

## **IMPLEMENTATION PLAN FOR KHYBER PAKHTUNKHWA REPRODUCTIVE HEALTH CARE RIGHTS RULES/APPEAL RULES 2020.**

Since the beginning of the programme and upto devolution from Federal Government to Provincial Government there was no legal frame work for execution of the programme in its true spirit. The Population Welfare programme work on behavior change of people which is a very difficult task to be accomplished without a legal frame work. Keeping in view the above it was felt that there should be a law for coordination and implementation of policies among all the public sector as well as private sector departments/ organizations/Institutions, NGOs, INGOs and Civil Societies etc. Therefore work was started on framing the law for regulating all such public sector and private sector organizations, institutions and civil societies working in the field of Reproductive Health and Family Planning in Khyber Pakhtunkhwa.

2. The Khyber Pakhtunkhwa Reproductive Health Care Rights Act was initiated and approved in August 2020 and Rules/Appeal Rules were notified in August 2021. In pursuance of letter No.1(5)/2020/Admin dated 19/11/2021 a committee comprising of the following members worked on below mentioned ToRs in order to simplify the execution of Reproductive Health Care Rights Act/Rules:-

Director Technical	Chairperson
Deputy Director (Medical)	Member
Senior Women Medical Officer RHS Training Centre LRH Peshawar	Member
Assistant Director (Litigation)	Member
Assistant Director (Admn)	Member
Assistant Director (RHS)	Member/Secretary

### **Terms of Reference of the Committee**

- a. To develop implementation plan for Khyber Pakhtunkhwa Health Care Rights Rules 2020 and Khyber Pakhtunkhwa Health Care Rights (Appeal) Rules 2020.
- b. To develop formats for
  - i. Application form for registration (NoC).
  - ii. No objection certificate.
  - iii. Deposit fee challan.
  - iv. Application form scrutiny committee notification.
  - v. Standard terms and condition for registration (NoC).  
Summon/Departmental notice.

vi. Procedure for filling complaint.

c. Any other relevant issue.

3. Accordingly first meeting of the committee was convened on 24-11-2021, wherein the Act, Rules and Appeal Rules were examined thoroughly and it was pointed out that it is obvious from the nomenclature of the Act that Reproductive Health is itself a very vast subject which comprises the following main components.

- I. Comprehensive Family Planning Services for Female/Male.
- II. Maternal Health Care including safe motherhood and pre and post abortion care to avoid complications.
- III. Infant health care (New born to children upto one year old).
- IV. Prevention and management of RTIs/STIs and HIV/AIDS.
- V. Management of RH related issues of adolescents.
- VI. Management of other RH related issues of elderly women.
- VII. Management of RH related issues of men, including male involvement and prostate cancer.
- VIII. Management of infertility.
- IX. Screening/Early detection of breast and cervical cancers

4. The committee thoroughly discussed the act and keeping in view the component of Reproductive Health it was pointed out that the act cover overall the RH component including Family Planning and its execution would create complication as most of the RH components are dealt by Health Department. It was also pointed out that section 3 of the act assign powers and functions to the Department, but some of tasks belong to Social Welfare, Labour Department, Industries Department, Human Rights, Health Department, Higher Education, Elementary and Secondary Education, P&D Department, Auqaf and Local Government Department therefore function and power assigned to this department in light of Section 3 of Reproductive Health Care Rights Act 2020 and on ground relevancy of function to other stakeholders would question the feasibility of implementation of Reproductive Health Care Rights Act/Rules. Similarly in Reproductive Health Care Rights Rules 2020 Section-2 in definition chapter only include Director General Population Welfare and no mention of the Director General Health Services so during the implementation for taking action against the Paramedics, Medical Practitioners and Private Health Services Providers without the consent of DG Health Services and Healthcare Commission would create complications and action would become redundant. Therefore for proper/acceptable implementation of Reproductive HealthCare Rights Act 2020 and Rules, the department has to execute power and function under Section-3 of Reproductive HealthCare Rights Act 2020, through all concerned public sector organizations, civil society organization, private partnership and private organizations as mentioned in sub section-1 of section-4 Reproductive HealthCare Rights Act 2020.

5. During detail discussion it was proposed that we should go for amendments in the Act as well as in the Rule to assign the relevant task to the concerned Department, however keeping in view the lengthy process of amendment in the Act as well as in the Rules it was agreed upon unanimously that the Department must proceed for implementation of the Act as well as the Rules in the existing form. It was also pointed out that coverage of Section-4 of the Act authorized the Population Department to oversee the overall implementation of the Act and shall give effect to the provision herein through all concerned Public Sector Organization and also through Public, Civil Society Organization, Private Partnership and Private Organizations. In order to implement the Act and Rules in its true spirits the following points are proposed.

**1. Wide Publicity Through:**

- a. Electronic Media
- b. Print Media
- c. Social Media
- d. PWD Website
- e. Any other source

The committee was of the view that since its approval the Act nor the Rules have been publicized through electronic media, print media, social media and even through the website of the Department, so the general public, public sector/private sector as well as NGOs, INGOs, civil society organization are not aware of the Reproductive Health Act/Rules in its true meaning and implementation of sub section-1 of section-3 of Khyber Pakhtunkhwa Reproductive HealthCare Right Rules would not be fruitful. Therefore the committee suggest that PME section shall in collaboration with the Electronic media, Print media, Social media, Websites of PWD and may utilize any other source of communication for operationalization, implementation and enforcement of this Act as already envisaged in Sub Rule-4 of Section-4 of the Reproductive HealthCare Rights Act, 2020.

**2. Circulation of Khyber Pakhtunkhwa Reproductive HealthCare Rights Act 2020 alongwith Reproductive HealthCare Rights Rules amongst all Administrative Secretaries, Head of attached departments, Registrar Judicial, All Session Judge, Additional Chief Secretary Khyber Pakhtunkhwa, Inspector General of Police, Principal Secretary to Governor, Principal Secretary to Chief Minister, for information, coordination and further necessary action.**

It was also revealed during discussion that even the Rules have been circulated to all the Administrative Secretaries, Additional Chief Secretary Khyber Pakhtunkhwa, Principal

Secretary to Governor, Principal Secretary to Chief Minister, for information, coordination and further necessary action. However the committee proposes to re-circulate amongst the above including Head of attached Departments, Registrar Judicial, All Session Judges and Inspector General of Police etc, through Admn section.

