KHYBER PAKHTUNKHWA HUMAN CAPITAL INVESTMENT PROJECT HEALTH DEPARTMENT

Back to Office Report

Facility Name: Rural Health Center (RHC) Serikot, Haripur
District: Haripur
Date: 02/07/2025
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 RHC Serikot. 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:

RHC Serikot is a primary health care facility located in District Haripur. The facility provides, outpatient care, antenatal and postnatal services, family planning, and immunization services. The facility was functional during the visit and core services were being provided.

3. Methodology:

The monitoring team used a standardized checklist to assess infrastructure, service delivery, human resources, equipment functionality, medicine availability, data management, cleanliness, and adherence to quality standards.

4. Findings from the Visit to the Health Facility:

4.1 Infrastructure:

- The facility was easily accessible with a proper boundary wall.
- A ramp was available for disabled and sick patients.
- The building needs repairing work as building walls have cracks and seepage.

4.2 Cleanliness:

- Waiting areas were clean.
- Daily floor mopping was being conducted.
- Washrooms were found clean and hygienic.
- Walls and interior surfaces were adequately maintained.

Note: Staff highlighted Janitorial staff salary issue. Upon inquiry they stated that they receive salaries after a delay of two months and only for 45 days of work.

4.3 Utilities:

- Electricity was functional and there was a power backup system available.
- Drinking water and water supply were available and functional.
- Signage was found at the facility.
- Separate male and female washrooms were present.
- There were separate waiting areas for male and female.

4.4 Staff Details:

- Total posted staff: 27
- Biometric attendance was installed and functional.
- Job descriptions for KP-HCIP staff were not displayed.
- Janitorial staff: 4 deployed
- Caretaker staff: 4 deployed
- Janitorial staff were observed wearing uniforms.

4.5 Service Delivery Indicators (Previous Month):

- OPD: 1180
- ANC: 93
- PNC: 0
- FP: 18
- Deliveries: 0
- Diarrhea cases treated (6–59 months): 05
- Fully immunized children under 1 year: 32
- Pregnant women referred with complications: 0

4.6 DHIS-2 Tools:

- Monthly reports were submitted.
- Registers and Android tablets were available and updated.

4.7 Medicine Availability:

- The medicine store was maintained.
- Essential medicine list was available.
- Bin cards were available or updated.
- Emergency medicine list was not displayed.
- No stock outs were reported for the previous month.

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 present, except thermometer, Injection Magnesium and Sulphate Sodium Bicarbonate.

4.10 Labor Room:

- Labor room was not available.

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:
- No vaccine stock outs reported.

4.12 Quality of Care:

- IPC guidelines were not available.
- A Quality-of-Care Committee is not notified.

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

4.15 Monitoring and Supervision:

- The facility was visited by IMU, District/Provincial Health Management and District Administration in the previous month.

4.16 Trainings:

Staff were trained in:

- DHIS-2
- Family Planning (FP)
- RMNCH
- Waste Management

Staff lacked training in:

- Nutritional Assessment
- Infection Prevention & Control (IPC)
- Quality of Care
- Supply Chain & Stock Management
- Grievance Redressal Mechanism

General Observation:

- The healthcare waste management was properly followed by the staff.
- The Laboratory was available and tests were conducted.
- The staff duty roaster was displayed on notice board.
- There was no labor room.
- Grievance Redressal register was not available, GRM box was installed whereas banner was not displayed. The staff was unaware of GRM.
- The male and female washroom were cleaned.
- The OPD area was cleaned.
- The RHC building had cracks and seepage found in emergency OT and building walls.

- The janitorial staff (Sunrise) reported that although their official monthly salary is 25,000 PKR, it is typically paid after a delay of 45 days. They further stated that as of 1st July 2025, 45 days had passed, but they still had not received their salaries. One janitorial staff member, Ms. Nusrat, shared that she had not received 9,000 PKR for the months of September and October 2024, and an additional 9,000 PKR remains unpaid for November and December 2024, totaling a pending amount of 18,000 PKR. She requested that this amount be paid to her as soon as possible.
- Caretaker staff (One Source) also reported receiving their salaries after delays of 45 days, and sometimes even up to two months. While their official salary is 18,000 PKR, they only receive 17,820 PKR after deductions. Additionally, Easypaisa retailers deduct a further 400 PKR, leaving them with only 17,420 PKR.

