



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
HEALTH DEPARTMENT**

Dated Peshawar, the 12<sup>th</sup> Feb, 2026

**NOTIFICATION.**

**No. SOG/HD/1-35/Gen.Notification/2026** The Competent Authority (Secretary Health) is pleased to notify the enclosed Standard Operating Procedures (SOPs) for the Grievance Redress Mechanism (GRM) for the Health Department, Government of Khyber Pakhtunkhwa, under the Khyber Pakhtunkhwa Human Capital Investment Project (KPHCIP), for information and compliance by the concerned, in letter and spirit.

**SECRETARY  
GOVT: OF KHYBER PAKHTUNKHWA  
HEALTH DEPARTMENT**

**ENDST. NO. & DATE EVEN.**

**Copy for information to the: -**

1. Director General Health Services Khyber Pakhtunkhwa, Peshawar.
2. Chief HSRU, Health Department, Khyber Pakhtunkhwa, Peshawar.
3. Project Director-HCIP Health Department Khyber Pakhtunkhwa, Peshawar.
4. Director-IMU Health Department Khyber Pakhtunkhwa, Peshawar.
5. Deputy Director (IT), Health Department, with a request to upload the said SOPs on the official website of the Department.
6. PS to Secretary Health Department Govt; of Khyber Pakhtunkhwa, Peshawar.
7. PS to Special Secretary (E&A), Health Department.
8. PA to Additional Secretary (E&), Health Department.
9. PA to Deputy Secretary (Admn), Health Department.

  
**SECTION OFFICER (GENERAL)**  
(091-9210863)