### **3. To arrange dissemination seminar for all concerned departments.**

During discussion it was informed that although the above points are fruitful for awareness of public sector, however a one day seminar of all the concerned/relevant department would be more useful for sharing views regarding their respective role assigned under the Reproductive HealthCare Rights Act, 2020 and any issue to be faced during the execution. The committee proposed to arrange the said seminar through PME Section.

### **4. To arrange one day training for Inspectors (DPWOs), Directors & Deputy Directors, DDPWOs (Technical), Assistant Directors and Pharmacist of PHQr.**

As the inspection/investigation and filing of cases are very complicated procedures and need technical expertise as mentioned in Section-8, 9 and 10 of Reproductive HealthCare Rights Act, 2020. The committee realized the need for training of inspectors and other officers if deem appropriate by the competent authority.

### **5. A committee may be constituted for scrutiny of complaint submitted by Inspector comprising the following:-**

Chairman	Director General
Member	Additional Director General
Member	Director Technical
Member	Director (Admn)
Member/Secretary	Deputy Director (Medical)
Member	Pharmacist
Member	AD (litigation)

ToRs of the Committee.

- i. To Analyze complaint along with entire evidence brought on record.
- ii. To recommend necessary action on complaint.
- iii. Referring of the complaint to the relevant department in case of action on their part as per section 12 of Khyber Pakhtunkhwa, Reproductive HealthCare Rights Act 2020.

## **6. Procedure for obtaining No Objection Certificate (NoC) under section 3 of Reproductive Health Care Rights Rules 2020.**

An organization or institution that intends to work in FP/RH, shall obtain No Objection Certificate from the Department before its registration with the relevant forum. Similarly organization/Institution in Private Sector already working in the field of FP/RH shall obtain No Objection Certificate within 60 days after commencement of this Act. In case of non compliance the Department shall recommend to the relevant forum in the prescribed manner for cancellation of Registration. For obtaining NoC the organization/institution shall submit application form to the Director General as per **annexure-A**.

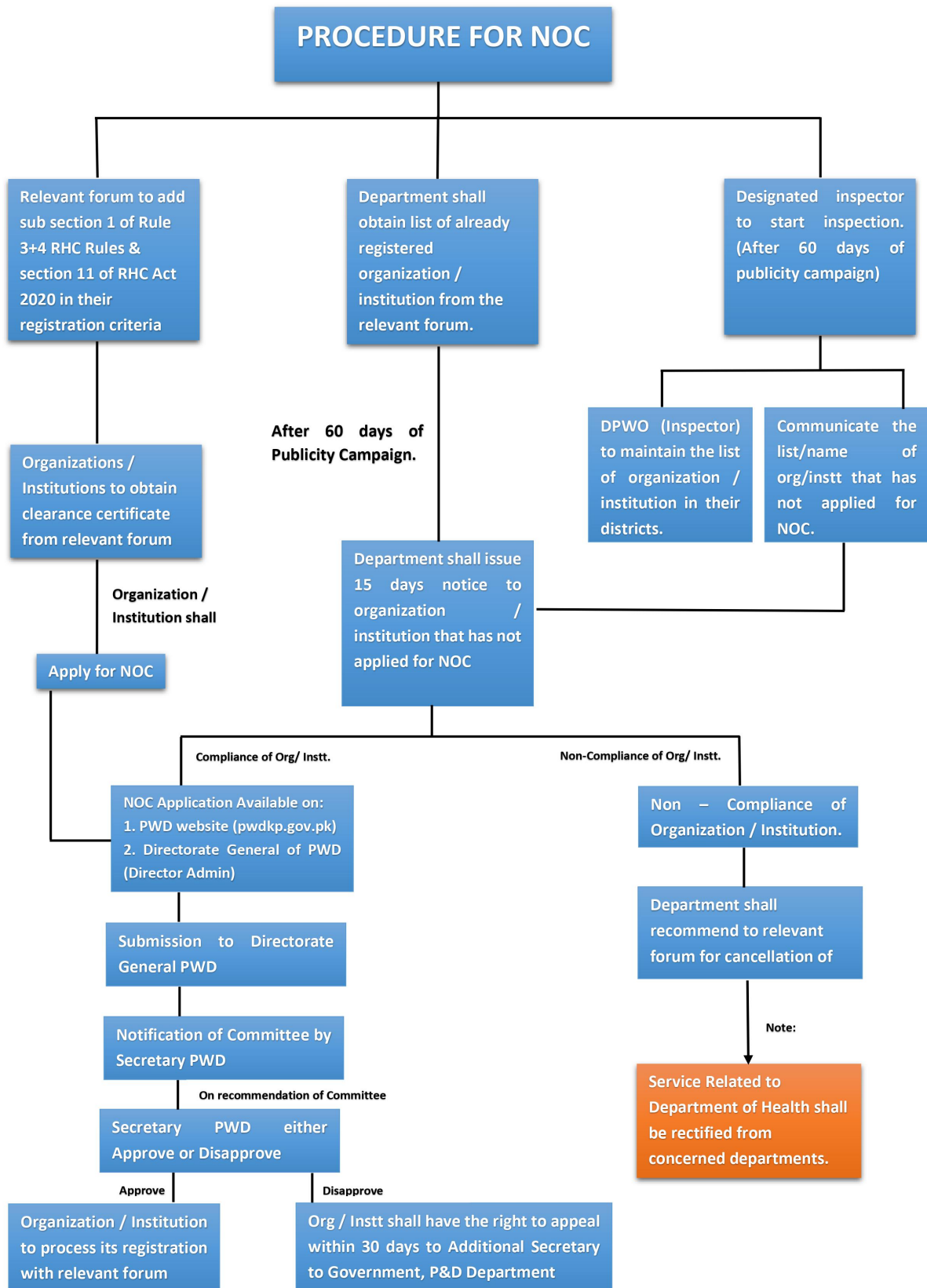
All the relevant departments must be informed that the Registration of such Organization/Institution will be subject to provision of NoC by the Population Welfare Department. Moreover, Department of Health is required to issue clearance certificate for services that fall under its domain. The relevant department will be required to process the registration as per its set criteria, on the completion of their scrutiny work they will issue clearance certificate to the Organization/Institution which would be mandatory for the processing of NoC in the department.

