



October 2011

FAFEN Health Institution Monitor

A Report Based on the Monitoring of

55 District Headquarter Hospitals

across Pakistan in September 2011

Issue: 073/November 2011

DHQs Overstaffed, Lack Psychiatry and Physiotherapy Services

- Over a 100 extra sanitary workers in 20 DHQs in Punjab

Several cases of overstaffing were noticed in District Headquarter Hospitals (DHQs) visited in September 2011. Most cases of overstaffing were observed for administrative and support staff positions. However, in Balochistan, 13 senior medical officers were appointed against a sanctioned strength of 12. Nine appointments were made over and above the 98 posts sanctioned for clerks in Punjab, four in KP and three in Balochistan.

More than 100 sanitary workers were hired (above a limit of 418) in 20 out of 22 DHQs in Punjab (which provided information on staff appointments and sanctioned posts). Appointments made for senior storekeepers, peons, watchmen and gardeners also exceeded the sanctioned posts, between one to six appointments, across Punjab, Sindh, KP and Balochistan. No cases of overstaffing were noted in the DHQ monitored in Kurram Agency. Payment of salaries to unsanctioned staff is not only illegal but casts an undue burden on the non-development and/or salary funds of state-run institutions.

A majority of the DHQs had most of the required specialist medical services - dental, surgery, gynecology and obstetrics, and pediatric departments were present in at least 48 of the monitored DHQs. At least 46 DHQs (84%) nationwide had ophthalmology, radiology and pathology departments. However, DHQs lacked other important specialist medical services, e.g. three quarters of the monitored DHQs did not have psychiatry departments while 60% did not have facilities for physiotherapy. Mental well-being and physical rehabilitation after trauma is an essential aspect of good health that should be covered at all secondary level state-run hospitals.

Conditions of medical infrastructure were met well by most of the 55 DHQs monitored nationwide. All of the monitored facilities had X-Ray rooms and wards for indoor patients, and at least 52 had operation theatres for major operations, laboratories for tests, emergency wards for outdoor patients, generators for power backup, dental rooms and labour rooms. However, more than half (56%) of the monitored facilities did not have kitchens in which to prepare food for patients. Six DHQs did not have blood banks while seven lacked ophthalmology rooms.

With regard to physical infrastructure, all of the monitored DHQs were approachable by a proper road, and had both electricity and fans. All but two facilities had boundary walls and 49 were housed in buildings which were in good condition. However, as many as 13 DHQs were not clean. Except for two DHQs in Balochistan, the rest had telephone landline connections. However, 24 DHQs did not have Sui gas connections. Fifty one DHQs had proper shaded waiting areas for patients; 47 had washrooms with running water while 13 did not have clean drinking water arrangements for patients.

In the July – September 2011 quarter, disciplinary action was taken against 91 personnel including medical (27), paramedical (36), technicians (7) and 21 administrative staff. Disciplinary action involved warnings, terminations, and stoppage of pay, show cause notices and explanations. These actions were taken for absence from duty, unpunctuality, and irregularity. As many as 53 of these personnel were in DHQs in KP, 25 in Sindh, nine in Balochistan and four in Punjab. Such measures are part of a process to ensure service delivery at state-run institutions does not suffer from neglect or other attitudinal shortcomings of government servants.

FAFEN Governance Monitors interview up to three patients at each DHQ to assess the level of satisfaction with regard to presence and behavior of doctors and staff. As many as 157 patients were interviewed in September 2011 in 55 DHQs nationwide. More than a quarter of those interviewed felt they had not been given enough time by the doctors. Twenty-five were not satisfied with the behavior of the doctors, while doctors' absence was noted by 12 patients. Twenty four per cent patients complained about the support and guidance offered by the support staff. Fifty seven reported they did not get free medicines from the in-house pharmacy as per doctors' prescriptions. Four patients in Punjab and one in KP reported demands for illegal money at the DHQs.

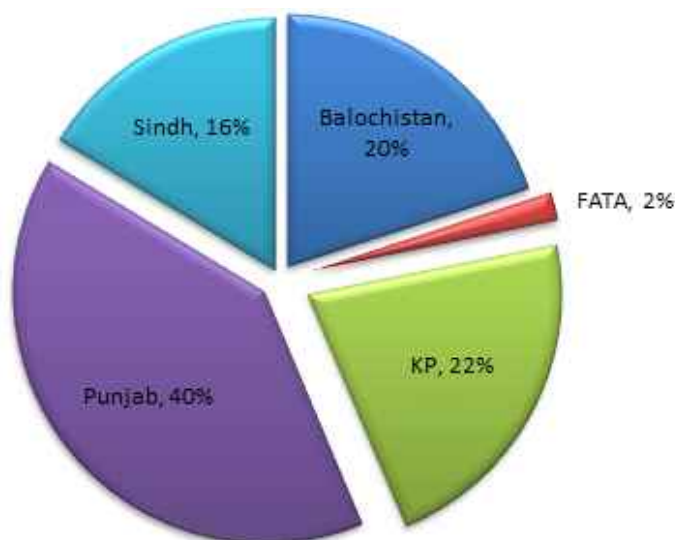
Table A: Monitored DHQs (Region-Wise)

Province	No. of Districts Covered	% of Districts Covered
Balochistan	11	20%
FATA	1	2%
KP	12	22%
Punjab	22	40%
Sindh	9	16%
Total	55	100%

Detailed Findings:

FAFEN Governance Monitors visited 55 DHQs in as many districts in September 2011. Twenty two DHQs were visited in Punjab, 12 in KP, 11 in Balochistan, nine in Sindh and one in Kurram Agency.

