspapers



QUARTER AT A GLANCE – JULY TO SEPTEMBER 2026



610

Newly registered HCEs



198

Health care staff trained



108

HCEs assessed for licensing



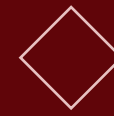
359

Provisional Licences granted



52

Full Licences granted



99%

Complaints received



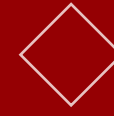
6,673

HCEs inspected



2,668

Notices issued



1,465

HCEs temporary sealed



935

Cases heard by the Ccommittee



864

Penalties imposed



520

HCEs permanently sealed

Penned by: Azm Rehman, Communication Officer

Reviewed by: Arsalan Ahmad Khan, Director Operations • Designed by: Salman Tahir, Deputy Director IT