### **6.1 Procedure for Grant of No Objection Certificate and Recommendation for Cancellation of Registration under Rules 3 & 4 of Reproductive HealthCare Rights Act 2020.**

#### **Issuance of NOC**

- A. The relevant forum (Social Welfare Department, Home Department & labour & Industries Department) with whom the Organization/Institution is applying for registration shall add section 11 of Reproductive HealthCare Rights Act, sub section 1 of rule 3 & rule 4 of Reproductive HealthCare Rights Rules, 2020 in its registration criteria.
- B. Department to obtain list of already registered organizations/institution (from Social Welfare Department & Labor & Industries Department)
- C. After 60 days of Publicity Campaign, the Designated Inspectors of the Department shall start inspection of Organizations/Institutions already working in the field of Reproductive Health/Family Planning in their respective districts (especially for NOC).
- D. DPWOs/DHOs to maintain and update the list of organization/Institution working in the field of Reproductive Health/Family Planning in their respective district offices.
- E. Department shall issue 15 days Departmental Notice to the organization/Institution that has not applied for NOC (After 60 days of Publicity Campaign) under sub section.

- F. 2 of section 11 Reproductive HealthCare Rights ACT 2020 & sub section 2 of rule 4 Reproductive HealthCare Rights Rules (**Annexure-B**).
- G. The Organization/Institution whether already registered or applying for the first time for registration shall download the application for NOC from PWD Website or obtain it from Director Administration of Directorate General of PWD. The application form shall be submitted alongwith Fee challan of rupees 1000/- (**Annex-C**) to the Director General of PWD (Director Admn),clearance certificate issued by the relevant forum and the required document as per sub section-2 of rule-3 Reproductive HealthCare Rights Rules 2020.
- H. The Secretary PWD shall notify scrutiny committee for scrutiny of NOC application submitted by Org/Inst. (Dy. Secretary, Director Technical, and Pharmacist) **Annexure-D**.
- I. On receipt of report of committee so constituted, the Secretary either approve or regret the application.
- J. After approval of application, the Department shall issue NOC with standard terms and conditions (**Annexure-E**).
- K. Dy. Secretary shall be the custodian of all particulars related to NOC with information to the Director General of PWD and will maintain a proper record in his office.
- L. The Organization/Institution after obtaining NOC from PWD shall process its registration with the relevant forum in prescribed manner as per law
- M. The PWD NOC shall envisage only the provision of quality RH/FP services.
- N. This NOC shall not be considered as replacement for registration with the relevant forum.



## **6.2 Cancellation of Registration**

In case of non-compliance to get NOC within fifteen days of issuance of Departmental Notice, the Department shall recommend the case to the relevant forum for cancellation of registration along with copy of departmental notice under Rule 4 of RHCR Rules 2020.

## **6.3 Procedure for Inspection/Investigation of Reproductive HealthCare Facilities under Section 8, 9 & 10 of Reproductive Health Rights Act, 2020.**

- A. The Department to appoint inspectors (DPWOs, DDPWO Tech/non tech, Pharmacist) for
  - i. Routine inspection
  - ii. investigation of complaints
- B. Orientation Training of inspectors, directors and deputy directors of PWD.

### **Routine Inspection:**

- i. Inspector shall inspect the Reproductive Health Center facility in line with section 8 and 9 of Reproductive HealthCare Rights Act 2020.
- ii. Inspector shall inspect availability and display of NOC under section 11 of Reproductive HealthCare Rights Act 2020.
- iii. The Inspector shall inspect provision of quality services through check list **Annex-F**.
- iv. Inspector shall share report with directorate General of PWD.
- v. The Director General PWD to constitute committee for scrutiny of the report submitted by the inspector (**Annexure-G**).
- vi. The committee shall submit report along with recommendation to the Secretary PWD.
- vii. The Secretary PWD shall order an investigation to be conducted in the matter if required.
- viii. Necessary resources shall be made available by the Department in conducting necessary investigation .
- ix. The inspector shall conduct investigation in order to ascertain that whether violation in the provision of Act /Rules has taken place and shall submit report to the department within prescribed time.
- x. The scrutiny committee will analyze the report alongwith evidence collected by the Inspector during inspection and will recommend appropriate action against the Organization/Institution.
- xi. If violation in provision of any Act/ Rule has been proved then the Secretary PWD either forward written recommendation in the matter to the concerned authority OR issue instructions to the concerned inspector to file the case against public/private RHC facility/accused/orgnization/Institution in the court of first class magistrate.