Graph A: District Covered



1. Medical Infrastructure

Conditions of medical infrastructure were met well by most of the 55 DHQs monitored nationwide. All of the monitored facilities had X-Ray rooms and wards for indoor patients. However, more than half (56%) of the monitored facilities did not have kitchens in which to prepare food for patients.

Except for one DHQ in KP, all had operation rooms for major operations. Fifty four DHQs out of 55 had emergency wards for

Monitoring Methodology

The Free and Fair Election Network (FAFEN) has launched a nationwide initiative to monitor governance processes under its Supporting Transparency Accountability and Electoral Processes in Pakistan (STAEP) in line with its mandate to strengthen all forms of democratic accountabilities in Pakistan. Objective information about governance processes is vital to encourage informed engagement of citizenry with elected and public institutions for progressive outputs. FAFEN Governance Monitoring aims at enriching the public discourse and debate on governance and developing research-based recommendations for reforms.

FAFEN advocates for transparency, accountability, responsiveness, representativeness and public participation as essential elements of democratic governance to enhance the output, efficiency and effectiveness of all elected and public institutions.

FAFEN Governance Monitors visit schools and colleges, health facilities, police stations and other public institutions to monitor and evaluate their efficiency and efficacy in 200 National Assembly constituencies of 119 districts in Punjab, Khyber Pakhtunkhwa (KP), Balochistan, Sindh, Federally Administered Tribal Areas (FATA) and Islamabad Capital Territory (ICT). In addition, FAFEN is also monitoring complaints handling mechanisms of various public institutions to gauge their effectiveness.

Trained FAFEN Governance Monitors fill out standardized checklists during their monitoring visits, employing interviewing and observation techniques, and then transmit the data to the FAFEN Secretariat in Islamabad for data entry, cleaning and analysis. FAFEN plans to produce monthly thematic reports such as this one. This information will also contribute to FAFEN Bi-Annual State of Governance in Pakistan Reports.

FAFEN Governance Monitoring reports are based on non-probability sampling, and their findings should not be considered national or provincial generalizations. However, FAFEN's outreach across the country allows it to access most districts as well as urban and rural areas. Standardized methodology is applied across Pakistan to draw information in a uniform way through observation and interviewing. The observation and interviews are recorded on a standardized checklist. All information received at the FAFEN Secretariat is verified through multiple sources for authenticity and accuracy. These reports provide data analysis and inferences only for the monitored institutions within the sample. These reports are meant to present to relevant stakeholders a consolidated and current snapshot of the state of governance in public institutions in order to inspire public dialogue and as a contribution towards targeted interventions and reforms.

However, FAFEN's unique methodology to assess and evaluate governance processes continues to evolve. Any inaccuracies that may be noticed in the data or suggestions for improvement in the methodology can be sent to the email address at the end of this report.

outdoor patients and laboratories for tests. One DHQ (in each case) in Balochistan lacked these facilities.

Apart from one DHQ each in Sindh and Balochistan, there were generators for power backup in the remaining facilities. A similar number of DHQs - 53 - had dental rooms, while one DHQ each in Sindh and Balochistan lacked this facility.

As many as 52 DHQs had labour rooms, while one DHQ each in Punjab, KP and Balochistan were without them. Six DHQs - four in Balochistan and two in Sindh - did not have blood banks. On the other hand, seven DHQs - five in Balochistan and one each in Sindh and KP - lacked ophthalmology rooms.

Table 1: Medical Infrastructure

Sr. No.	Questions	Response	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	The DHQ has emergency wards for outdoor patients.	Yes	22	9	12	10	1	54
		No	0	0	0	1	0	1
2.	The DHQ has a generator for power backup	Yes	22	8	12	10	1	53
		No	0	1	0	1	0	2
3.	The DHQ has an X-Ray Room	Yes	22	9	12	11	1	55
		No	0	0	0	0	0	0
4.	The DHQ has blood bank	Yes	22	7	12	7	1	49
		No	0	2	0	4	0	6
5.	The DHQ has dental room	Yes	22	8	12	10	1	53
		No	0	1	0	1	0	2
6.	The DHQ has kitchen for preparing food for patients	Yes	9	7	3	5	0	24
		No	13	2	9	6	1	31
7.	The DHQ has laboratory for tests	Yes	22	9	12	10	1	54
		No	0	0	0	1	0	1
8.	The DHQ has labour room	Yes	21	9	11	10	1	52
		No	1	0	1	1	0	3
9.	The DHQ has operation room for major operations	Yes	22	9	11	11	1	54
		No	0	0	1	0	0	1
10.	The DHQ has ophthalmology room	Yes	22	8	11	6	1	48
		No	0	1	1	5	0	7
11.	The DHQ has wards for indoor patients	Yes	22	9	12	11	1	55
		No	0	0	0	0	0	0

2. Specialist Medical Services

Three quarters of the monitored DHQs did not have psychiatry departments. At least 68% of the facilities monitored in Punjab, Sindh and KP, 91% in Balochistan and the only DHQ monitored in Kurram Agency lacked these departments.

