



KHYBER PAKHTUNKHWA HUMAN CAPITAL INVESTMENT PROJECT HEALTH DEPARTMENT



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Facility Name: Basic Health Unit (BHU), Bandi Sher Khan

District: Haripur

Date: 23/07/2025

Time of Visit: Morning

Visited By:

- Ms. Mehreen Saba, M&E Assistant

1. Purpose of visit:

The purpose of the visit was to assess the operational functionality, infrastructure, cleanliness, staff availability, and quality of services at BHU Bandi Sher Khan. The team reviewed the availability of essential medicines, equipment, and utilities; evaluated waste management practices; assessed implementation of the Grievance Redressal Mechanism (GRM); and validated service delivery indicators.

2. Description of Health Facility:

This Rural health facility is located in Bandi Sher Khan in District Haripur of KP. Primary Health Facility is 6/6 and offers outpatient, RMNCH (ANC, PNC, Screening and management of common ailments) Family Planning and first Aid emergency services. All mentioned services were available at the time of visit.

3. Methodology:

The visit was carried out to monitor the service delivery, Availability of Medicine, Equipment Functionality, Availability of Human Resource, and Infrastructure using the extensive checklist.

4. Findings from the Visit to the Health Facility:

4.1 Infrastructure:

- The facility was easily accessible
- There was a proper boundary wall.
- The building was in good condition.

4.2 Cleanliness:

- Waiting areas were clean and waste-free.
- Daily floor mopping was being conducted.
- Washrooms were found dirty.

4.3 Utilities:

- Electricity was functional and there was also power backup system (Solar System) available.
- Drinking water and water supply were available and functional.
- Separate male and female washrooms were available.
- Separate male and female waiting areas were available.

4.4 Staff Details:

- Total posted staff: 13
- Biometric attendance was installed and functional.
- Job descriptions for KP-HCIP staff were not displayed.
- Janitorial staff: 1 deployed
- Caretaker staff: 1 deployed



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- Janitorial and Caretaker staff were not observed wearing uniforms.

4.5 Service Delivery Indicators (Previous Month):

- OPD: 628
- ANC: 97
- PNC: 26
- FP: 10
- Deliveries: 0
- Diarrhea cases treated (6–59 months): 45
- Fully immunized children under 1 year: 33
- Pregnant women referred with complications: 02

4.6 DHIS-2 Tools:

- Monthly reports were submitted.
- All available DHIS-2 registers were updated and Android tablet was available and functional.
- The provided DHIS-2 tools to BHU by KP-HCIP are listed below:

S.No	Item Name	Quantity
1	Lenovo Tablet	01
2	Central Registration Point Register	04
3	OPD Register	02
4	OPD Tickets	00
5	Daily Medicine Expense Register	01
6	Laboratory Register	00
7	Family Planning Register	01
8	Family Planning Cards	02
Total		11

4.7 Medicine Availability:

- The medicine store was maintained.
- Essential medicine list was available.
- Bin cards were available and updated.
- No expire medicine was found in store.

4.8 Availability of Functional Equipment:

- Basic equipment such as BP apparatus, stethoscopes, glucometer, weighing scales, thermometer, and examination couches were available and functional.

4.9 Emergency Tray:

- Emergency tray was available and well-stocked.
- All required items were available.

4.10 Labor Room:

- Labor room was available but not functional because there is no Gynecologist.

4.11 Expanded Programme on Immunization (EPI):

- RED/REC plan and vaccine registers were updated.
- Cold chain equipment was functional and temperature logs were maintained.
- Penta-III coverage: 88%
- No vaccine stock outs reported.



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4.12 Quality of Care:

- IPC guidelines were not available.
- A Quality-of-Care Committee was formed.

4.13 Healthcare Waste Management:

- Waste Management Plan was available.
- Waste segregation was being practiced.
- A Waste Management Committee was notified.

4.14 Grievance Redressal Mechanism (GRM):

- GRM Committee was notified.
- Complaint box was installed, and awareness banners were displayed.
- Complaint registers were not available.
- GRM meetings were conducted.

4.15 Monitoring and Supervision:

- The facility was visited by IMU in the previous month.

4.16 Trainings:

Staff were trained in:

- DHIS-2
- Family Planning (FP)
- RMNCH
- Waste Management
- Grievance Redressal Mechanism
- Nutritional Assessment

Staff lacked training in:

- Infection Prevention & Control (IPC)
- Quality of Care
- Supply Chain & Stock Management

5. General Observations:

- The facility was operational and provided essential outpatient and preventive services.
- The signage was found at facility.
- There was labor room available but not functional because there was no Gynecologist available.
- Data management and immunization processes were functional.
- The healthcare waste management was properly followed by the staff.
- The KP-HCIP GRM register was not provided.
- The KP-HCIP complaint box was installed along with GRM banner. The M&E team opened the box and checked but there was no written complaints found in the box.
- The Janitorial and Caretaker staff was not wearing uniforms.
- The janitorial staff (Sunrise) and caretaker staff (One Source) raised concerns regarding salary delays. They reported receiving their monthly salaries after 45 days. The janitorial staff receive PKR 25,500, and the caretaker staff receive PKR 17,800, both after a delay of 45 days.
- There were separate male and female washrooms. The washrooms found dirty.



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6. Recommendations:

- Provide refresher trainings in IPC, Quality of Care, and Supply Chain Management.
- The GRM register should be provided by KP-HCIP.
- The washrooms should be cleaned to ensure hygiene.
- All janitorial and caretaker staff be provided with and required to wear proper uniforms to maintain a professional appearance and ensure easy identification while on duty.
- The janitorial and caretaker staff mentioned delays in salary, the 45-day payment schedule may be part of their official contract with the companies.



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BHU Bandi Sher Khan, Haripur



Seeking information from BHU staff



M&E Team checking Medicines



Medicines provided by KP-HCIP



Emergency tray with available supplies



Medicine store was well- maintained



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M&E Team collecting data from EPI Staff



M&E Team checking complaint box



Waste pit



Waste bin available