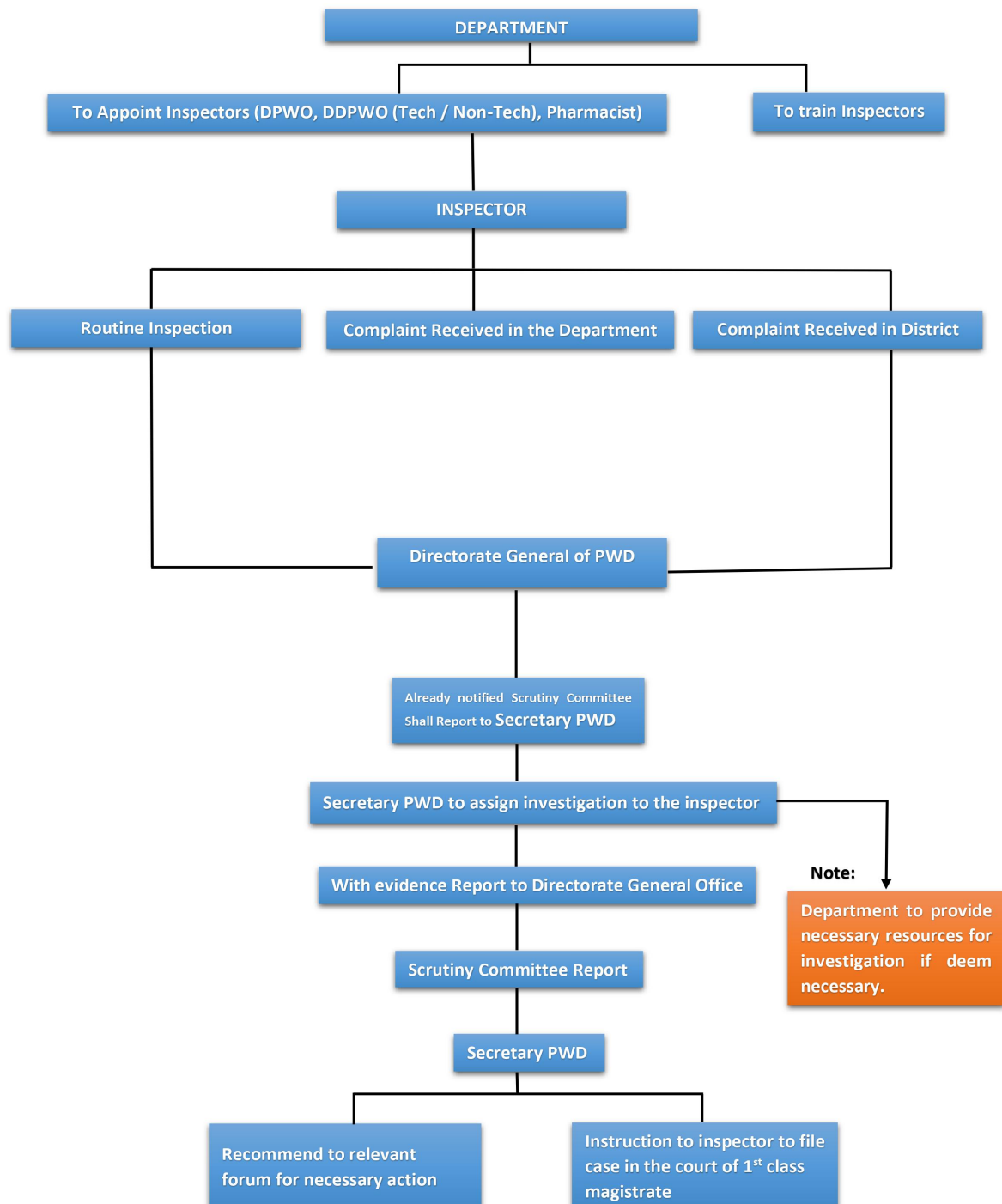
#### **6.4 Complaint received in the Department:**

- i. Department to assign the investigation in the matter to inspector
- ii. Inspector to investigate the matter and shall submit report to the Department within 14 days.
- iii. The Director General PWD to constitute committee for scrutiny of the report submitted by the inspector
- iv. The Department shall proceed in already prescribed manner.

#### **6.5 Complaint received in DPWO Office:**

- i. DPWO shall forward complaint to the Department.
- ii. Department shall depute inspector for the matter.
- iii. The inspector to investigate the matter accordingly and shall submit report to the department.
- iv. The department shall proceed in the matter according to already prescribed manner.

**PROCEDURE FOR INSPECTION / INVESTIGATION OF  
REPRODUCTIVE HEALTH / FAMILY PLANNING FACILITY**



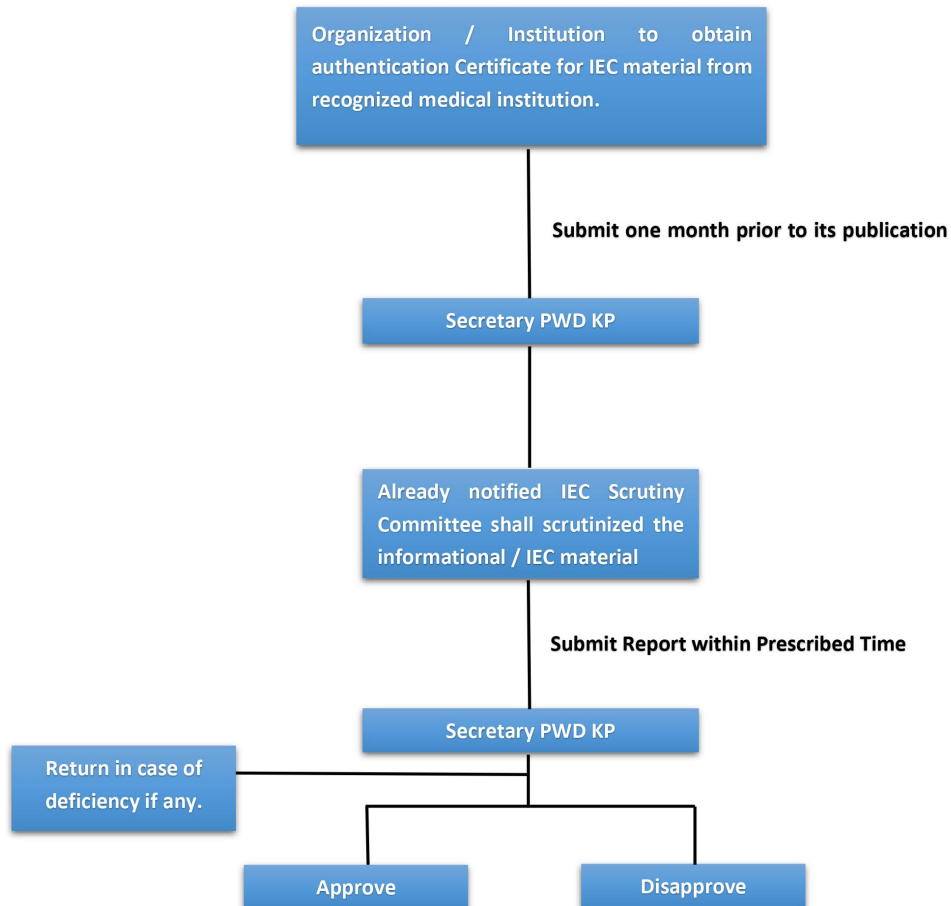
## **6.6 Procedure for Filing of complaints under section-10 of Reproductive HealthCare Rights Act, 2020.**