Since mental well-being is as important for good health as physical soundness, it is important psychiatry services be offered at state-run hospitals.

As much as 60% of the DHQs monitored nationwide lacked physiotherapy departments. All 11 facilities monitored in Balochistan as well as the one in Kurram Agency, six out of 12 in KP, and eight out of 22 in Punjab lacked physiotherapy departments.

The importance of physiotherapy and physical rehabilitation is all too evident in the case of victims of natural disasters, terrorist attacks and landmines, who have been fatally injured and/or lost the use of one or several limbs. Lack of this department at district level hospitals prevents victims from integrating back into productive life and is indicative of neglect. Measures should be taken to ensure this service is provided in all DHQs.

As many as 24 DHQs - all facilities in Balochistan, half of those in KP, 44% in Sindh and 14% in Punjab - did not have orthopedic departments. At least a fifth of the DHQs monitored in Punjab and Sindh, and at least half of those monitored in KP and Balochistan lacked chest departments - 24 DHQs in all. Twenty DHQs - seven in Balochistan, six in KP, four in Punjab and three

in Sindh – did not have cardiology departments. Forty DHQs had ENT departments but six DHQs in Punjab, four in Sindh, three in Balochistan and two in KP did not have this facility

At least 46 DHQs (84%) nationwide had ophthalmology, radiology and pathology departments. There were dental, surgery, gynecology and obstetrics, and pediatric departments in at least 48 of the monitored DHQs.

Table 2: Specialist Medical Services

Sr. No.	Questions	Response	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	Cardiology (Heart)	Yes	18	6	6	4	1	35
		No	4	3	6	7	0	20
2.	Chest Specialist	Yes	14	7	5	3	1	30
		No	8	2	6	8	0	24
3.	Dental	Yes	21	7	11	9	1	49
		No	1	2	1	2	0	6
4.	ENT (Ear, Nose, Throat)	Yes	16	5	10	8	1	40
		No	6	4	2	3	0	15
5.	Gynecology and Obstetrics	Yes	21	8	11	9	1	50
		No	1	1	1	2	0	5
6.	Ophthalmology (eye)	Yes	22	9	9	5	1	46
		No	0	0	3	6	0	9
7.	Orthopedic (bone)	Yes	19	5	6	0	1	31
		No	3	4	6	11	0	24
8.	Pathology (diagnosis of disease)	Yes	22	6	9	8	1	46
		No	0	3	3	3	0	9
9.	Pediatrics (Children)	Yes	22	9	10	7	1	49
		No	0	0	2	4	0	6
10.	Physiotherapy	Yes	14	2	6	0	0	22
		No	8	7	6	11	1	33
11.	Psychiatry	Yes	6	3	4	1	0	14
		No	16	6	8	10	1	41
12.	Radiology (x-ray)	Yes	20	6	10	9	1	46
		No	2	3	2	2	0	9
13.	Surgery	Yes	22	7	11	7	1	48
		No	0	2	1	4	0	7

3. General Facilities

All of the 55 monitored DHQs were approachable by a proper road, and had both electricity and fans. All but two facilities had boundary walls -one each in KP and Balochistan. Forty nine DHQs were housed in buildings which were in good condition. Except for two facilities in Balochistan, all DHQs had telephone landline connections. However, 24 DHQs did not have Sui gas connections - 10 in Punjab, six each in KP and Balochistan and one in Kurram Agency. Fifty one DHQs had proper shaded waiting areas for patients but two in Punjab and one each in Sindh and Balochistan did not have this facility. Medicines were available in 50 DHQs while two DHQs each in Punjab and Balochistan, and one in KP lacked this facility.

As many as 13 DHQs were not clean – five in Punjab, three in KP, two each in Sindh and Balochistan, as well as the DHQ in Kurram Agency. A similar number (13) did not have clean drinking water arrangements for patients – five DHQs in Balochistan, four in KP and two each in Punjab and Sindh. Forty seven DHQs had washrooms with running water while five DHQs in Balochistan, two in Sindh and one in Punjab lacked this facility. Seven DHQs – three in Balochistan, two in Punjab and one each in Sindh and KP did not have residential quarters for doctors on their premises. Nine DHQs did not have residential quarters for support staff – four in KP, three in Balochistan and one each in Punjab and Sindh.