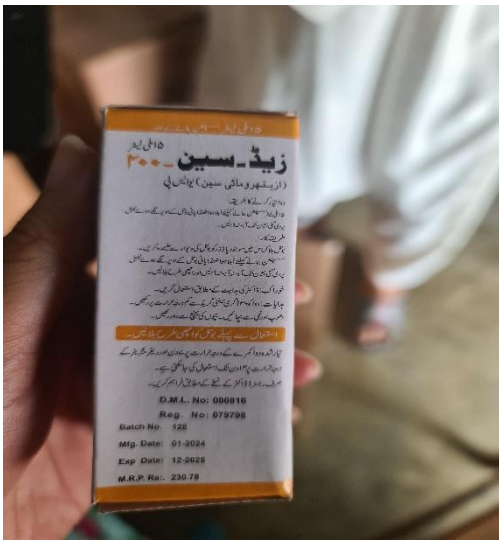
- The janitorial and caretaker staff also raised concerns regarding their uniforms:
  They stated that most of them have not been provided with uniforms, and those who have them said their uniforms are torn.
  One of the caretakers, Mr. Naveed Shah, mentioned that he had to return the uniform twice because it did not fit him properly. They also requested the provision of shoes along with the uniforms.

Recommendations:

- The staff require proper training on GRM, Supply chain & stock management and quality of care.
- The staff should follow the healthcare waste management protocols.
- The GRM register should be provided to maintain a record of complaints. Moreover, a GRM banner should be displayed alongside the complaint box.
- It is recommended that the contracted service provider (Sunrise) be formally instructed to ensure timely and full payment of salaries to all janitorial staff in accordance with the terms of their agreement. The reported salary delays of up to 45 days and pending dues amounting to PKR 18,000 for Ms. Nusrat represent a breach of both labor rights and service contract obligations. The service provider should be directed to clear all outstanding payments, including the pending PKR 18,000 owed to Ms. Nusrat, without further delay.
- It is strongly recommended that the service provider One Source be directed to adhere strictly to the terms of its contractual obligations concerning timely and full salary payments to caretaker staff. The deduction of PKR 180 from the official salary of PKR 18,000 should be justified and documented. If unauthorized, this amount must be reimbursed, and future payments must reflect the full entitled salary.

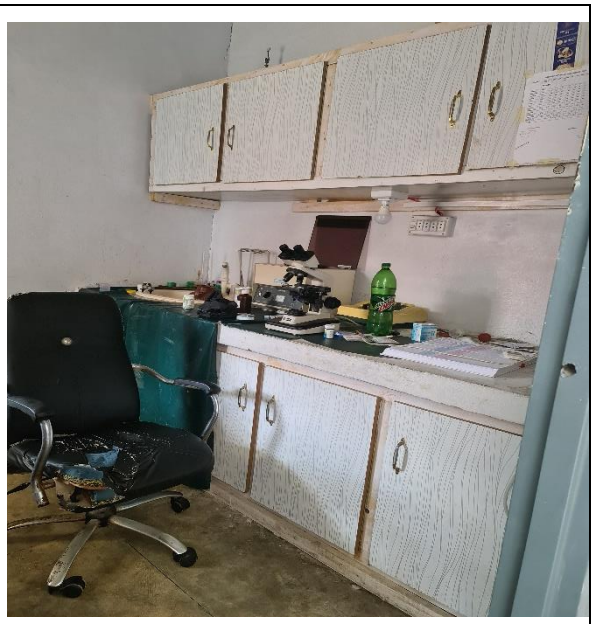
  The unauthorized deduction of PKR 400 by Easypaisa retailers is a serious concern. The one source should coordinate with Easy paisa or relevant agents to resolve this recurring issue. Additionally the service provider should ensure salaries are transferred via official, secure, and fee-free channels (e.g., bank transfer or verified mobile wallet accounts).
- It is recommended that the administration procure and distribute standard uniforms and shoes to all janitorial and caretaker staff without delay .Uniforms should be tailored to individual sizes to ensure proper fit.

	
Discussion with RHC Staff	GRM box installed, banner not displayed
	
Waste collection area	Medicines provided by KP-HCIP

	
Discussion with caretaker staff	Discussion with Janitorial staff
	
Near to Expiry medicine	Medicine store was well maintained

	
Dental block closed and buiding need repair	Color coded bins along with waste management plan

	
Biometric installed for staff and Janitorial staff	DHIS-2 Registers provided by KP-HCIP

	
EPI Room	Laboratory
	
Staff duty roaster displayed	Washroom found clean