1. On report of inspector or any information given to the inspector regarding commission of an offence under Khyber Pakhtunkhwa Reproductive Health Care Right Act 2020 must be communicated to the Department for obtaining prior approval for investigation of the complaint.
2. The Directorate General Population Welfare after receiving complaint from inspector shall examine thoroughly through scrutiny committee and forward approval to the inspector for conducting investigation if necessary.
3. The inspector after obtaining Approval from the department starts investigation in light of complaint and submits comprehensive report within seven days and if not possible then with grace period of 3 days to the Directorate General along with evidence which collected during investigation. The Directorate General will further analyze the evidence in light of complaint and determine the fitness of complaint for further necessary action or otherwise. The scrutiny committee may also recommend the case to the relevant forum for remedial action or as the case may be.

## **7. Procedure for Submission of material under rule 5 of Reproductive Health Care Rights Rules 2020**

1. An organization / institution shall submit copies of informational material/IEC material alongwith authentication certificate from recognized medical institution to the department at least one month prior to its publication for verification.
2. The department shall notify the scrutiny committee for verification of informational/IEC material Annex- H
3. The committee shall submit the report within three months of submission of material and after verification the department shall give assent to the organization for its publication.
4. Review and updating of existing IEC material shall be carried out on yearly basis by the department if required.

## PROCEDURE FOR CLEARANCE OF IEC MATERIAL



**8. Procedure for Filing of Appeal under Reproductive HealthCare Rights Appeal rules.**

1. Any person punished/sentenced by a Court under this Act may prefer an appeal in the prescribed manner to the Court of Session within thirty days against the decision of the Magistrate and to the High Court against the decision of the Court Session, as the case may be.
2. Every appeal shall be in the form of petition and signed by the appellant or his authorized representative in accordance with the provision of the code (criminal procedure code).
3. The appeal shall be concisely and constructively number under the distinct head, the grounds of objections of the impugned order, shall be provided therein but shall not contain any argument or narrative.
4. **Documents to be filed with Appeal** : Every Appeal shall be accompanied by:-
  - a. A certified copy of the impugned order:
  - b. The document on which reliance has been made in the Appeal: and
  - c. Where an appellant is represented by an authorized representative, the written authorization in his favour duly signed by the appellant:
4. The appellant shall submit one extra copy of the Appeal in addition to the copies for each of the respondents and each copy of Appeal shall be certified by the appellant or his authorized representative to be in conformity with the original Appeal.

Assistant Director (RHS)  
Member/Secretary

Assistant Director (Litigation)  
Member

Assistant Director (Admn)  
Member

Deputy Director (Medical)  
Member

Senior Women Medical Officer  
RHS Training Centre LRH .  
Member

Director Technical  
Chairperson.

## **Annexure-A**



Government of Khyber Pakhtunkhwa  
Directorate General Population Welfare Department  
Plot No.18, Sector E-8, Phase-7, Hayatabad, Peshawar

\*\*\*\*\*

\*\*

### **Application form for No Objection Certificate (NoC)**

Under Section -3 sub rule-2 of Khyber Pakhtunkhwa, Reproductive Healthcare Rights Rules, 2020, an Organization or institutions, shall be required to make an application for No Objection Certificate to the Director General.

*Please Note: - You are required to fill in all Sections, if a Section is not applicable to your Organization/Institution kindly indicate N/A.*

Organization/Institution hereby apply for issuance of NoC for commencement of services in the field of RH & FP.

1. Name of Organization/Institution	
2. Address of Organization/Institution	
3. Telephone No. of Organization	
4. Contact No. of Head of Organization	

5. Contact No. of Focal Person of the Organization	
6. Email Address	
7. Nature of Organization/Institution National/International/CSO/Public Sector/Public Private Partnership/Profit or non Profit Organization	
8. Brief description of services	
9. Source of funding	
10. Applying for first time for NoC (yes/no)if yes then provide clearance certificate from the relevant forum	
11. Applying for renewal of NoC. (yes/no)	
12. Detail of Project/Activities with location to be executed by the Organization	
13. Years of experience in specific field	
14. The Department with whom Organization/Institution is supposed to be entered into Registration	
15. Particulars of Registration (in case of already registered Institutions/Organization	
16. Detail of Districts selected for commencement of activities in the field of RH/FP	
17. Application fee of Rs.1000/- deposit challan	
18. Memorandum of association of the Organization/Institution	
19. List of the office trustees or office bearers alongwith their profiles	
20. List of attested copies of professional	

and academic qualification of service provider.	
21. Photographs and copies of CNICs of the trustees or office bearers	
22. Last 03 years audited report from recognized forum, in case of the existing organization or institution	
23. Last year performance or progress report	
24. Certificate of Registration issued by the relevant forum	
25. Annual Work Plan of the Project	

I do hereby solemnly affirm and declare that the information given in the application is true and correct as per record and nothing has been concealed.