Table 3: General Facilities

Sr. No.	Questions		Punjab	Sindh	KP	Balochistan	FATA	Total
1.	A proper road leads to DHQ	Yes	22	9	12	11	1	55
		No	0	0	0	0	0	0
2.	Medicines are available in the in-house pharmacy	Yes	20	9	11	9	1	50
		No	2	0	1	2	0	5
3.	The building is in a good condition	Yes	20	9	11	8	1	49
		No	2	0	1	3	0	6
4.	The DHQ has a landline telephone connection	Yes	22	9	12	9	1	53
		No	0	0	0	2	0	2
5.	The DHQ has a Sui gas connection	Yes	12	8	6	5	0	31
		No	10	1	6	6	1	24
6.	The DHQ has clean drinking water arrangements for patients	Yes	20	7	8	6	1	42
		No	2	2	4	5	0	13
7.	The DHQ has electricity	Yes	22	9	12	11	1	55
		No	0	0	0	0	0	0
8.	The DHQ has fans in wards	Yes	22	9	12	11	1	55
		No	0	0	0	0	0	0
9.	The DHQ has washroom [with running water] for patients	Yes	21	9	10	6	1	47
		No	1	0	2	5	0	8
10.	The DHQ is clean	Yes	17	7	9	9	0	42
		No	5	2	3	2	1	13
11.	There are residential quarters for staff in the premises of DHQ	Yes	21	8	8	8	1	46
		No	1	1	4	3	0	9
12.	There is a boundary wall around the DHQ	Yes	22	9	11	10	1	53
		No	0	0	1	1	0	2
13.	There is a residential house for the doctors on the premises of DHQ	Yes	20	8	11	8	1	48
		No	2	1	1	3	0	7
14.	There is proper place/shade for waiting patients	Yes	20	8	12	10	1	51
		No	2	1	0	1	0	4

4. Patients' Perception

FAFEN Governance Monitors interview up to three patients at each DHQ to assess the level of satisfaction with regard to presence and behavior of doctors and staff. As many as 157 patients were interviewed in September in 55 DHQs nationwide – 59 in Punjab, 35 in KP, 33 in Balochistan, 27 in Sindh and three in Kurram Agency.

More than a quarter of the interviewed patients – 20 in Punjab, 11 in Sindh, seven in Balochistan, three in KP and one in Kurram Agency felt they had not been given enough time by the doctors. Twenty five patients – 11 in Punjab, six in Sindh, five in Balochistan and three in KP were not satisfied with the behavior of the doctors. Doctors' absence was noted by 12 patients – four each in Punjab and Balochistan, two in KP and one each in Sindh and Kurram Agency. Twenty four percent patients complained about the support and guidance offered by the staff – 16 patients were dissatisfied in Punjab, 11 in Sindh, eight in Balochistan and three in KP.

Fifty seven patients – 20 in Punjab, 17 in Balochistan, 13 in KP, six in Sindh and one in Kurram Agency reported they did not get free medicines from the in-house pharmacy as per the doctors' prescription. Four patients in Punjab and one in KP reported demands for illegal money at the DHQs.

Table 4: Patients' Perception

Sr. No.	Questions	Punjab		Sindh		KP		Balochistan		FATA		Total	
		Patient		Patient		Patient		Patient		Patient		Total	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1.	Was doctor present on his/her duty at DHQ?	55	4	26	1	34	2	29	4	2	1	146	12
2.	Do you think doctor has given you enough time?	39	20	16	11	33	3	26	7	2	1	116	42
3.	Was the behavior of doctor with you at DHQ good?	48	11	21	6	33	3	28	5	3	0	133	25
4.	Did staff of the DHQ provide you all the required support and guidance?	43	16	16	11	33	3	25	8	3	0	120	38
5.	Did you get free medicine from in-house pharmacy as per doctor's prescription?	39	20	21	6	23	13	16	17	2	1	101	57
6.	Did anyone at DHQ demand illegal money for providing services?	4	55	1	26	0	35	0	33	0	3	5	152

5. Government Oversight

In the July – September 2011 quarter, 78 visits were made by elected representatives and government officials to the monitored DHQs. Four visits were made by Members of National Assembly (MNAs) – two each to DHQs in Punjab and Sindh. Fourteen visits were made by Members of Provincial Assemblies (MPAs) – seven to DHQs in Punjab, four in Sindh, two in Balochistan and one in Kurram Agency. Five visits were made by other elected representatives (ex-nazims etc.).

As many as 35 visits were made by the Executive District Officers/Health to the respective DHQs – 16 in Punjab, seven each in KP and Sindh and five in Balochistan. Other government officials made 20 visits in all – nine in Punjab, six in KP, three in Balochistan and one each in Kurram Agency and Sindh.

Table 5: Government Oversight

Sr. No.	Designation	Balochistan	FATA	KP	Punjab	Sindh	Total
1.	MNA				2	2	4
2.	MPA	2		1	7	4	14
3.	EDO/Health	5		7	16	7	35
4.	Other government officials	3	1	6	9	1	20
5.	Other elected representatives			1	2	2	5
Total		10	1	15	36	16	78

6.0 Appointments of Medical, Paramedical, Administrative and Support Staff

FAFEN Governance Monitors visited 47 THQs in August 2011 and sought information regarding appointments made against sanctioned posts for medical, paramedical, administrative and support staff from the respective administrations. .