Signature:-\_\_\_\_\_

Name of Applicant/Organization:-\_\_\_\_\_

Contact No:-\_\_\_\_\_

CNIC No:-\_\_\_\_\_



## **Annexure-B**



GOVERNMENT OF KHYBER PAKHTUNKHWA  
POPULATION WELFARE DEPARTMENT  
2<sup>ND</sup> FLOOR, A-BLOCK ABDUL WALI KHAN MULTIPLEX,  
CIVIL SECRETARIAT, PESHAWAR  
PHONE NO.091-9211535 FAX NO.091-9223622  
\*\*\*\*\*



### **DEPARTMENTAL NOTICE**

Under section 04 sub-rules 01 & 02 of Reproductive Health Care (RHC) rules 2020, it is mandatory for each Organization/Institutions to obtain No Objection Certificate (NOC) from Population Welfare Department for providing services in the field of Reproductive Health and Family Planning in Khyber Pakhtunkhwa. Wherein it has been noticed that your Organization/Institutions is providing the said services without a valid NOC which is a clear violation of sub section 1,2 & 3 of section 11 of the Khyber Pakhtunkhwa Reproductive Health Care Rights Act 2020. The No Objection Certificate (NOC) must be obtained from this department within 15 days positively. In case of non compliance the department shall recommend the case to \_\_\_\_\_ for cancellation of your registration/licenses as the case may be as per law.

Sd/-

Secretary to Gov. of Khyber Pakhtunkhwa  
Population Welfare Department

Copy forwarded to:

1. Director General Health with request to take immediate necessary action please.
2. PS to Secretary Health.
3. PS to Secretary Population Welfare Department.
4. PS to Director General Population Welfare Department.

Section Officer (General)

**Annexure-C**

PR 4952

To

THE MANAGER, STATE BANK OF PAKISTAN, Peshawar

Dated \_\_\_\_\_

Received from the bearer \_\_\_\_\_

The Sum of Rs \_\_\_\_\_ to be credited to Government account under the head CO

Major Object – C03-receipt from civil, Major Object –C038-Other Administration,  
Detail Object –C03829.

On account of No Objection Certificate (NOC) Khyber Pakhtunkhwa Reproductive  
Health Care Rights Act 2020.

Manager

Signature and full official designation of the

Officer order the money to be paid in

Note: The Bank Agent is instructed not to receive money unless both portion of the invoices are carefully and clearly filled in

\*\*\*\*\*

Note: Necessary modification may be incorporated by Account Section of PWD.

### **Annexure-D**

#### **Application form scrutiny committee notification.**

#### **NOTIFICATION.**

No \_\_\_\_\_. The competent authority is pleased to constitute the following scrutiny committee to examine the contents of application form for NOC submitted by \_\_\_\_\_ alongwith necessary documents in lying with sub rule 2 of rule 3 Khyber Pakhtunkhwa Reproductive Health Care Rights Act 2020.

1. Deputy Secretary Population Welfare Department (Chairperson).
2. Director Technical (Secretary).
3. Pharmacist (Member).

#### **Terms of Reference**

1. Scrutiny of application forms of NOC alongwith all enclosures.
2. To examine the services (RH/FP) offered by Organizations/Institutions are in line with Reproductive Health Care Rights Act 2020.
3. To proposed for approval/disapproval of NOC on the basis of finding.

Or

To submit the report fortnight with recommendation for approval/disapproval of NOC on the basis of findings.

4. To physically verify the services where deem necessary in case of already registered/functional organizations/institutions.
5. To ensure the availability of clearance certificate from relevant department with whom its registration is in process.
6. To propose for clearance certificate from the concerned department to where organization is supposed to enter into MOU for FP/RH.
7. Any other issue related to the subject

## **Annexure-E**



GOVERNMENT OF KHYBER PAKHTUNKHWA  
POPULATION WELFARE DEPARTMENT  
2<sup>ND</sup> FLOOR, A-BLOCK ABDUL WALI KHAN MULTIPLEX,  
CIVIL SECRETARIAT, PESHAWAR  
PHONE NO.091-9211535 FAX NO.091-9223622  
\*\*\*\*\*



### **NO OBJECTION CERTIFICATE**

#### **TO WHOM IT MAY CONCERN**

The competent authority is pleased to issue No Objection Certificate (NOC) today on \_\_\_\_\_ in respect of Organization/Institution vide their application No. \_\_\_\_\_ dated \_\_\_\_\_ and shall expire on \_\_\_\_\_.

The Organization/Institution shall undertake the provision of Reproductive Health & Family Planning Services in Districts of Khyber Pakhtunkhwa in line with Reproductive Healthcare Rights Act & Rules 2020.

The issuing authorities reserve the right to cancel the NOC if the above mentioned Organization/Institution has been found in contravention with Reproductive Healthcare Rights Act & Rules 2020.

Sd/-

Secretary to Govt. of Khyber Pakhtunkhwa  
Population Welfare Department

#### **Terms and Conditions**

1. The No Objection Certificate (NOC) for activity shall be considered expired on completion of prescribed time mentioned in NOC.
2. The Organization/Institution shall apply for renewal of NOC 60 days prior to the expiry of valid NOC.
3. The issuing authority reserve the right to cancel the NOC if above mentioned Organization/Institution has been found in contravention with Reproductive Healthcare Rights Act & Rules 2020.
4. The Organization/Institution shall display NOC at a conspicuous place.

5. The Organization/Institution shall submit Annual Project/Performance Report to the Department.
6. The Organization/Institution shall submit Project activity completion report upon completion of project to the Department.
7. List of Reproductive Health and Family Planning Services providing by Organization Institutions.
8. Professional qualification of service providers alongwith academic documents must be made available.
9. The Organization/Institution shall provide the services at the prescribed rates.
10. The Organization/Institution shall display the price list of services to be provided at prominent place.
11. The Organization/Institution shall provide quality FP services.
12. The Organization/Institution shall not carried out illegal practices.
13. This NoC shall not be considered as replacement of registration.
14. The Organization/Institution is required to obtain its registration certificate from relevant forum for execution of services as per law.
15. The Organization/Institution shall abid by the rules frame under the Reproductive HealthCare Act 2020.

Section Officer (General)  
Govt. of of Khyber Pakhtunkhwa  
Population Welfare Department

**Check List for Provision of Quality Family Planning Services**

**Quality of Care**

Quality of Care (QoC) is a client-centered approach to provide high-quality health care as a basic human right; it is considered a critical element of FP/RH services.

It has been promoted by all stakeholders in the public and private sectors as well as by NGOs, as affirmed at international conferences. High-quality services ensure that clients receive the care that they deserve. Furthermore, providing better services at reasonable prices attracts more clients, increases the use of FP methods, and reduces the number of unintended pregnancies.

Improving QoC for clients means understanding their cultural values, previous experiences, and perceptions of the role of the health system, and then bringing RH services providers and the community together to map out a shared vision of quality. Similarly, enhancing the Quality of care (QoC) given by health care providers requires identifying their motivations, addressing their needs (including general administrative and logistical support), and helping them to better understand and address clients concepts of quality. Creating a shared vision for improved Quality of Care (QoC) requires that programme managers, services providers, researchers, and consumer advocate the idea that quality matters. Given time and effort, the ongoing attempt to improve the QoC will translate into services that meet minimum quality standards and satisfy the needs of clients and providers to bridge the gap of unmet need.

**Elements of Quality**

**Choice of FP method** refers both to the number of methods offered on a reliable basis and to their intrinsic variability. The methods offered serve significant subgroups as defined by age, sex, contraceptive intention, lactation status, and health profile.

Information given to client refers to the information imparted during service contact that enables clients to freely choose and use contraception with satisfaction.

**Technical competence** involves factors such as the skill of the health care provider, observance of protocols, and meticulous asepsis required for dispensation of clinical methods.

**Inter-personal relations** are the personal dimensions of service provision.

**Mechanisms to encourage continuity** indicate a programme's interest and ability to promote continuity of contraceptive usage.

**An appropriate constellation of services** refers to the location of FP service delivery points at a given locality and their referral linkage.

**ISO Certification**

During 2004, the Standing Committee of the National Assembly desired that service delivery points of the Population Welfare Programme have ISO Certification so that their QoC would be recognized at par with the international standards and protocols. The Programme's network of outlets is mandated to deliver FP services, keeping special focus on QoC. Quality assurance is regularly monitored at district, provincial and federal levels.

### **List of Quality of Care indicators**

#### **Provider**

- Demonstrates good counseling skills.
- Treats client with respect/courtesy.
- Assures confidentiality.
- Asks client about reproductive choice.
- Discusses client's preference among contraceptive mix.
- Discusses methods for preventing pregnancy and STIs/RTIs, HIV/AIDS, and hepatitis through proper use of barrier methods.
- Tailors key information on the accepted method, explaining its use, side effects, and possible complications.
- Gives instructions on when to return for follow-up.
- Follows infection prevention and control procedures according to guidelines.
- Recognizes/identifies contraindications, consistent with guidelines.
- Performs clinical procedures according to guidelines.

#### **Staff (other than provider)**

- Treats clients with respect.
- Provides relevant information to assist clients in using the facility.

#### **Client**

- Participates actively in discussion and selection of method.
- Receives his or her method of choice.
- Believes the provider will keep his or her information confidential.

#### **Facility**

- Has all (approved) contraceptive methods available, with minimum stock for 3 months.
- Has basic equipment/items needed to deliver of methods offered by the facility (including sterilizing equipment, gloves, blood pressure apparatus, specula, adequate light source adequate water supply, and sewerage).
- Ensure privacy for pelvic examination/IUCD Insertion.
- Has sufficient flexibility to make local-level changes based on client feedback.
- Should undergo periodic supervisory visits within a certain pre-determined period.
- Has adequate storage of contraceptives and medicines (away from moisture, heat, direct sunlight) on premises.
- Follows standard clinical guidelines.



## Check List for Inspectors

## Annexure-G

### Population Welfare Department, Khyber Pakhtunkhwa

Name of the Supervisor:-	List of key staff interviewed:	
Name of the facility:-	Name:	Designation
Type of facility:-	Name:	Designation
Address of the facility:-	Name:	Designation
Date of visit:	Name:	Designation

General information				
General information	Yes	No	Number of clients/Patients	Remarks
Availability of NoC issued by PWD				
Availability of Registration Certificate of relevant forum				
No. of Women/Girls/Men/Couples attending the facility for RH Services/per day				
No. of Women/Girls/Men/Couples attending the facility for RH Services/per month				
No. of Referral cases for other Services per month				

### Facility providing Reproductive Health Services

RH component	Yes	No	Full range of Service/Partial	Remarks
Comprehensive Family Planning Services for Female/ Male				
Maternal Health Care including safe motherhood and pre and post abortion care to avoid complications				
Infant health care (New born to children upto one year old)				
Prevention and management of RTIs/STIs and HIV/AIDs				
Management of RH related issues of adolescents				
Management of other RH related issues of elderly women				
Management of RH related issues of men, including male involvement and prostate cancer				
Management of infertility				
Screening/Early detection of breast and cervical cancers				

Infrastructure	Yes	No	Remarks
Protected space for examination (Private room, privacy screen, curtains)			
Emergency observation or inpatient beds available			
Waiting place for clients/patients			
Toilet facility for clients/patients			
Health facility/RH facility have water supply for routine activities			
Lab facility available			
Guidelines regarding RH components available			

Registers	Yes	No		Remarks
Patient/client (RH/ANC/PNC/STI/FP) Register				
Referral register				
Equipment register				
Medicines/Contraceptives register				
Reporting mechanism exists and consistent between the clinic and the central organization				
Human Resource	Number	Trained	Not trained	Remarks
Total trained Gynaecologist or WMO/shift				
Total trained Pediatricians or MOs/ shift				
Total trained Paramedics (FWW/FWC/FTO/ LHV/CMW/LHW/Nurse/Theatre Nurse) per shift				
Total support staff				