6.1 Appointment of Medical Staff

With the exception of Kurram Agency, where 21 out of 22 posts sanctioned for medical officers (MOs) were filled, at least a quarter were vacant in all other regions. All posts sanctioned for women medical officers were filled in Kurram Agency, however, 51% were vacant in Sindh, more than 40% in KP and Balochistan and 23% were vacant in Punjab. While all posts for senior medical officers were filled in Kurram Agency, 60% were unfilled in KP, 32% in Punjab and 19% in Sindh. Overstaffing was observed in Balochistan where 13 appointments were made against 12 sanctioned posts.

Occupancy rates for physicians and surgeons were good as at least 84% posts were found filled in all regions and 100% rates were observed for physicians (in Punjab, Balochistan and Kurram Agency) as well as for surgeons (Balochistan and Kurram Agency).

Apart from Punjab, where a third of the posts sanctioned for gynecologists were unfilled, Sindh and KP, where 25% posts for anesthetists and pediatricians were vacant and KP, where 19% posts for ENT specialists were not occupied, at least 85% posts sanctioned for gynecologists, anesthetists, pediatricians, ophthalmologists, and ENT specialists were filled in all regions. In fact, 100% occupancy rates were observed for all these posts in Balochistan and Kurram Agency.

Table 6.1: Appointment of Medical Staff

Medical Staff at DHQ		Sanctioned Strength						Posted						Occupancy Rate						Number of DHQs Sharing Information					
Sr. No.	Name of Post	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	Medical Officers	574	186	246	109	22	1137	361	115	146	82	21	725	62.89%	61.83%	59.35%	75.23%	95.45%	63.76%	20	9	12	11	1	53
2.	Women Medical Officers	134	76	35	58	2	305	103	37	23	36	2	201	76.87%	48.68%	65.71%	62.07%	100.00%	65.90%	18	8	6	10	1	43
3.	Sr. Medical Officers	119	75	174	12	3	383	81	61	70	13	3	228	68.07%	81.33%	40.23%	108.33%	100.00%	59.53%	17	8	11	5	1	42
4.	Physician	21	4	21	9	1	56	19	4	18	9	1	51	90.48%	100.00%	85.71%	100.00%	100.00%	91.07%	16	4	10	7	1	38
5.	Surgeon	34	19	19	6	3	81	31	8	16	6	3	64	91.18%	42.11%	84.21%	100.00%	100.00%	79.01%	20	5	10	6	1	42
6.	Gynecologist	58	6	14	8	1	87	39	6	13	8	1	67	67.24%	100.00%	92.86%	100.00%	100.00%	77.01%	19	6	10	7	1	43
7.	Anesthetist	29	8	11	3	1	52	25	6	9	3	1	44	86.21%	75.00%	81.82%	100.00%	100.00%	84.62%	14	6	5	3	1	29
8.	Pediatrician	21	8	16	3	1	49	19	8	12	3	1	43	90.48%	100.00%	75.00%	100.00%	100.00%	87.76%	16	8	9	3	1	37
9.	Ophthalmologist	20	9	8	5	1	43	18	8	7	5	1	39	90.00%	88.89%	87.50%	100.00%	100.00%	90.70%	18	7	6	5	1	37
10.	E.N.T Specialist	13	3	11	5	1	33	13	3	9	5	1	31	100.00%	100.00%	81.82%	100.00%	100.00%	93.94%	12	3	8	5	1	29

6.2 Appointment of Paramedical Staff

At least three quarters of the posts sanctioned for staff nurses and at least 90% posts for both lady health visitors and midwives were filled in the monitored DHQs which shared information in September.

More than 85% posts for pharmacists were filled, while over 95% positions for dispensers were occupied in all regions.

Good occupancy rates were observed for sanctioned posts of technicians and assistants. In Punjab and KP, several positions had occupancy rates of less than 90% but more than 75% (except for posts for ophthalmic technicians in Punjab, 37% of which were unfilled). In all other regions, at least 90% occupancy rates were observed for these posts: operation theatre technicians, laboratory technicians, ophthalmic technicians, dental technicians, ECG technicians, X-Ray technicians, laboratory assistants, operation theatre assistants and radiographers.

Table 6.2: Appointment of Paramedical Staff

Paramedical Staff at DHQ		Sanctioned Strength						Posted						Occupancy Rate						Number of DHQs Sharing Information					
Sr. No.	Name of Post	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	Staff Nurse(s)	838	113	496	71	24	1542	818	100	402	53	4	1377	97.6%	88.5%	81.0%	74.6%	16.7%	89.3%	19	9	10	9	1	48
2.	Pharmacist(s)	60	1	58	23	0	142	57	1	50	23	0	131	95.0%	100.0%	86.2%	100.0%		92.3%	16	1	3	10	0	30
3.	Lady Health Visitor(s)	50	17	12	27	1	107	47	16	12	25	1	101	94.0%	94.1%	100.0%	92.6%	100.0%	94.4%	19	8	6	10	1	44
4.	OT Technician(s)	35	19	66	10	4	134	30	17	61	9	4	121	85.7%	89.5%	92.4%	90.0%	100.0%	90.3%	12	9	10	6	1	38
5.	Laboratory Technician(s)	40	16	76	12	4	148	33	15	72	12	4	136	82.5%	93.8%	94.7%	100.0%	100.0%	91.9%	17	9	10	6	1	43
6.	Ophthalmic Technician(s)	38	6	15	2	1	62	24	6	12	2	1	45	63.2%	100.0%	80.0%	100.0%	100.0%	72.6%	12	6	7	2	1	28
7.	Dental Technician(s)	39	14	32	14	2	101	33	14	30	13	2	92	84.6%	100.0%	93.8%	92.9%	100.0%	91.1%	20	9	12	9	1	51
8.	ECG Technician(s)	45	11	22	5	6	89	34	10	22	5	6	77	75.6%	90.9%	100.0%	100.0%	100.0%	86.5%	17	8	10	4	1	40
9.	Laboratory Assistant(s)	67	15	26	16	3	127	61	15	24	16	3	119	91.0%	100.0%	92.3%	100.0%	100.0%	93.7%	20	9	5	10	1	45
10.	Radiographer(s)	68	3	34	0	3	108	64	3	30	0	3	100	94.1%	100.0%	88.2%		100.0%	92.6%	18	3	10	0	1	32
11.	X-Ray Technician(s)	18	12	16	25	1	72	17	12	14	24	1	68	94.4%	100.0%	87.5%	96.0%	100.0%	94.4%	9	8	4	11	1	33
12.	OT Assistant(s)	71	18	22	16	5	132	59	18	20	15	5	117	83.1%	100.0%	90.9%	93.8%	100.0%	88.6%	18	8	6	11	1	44
13.	Midwife (ves)	49	34	60	11	1	155	48	33	55	11	1	148	98.0%	97.1%	91.7%	100.0%	100.0%	95.5%	14	9	5	7	1	36
14.	Dispenser(s)	261	118	192	82	29	682	260	116	168	80	29	653	99.6%	98.3%	87.5%	97.6%	100.0%	95.7%	20	9	11	11	1	52

6.3 Appointment of Administrative Staff

Several instances of overstaffing were observed with regard to posts sanctioned for administrative staff. As many as nine appointments were made over and above the 98 posts sanctioned for clerks in Punjab, four in KP and three in Balochistan. Twenty four senior storekeepers were appointed in Punjab against a sanctioned 22 posts, and 10 against nine in Sindh. In all other regions, 100% occupancy rates were observed for both these posts (clerks and senior storekeepers). All posts sanctioned for medical superintendents were filled in all regions.

Table 6.3: Appointment of Administrative Staff

Administrative Staff at DHQ		Sanctioned Strength						Posted						Occupancy Rate						Number of DHQs Sharing Information					
Sr. No.	Name of Post	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	Medical Superintendent	20	7	12	11	1	51	20	7	12	11	1	51	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	20	7	12	11	1	51
2.	Clerk(s)	98	44	55	29	7	233	107	44	59	32	7	249	109.2%	100.0%	107.3%	110.3%	100.0%	106.9%	20	9	11	10	1	51
3.	Senior Store Keeper (s)	22	9	9	2	1	43	24	10	9	2	1	46	109.1%	111.1%	100.0%	100.0%	100.0%	107.0%	16	7	6	2	1	32

6.4 Appointment of Support Staff

Overstaffing was observed in the appointment of support staff. As many as 82 peons were appointed in DHQs in Punjab against a sanctioned strength of 80, while 147 were posted against 144 sanctioned posts in KP. All posts in other regions were fully occupied.

With the exception of Kurram Agency, where 100% occupancy rate was observed for watchmen, six appointments above the sanctioned strength were made in Punjab, and one each in Sindh, KP and Balochistan. Similarly, 63 gardeners were appointed in Punjab against a sanctioned strength of 61, while 100% occupancy rates were observed in all other regions. As many as 521 sanitary workers were appointed against 418 sanctioned posts in Punjab, and 112 against 109 in KP. All posts in other regions were fully occupied.