Infection Control items	Yes	No	Remarks
Facility has designated area with proper sink used instruments' processing			
Facility has a toilet for patients and another one for staff			
Facility has a sterilizer or hot oven with a working temperature gauge that is in good working condition			
Facility has sharp box at each medical procedure sit			
Facility has covered, labeled waste bin and yellow bags for medical waste segregation at each medical waste generation site			
Facility has liquid soap or any kind of hand wasting disinfectant solution			
Facility has enough antiseptic solutions to follow the IP protocol (Enzymatic decontamination detergent/ solution liquid detergent for			

cleaning , and chlorine solution for surface cleaning			
Facility has three separate containers marked for decontamination, washing, and rinsing			
Facility has sufficient number brushes of different sizes, towels, and racks for instruments cleaning and drying			
HLD (high-level disinfected), surgical and disposable gloves of good quality			
Facility has the capacity to provide sheet underneath the clients when examined			
Facility has an incinerator for medical waste treatment within the facility			
Facility has proper active arrangement for medical waste transport and disposal at least once a week with an authorized institutions			
Instructions on hand washing, IP and medical waste management steps are posted in the designated area			
<b>Infection control Protocols</b>	<b>Yes</b>	<b>No</b>	<b>Remarks</b>
Providers wear clean lab coats or clinic blue/green suits			
Providers wash their hands with soap and water before and after each patient and after handling waste or using the toilet			
Providers wear heavy-duty utility gloves to use for infection prevention activities including handling medical waste or performing cleaning task			
Providers are fully vaccinated against hepatitis B, and booster doses are up to date			
Providers know what to do in cases of needle prick and when they have a client with STI or other infection			
Step 1 full emersion in chlorine solution for decontamination			
Step 2 washing with detergent and water using a brush and rinsing immediately			
Step 3 high level disinfection using hot oven or sterilizer/ Autoclave/Chemical Sterilization			
Facility is cleaned and surfaces that come in contact with body fluids are wiped with a 0.5% chlorine solution and then wash with soap and water			
Sharp needles and blades are disposed appropriately in a sharp box			
Medical waste is segregated at the generation site and collected in the special bins			
Medical wastes are disposed appropriately according to national guidelines yellow bags which are adequately secured by a plaster			

Sr.No.	Emergency Equipment	Availability		Functional	
		Yes	No	Yes	No

1.	Airway				
2.	Ambu bag/resuscitator				
3.	Laryngoscope				
4.	Endotracheal tube				
5.	Oxygen cylinder, regulator and tubing				

Sr.No.	Emergency Medicines List as per national Standards	Yes	No	Expiry date
1	Atropine Sulphate 1 mg/10 ml (5 ampoules)			
2	Dopamine 400 mg/10 ml (2 ampoules)			
3	Inj Dexamethasone 4 mg/ ml (5 ampoules)			
4	Inj Epinephrine 1:10000/ml (5 ampoules)			
5	Inj Narcan 0.4 mg/ml (3 ampoules)			

Sr.No	Client-Oriented Counselling Skills	Knowledge		In Practice	
1.	Greet	Yes	No	Yes	No
2.	Ask/Assess				
3.	Tell				
4.	Help				
5.	Explain				
6.	Return/follow-up visit				

Sr. No.	Insertion Room/ Labor Room	Yes	No
1.	<b>Housekeeping:</b>		
	• Dusting		
	• Cleaning		
	• Things in order		
2.	<b>Steps of infection prevention observed:</b>		
	• Handwashing		
	• Hands scrubbing		
	• Gloving		
	• Decontaminating:		
	- Insertion room table		
	- Couch		
	- Buckets		
	- Floor		

3.	<b>Equipment:</b>		
	• Boiler (Sterilizer)		
	• Autoclave		
	<b>Separately packed sterilized or HLD Delivery Kits/IUCD kits for individual clients:</b>		
	• Insertion kits		
	• Removal kits		
	• Delivery Kits		
	• Examination Kits		

Sr. No.	Operating Theatre	Observed		Frequency	
		Yes	No	Proposed	Practice
1.	Housekeeping			Twice daily	
2.	Decontamination with 0.5% chlorine solution			Twice daily	
3.	Cleaning			Twice daily	
4.	Carbolization			Quarterly	
5.	Ultraviolet light			Once daily	
6.	Sterilized or HLD functional Instrument availability			Not applicable	Not applicable
7.	Instrument in functioning order			Not applicable	Not applicable
8.	Soiled linen placed in a defined storage area (hampers)			Not Applicable	Not Applicable

Sr.No.	Contraceptives/Medicines	Yes	No
1.	Availability of all contraceptives according to minimum stock level		
2.	Random checking of contraceptive client record		
3.	Monthly performance report of previous 6 months		
4.	Proper storage of facility medicines in cool and dry place		

Sr. No.	Maintenance of Infrastructure	Yes	No
1.	Housekeeping (whitewash)		
2.	Sanitation		
3.	Leakages		

Sr. No.	Awareness of Quality of Care	Yes	No
1.	Proper medicine storage		
2.	Availability of A/N, P/N & FP Cards		
3.	Availability of Referral Cards		
4.	Availability of consent forms (in case of any surgical intervention)		

## **Annexure-H**

### **Scrutiny committee for scrutiny of complaint submitted by Inspector**

Chairman	Director General
Member	Director Technical
Member	Director (Admn)
Member/Secretary	Deputy Director (Medical)
Member	Pharmacist
Member	AD (litigation)

#### **ToRs of the Committee.**

- i. To analyze complaint along with entire evidence brought on record.
- ii. To recommend necessary action on complaint.

Referring of the complaint to the relevant department in case of action on their part as per section 12 of Khyber Pakhtunkhwa, Reproductive HealthCare Rights Act 2020.

### **Scrutiny committee for Verification of Informational/IEC material**

Chairman	Additional Director General
Member	Director Technical
Member	Director (PME)
Member	Principal (RTI) Peshawar
Member/Secretary	Deputy Director (Medical)
Member	DD (PC&T)

#### **ToRs of the Committee.**

- i. To Analyze/scrutinize the informational/IEC material.
- ii. To submit verification report to the Secretary PWD within prescribed time.