Table 6.4: Appointment of Support Staff

Support Staff at DHQ		Sanctioned Strength						Posted						Occupancy Rate						Number of DHQs Sharing Information					
Sr. No.	Name of Post	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total	Punjab	Sindh	KP	Balochistan	FATA	Total
1.	Peons	80	51	144	46	10	331	82	51	147	46	10	336	102.5%	100.0%	102.1%	100.0%	100.0%	101.5%	18	8	10	11	1	48
2.	Watchmen	99	36	115	36	15	301	105	37	116	37	15	310	106.1%	102.8%	100.9%	102.8%	100.0%	103.0%	20	8	12	10	1	51
3.	Gardeners	61	13	50	21	6	151	63	13	50	21	6	153	103.3%	100.0%	100.0%	100.0%	100.0%	101.3%	20	7	12	8	1	48
4.	Sanitary Worker	418	187	109	26	8	748	521	187	112	26	8	854	124.6%	100.0%	102.8%	100.0%	100.0%	114.2%	20	9	9	7	1	46

7. Disciplinary Action against Staff

Disciplinary action was taken against 91 personnel including medical, paramedical, technical and administrative staff in the July – September 2011 quarter. Disciplinary action involved warnings, terminations, stoppage of pay as well as show cause notices and explanations. These actions were taken for absence from duty, unpunctuality and irregularity. As many as 53 of these personnel were in DHQs in KP, 25 in Sindh, nine in Balochistan and four in Punjab.

Disciplinary action was taken against 27 doctors – 16 in KP, five in Sindh, four in Balochistan and two in Punjab. As many as 36 paramedical staff – 20 in KP, 13 in Sindh and three in Balochistan faced disciplinary action in the last three calendar months. Action was also taken against 21 members of the administrative staff (16 in KP, three in Sindh and two in Punjab), as well as seven technicians (four in Sindh, two in Balochistan and one in KP).

Table 7: Disciplinary Action against Staff

Sr. No.	Personnel	Punjab	Sindh	KP	Balochistan	Total	Nature of Disciplinary Action	Reason for Disciplinary Action
1	Medical Staff (Doctors)	2	5	16	4	27	Warning, Termination, Explanation, Suspension	Absence, Non-Punctuality, Irregularity
2	Paramedical Staff (Nurses etc.)	0	13	20	3	36	Warning, Show Cause Notice, Explanation	Unpunctuality, Absence
3	Technicians	0	4	1	2	7	Warning, Suspension	Unpunctuality, Absence
4	Admin Staff	2	3	16	0	21	Stoppage of Pay, Show Cause Notice, Warning	Unpunctuality, Absence
Total		4	25	53	9	91		

8. Referrals and Medico-Legal Services

Where a case cannot be treated at the lower level health facilities, like Basic Health Units (BHUs) and Rural Health Centers (RHCs), either due to lack of equipment and/or specialist personnel, it is referred to Tehsil Headquarter Hospitals (THQs) and/or District Headquarter Hospitals (DHQs). In the 55 DHQs visited by FAFEN Governance Monitors in September, 2,176 patients were referred to the DHQs in August 2011 – 1,207 in 15 DHQs which shared information in Punjab, 469 in eight in KP, 358 in five in Sindh, 134 in nine in Balochistan and eight in Kurram Agency. In addition, 4,104 medico-legal cases were also treated during August– 3,073 in 15 DHQs in Punjab, 606 in nine in Balochistan, 297 in six in Sindh and 128 in six in KP.

Table 8: Referrals and Medico-Legal Services

Sr. No.	Region	Number of serious patients referred to THQ/DHQ in last calendar month.	Number of DHQs Sharing Information	Number of medico legal cases treated in last calendar month.	Number of DHQs Sharing Information
1.	Punjab	1207	15	3073	15
2.	KP	469	8	128	6
3.	Balochistan	134	9	606	9
4.	Sindh	358	5	297	6
5.	FATA	8	1	0	0
Total		2176	38	4104	36

Annex: List of Monitored DHQs

Sr. No.	Province	District	Name of the Health Facility
1.	Punjab	Okara	District Headquarter Hospital, Okara
2.	Punjab	Multan	Civil Hospital, Multan
3.	Punjab	Mianwali	District Headquarter Hospital, Mianwali
4.	Punjab	Sialkot	Allama Iqbal Memorial Hospital, Sialkot
5.	Punjab	Attock	District Headquarter Hospital, Attock
6.	Punjab	Jhelum	District Headquarter Hospital, Jhelum
7.	Punjab	Khushab	District Headquarter Hospital, Jauharabad
8.	Punjab	Layyah	District Headquarter Hospital, Layyah
9.	Punjab	Bahawalnagar	District Headquarter Hospital, Bahawalnagar
10.	Punjab	Bhakkar	District Headquarter Hospital, Bhakkar
11.	Punjab	Narowal	District Headquarter Hospital, Narowal
12.	Punjab	Muzaffargarh	District Headquarter Hospital, Muzaffargarh
13.	Punjab	Chakwal	District Headquarter Hospital, Chakwal
14.	Punjab	Gujranwala	District Headquarter Hospital, Gujranwala
15.	Punjab	Hafizabad	District Headquarter Hospital, Hafizabad
16.	Punjab	Dera Ghazi Khan	District Headquarter Hospital, Dera Ghazi Khan
17.	Punjab	Rajanpur	District Headquarter Hospital, Rajanpur
18.	Punjab	Jhang	District Headquarter Hospital, Jhang
19.	Punjab	Kasur	District Headquarter Hospital, Kasur
20.	Punjab	Vehari	District Headquarter Hospital, Vehari
21.	Punjab	Nankana Sahib	District Headquarter Hospital, Nankana Sahib
22.	Punjab	Toba Tek Singh	District Headquarter Hospital, Toba Tek Singh
23.	Sindh	Badin	Civil Hospital, Badin
24.	Sindh	Naushero Feroz	District Headquarter Hospital, Naushero Feroz
25.	Sindh	Kashmore	Civil Hospital, Kandhkot
26.	Sindh	Tando Mohammad Khan	District Headquarter Hospital, Tando Mohammad Khan
27.	Sindh	Thatta	Civil Hospital, Thatta
28.	Sindh	Tando Allahyar	District Headquarter Hospital, Tando Allahyar
29.	Sindh	Hyderabad	District Government Hospital, Paratabad
30.	Sindh	Jacobabad	District Headquarter Hospital, Jacobabad
31.	Sindh	Dadu	Civil Hospital, Dadu
32.	KP	Battagram	District Headquarter Hospital, Battagram
33.	KP	Upper Dir	District Headquarter Hospital, Upper Dir
34.	KP	Swat	District Headquarter Hospital, Swat
35.	KP	Mardan	District headquarter Hospital, Mardan
36.	KP	Haripur	District Headquarter Hospital, Haripur
37.	KP	Kohat	District Headquarter Hospital, Kohat
38.	KP	Karak	District Headquarter Hospital, Karak
39.	KP	Charsadda	District Headquarter Hospital, Charsadda
40.	KP	Shangla	District Headquarter Hospital, Shangla
41.	KP	Lakki Marwat	District Headquarter Hospital, Lakki Marwat
42.	KP	Chitral	District Headquarter Hospital, Chitral
43.	KP	Mansehra	District Headquarter Hospital, Mansehra
44.	Balochistan	Loralai	District Headquarter Hospital, Loralai
45.	Balochistan	Musakhel	District Headquarter Hospital, Musakhel
46.	Balochistan	Zhob	District Headquarter Hospital, Zhob
47.	Balochistan	Nasirabad	District Headquarter Hospital, Nasirabad
48.	Balochistan	Killa Saifullah	District Headquarter Hospital, Killa Saifullah
49.	Balochistan	Jaffarabad	District Headquarter Hospital, Jaffarabad
50.	Balochistan	Ziarat	District Headquarter Hospital, Ziarat
51.	Balochistan	Chagai	Sheikh Fahad Hospital, Dalbandin
52.	Balochistan	Killa Abdullah	District Headquarter Hospital, Chaman
53.	Balochistan	Nushki	District Headquarter Hospital, Nushki
54.	Balochistan	Pishin	District Headquarter Hospital, Pishin
55.	FATA	Kurram Agency	Agency Headquarter Hospital, Kurram Agency

About FAFEN

Free and Fair Election Network (FAFEN), established in 2006, is a coalition of 42 leading civil society organizations, working to strengthen all forms of democratic accountabilities in Pakistan. Governed by Trust for Democratic Education and Accountability, FAFEN's key achievements are:

- Observed the public display of Pakistan's draft electoral rolls and conducted the country's first statistically-valid voters' list audit in 2007
- Deployed more than 18,829 trained, neutral Election Day observers nationwide to watch the February 18, 2008 polls and 264 long-term observers to monitor the pre-election process
- Fielded long-term observers nationwide and published 19 pre-election reports
- For the February 18, 2008, General Elections, FAFEN conducted 260 simultaneous Parallel Vote Tabulations (PVTs)- the largest effort in the world
- Conducted its first survey, Constituents Aspirations Survey, in December 2008 with a sample size of 3,124 respondents to get the description of the state of public opinion and also to get a deeper understanding of the values, attitudes and beliefs of people living in the constituencies
- Conducted mapping of organizations working for human rights within Pakistan
- Observed general elections at Gilgit-Baltistan in 2009 and by-elections in various constituencies of the Punjab, Balochistan and Khyber Pakhtunkhwa in 2010
- Implemented a unique methodology to observe parliamentary proceedings under its Parliamentary Watch Project
- Monitors public institutions across Pakistan and issues monthly reports on the state and performance of educational, health and other local level institutions. In addition, monthly reports on prices, crimes, incidence of disease, caseload in lower courts and political and electoral violence are issued.

FAFEN continues to implement robust programs in-between elections related to monitoring parliamentary affairs, connecting constituents to their elected representatives, monitoring the performance of public and elected institutions and advocating electoral and democratic reforms. FAFEN is also monitoring political and electoral violence, peace activities and promoting active citizenry through ongoing civic education activities across the country. FAFEN is currently implementing Supporting Transparency, Accountability and Electoral Processes in Pakistan (STAEP) in 200 National Assembly constituencies in 119 districts across Pakistan.



FAFEN Secretariat

224-Margala Road, F-10/3, Islamabad

(P) 051-22 11 026

(F) 051-22 11 047

(E) secretariat@fafen.org