

**THE OFFICE OF PROVINCIAL OMBUDSMAN**  
**KHYBER PAKHTUNKHWA**

**NOTIFICATION**

*Peshawar, dated the 10.03.2011*

**No.E&A/PO/1-1 (8)/2011-** In exercise of the powers conferred by sub-section (11) of section 10 of the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 (Khyber Pakhtunkhwa Act No. XIV of 2010), the Provincial Ombudsman for the Province of the Khyber Pakhtunkhwa is pleased to make the following Regulations laying down the procedure for registration, investigation and disposal of complaints under the Act, namely:

**THE KHYBER PAKHTUNKHWA PROVINCIAL**  
**OMBUDSMAN OFFICE (REGISTRATION, INVESTIGATION**  
**AND DISPOSAL OF COMPLAINTS) REGULATIONS, 2011.**

**CHAPTER -I**  
**INTRODUCTION**

**1. Short title and commencement.**---(1) These Regulations may be called the Khyber Pakhtunkhwa Provincial Ombudsman Office (Registration, Investigation and Disposal of Complaints) Regulations, 2011.

(2) They shall come into force at once.

**2. Definitions.**---(1) In these Regulations, unless there is anything repugnant in the subject or context,-

- (a) “Act” means the Khyber Pakhtunkhwa Provincial Ombudsman Act, 2010 (Khyber Pakhtunkhwa Act No. XIV of 2010);
- (b) “Authorized Officer” means an officer of the Office of the Provincial Ombudsman authorized by the Provincial Ombudsman for scrutiny of

complaints at the stage of preliminary examination;

- (c) “disposal” means the completion of all proceedings in a complaint, reference or motion;
- (d) “examination” means scrutiny of complaints by the Registrar or the Authorized Officer at preliminary stage or by the Investigation Officer on commencement of investigation;
- (e) “Form” means a Form specified by the Provincial Ombudsman;
- (f) “Head Office” means the principal seat of the Office of the Provincial Ombudsman at Peshawar;
- (g) “hearing” means the process of ascertaining facts by hearing of one or all the parties, examination of the record and spot inspection;
- (h) “investigation” means investigation of allegations raised in a complaint, reference or motion till its disposal and includes holding of enquiry;
- (i) “Investigation Officer” means an officer of the Office of the Provincial Ombudsman to whom a complaint, reference or motion has been entrusted for investigation;
- (j) “Record Room” means the record room maintained at the Head Office or at a Regional Office where the files are consigned after disposal;
- (k) “Regional Office” means a Regional Office of the Office of the Provincial Ombudsman established at any place in the Province of Khyber Pakhtunkhwa;
- (l) “Registrar” means Registrar of the office of Provincial Ombudsman or any other officer who may be assigned the duties of the Registrar;
- (m) “Registry” means an office in the Head Office or the Regional Office where the complaints are presented or received; and

- (n) "Secretary" means the Secretary of the Office of the Provincial Ombudsman, Khyber Pakhtunkhwa.

(2) All other terms and expressions used in these Regulations but not defined hereinbefore shall have the same meaning as have been assigned to them in the Act.

## **CHAPTER -II** **PROCEDURE FOR REGISTRATION OF COMPLAINT**

**3. Presentation of complaints.**---(1) A complaint written in Urdu or English may be presented by the complainant personally or through his authorized representative or submitted by post or other means at the Head Office, or at a Regional Office having territorial jurisdiction in the matter,

(2) The territorial jurisdiction of the Head Office and the Regional Offices shall be such as may be specified by the Provincial Ombudsman, who, may at any time alter the same by an order in writing:

Provided that the Provincial Ombudsman may direct that a complaint falling within the territorial jurisdiction of Head Office or a Regional Office may be investigated at another Regional Office or at the Head Office.

(3) Every complaint shall be made on solemn affirmation or supported by an affidavit to the effect that-

- (a) the allegations contained in the complaint are true to the best of Knowledge and belief of the complainant;
- (b) previously no complaint on the subject was filed at the Head Office or any Regional Office;
- (c) no suit, appeal, petition or any other judicial proceedings in connection with the subject-matter of the complaint are pending before any Court.

(4) On receipt of a complaint the Official of the Registry shall-

- (a) diarize the complaint;

- (b) issue an acknowledgment receipt to the complainant in person, if he is present or sent by post; and
- (c) forward it to the Registrar.

**4. Examination by the Registrar.**---The Registrar shall on receipt of the complaint from the Registry,-

- (i) allot a registration number to the complaint;
- (ii) examine the complaint alongwith the documents attached thereto; and
- (iii) submit the complaint with his views to Provincial Ombudsman or the Authorized Officer for orders as to its admission or otherwise.

**5. Admission or rejection of complaint at preliminary stage.**--

-(1) Where the grievance of a complainant against an agency or its employees prima facie amounts to maladministration and the complaint is not incompetent under the proviso to subsection (1) or subsection (2) of section 9 of the Act, and is not barred under subsection (2) of section 10 thereof, the Ombudsman, or the Authorized Officer, shall, admit the complaint for investigation.

(2) Where, prima facie, a complaint is deemed incompetent under sub-regulation (1) or does not require any investigation for any other reason, the Provincial Ombudsman or the Authorized Officer may reject the complaint in limine:

Provided that the Provincial Ombudsman may, in his discretion, direct that such matter may be resolved informally under section 32 of the Act.

(3) Where the complaint is admitted under sub-regulation (1), the Registrar shall pass it on to the Investigation Officer authorized to investigate complaints against a particular agency and inform the complainant of the procedure to be followed in investigation of the complaint.

**6. Suo Motu Cognizance.**---(1) Where suo motu cognizance of maladministration is taken by the Provincial Ombudsman, he may issue to the principle officer or any other officer of the Agency a notice incorporating brief facts and circumstances or send a copy of the written material which, in his opinion, appears to have caused maladministration and call upon him to meet the allegations contained therein and to submit a detailed report.

(2) On receipt of report as required under sub-regulation (1), the Provincial Ombudsman may close the investigation, if he is satisfied that no maladministration has been committed.

(3) Where the Provincial Ombudsman decides to proceed with the investigation, he may either investigate the matter himself or entrust it to any other Investigation Officer to proceed further in the matter as provided in the Act and these Regulations.

### **CHAPTER -III** **PROCEDURE FOR INVESTIGATION**

**7. Entrustment of complaints to Investigation Officers.**---(1) For the purpose of investigation of the complaint, the Provincial Ombudsman may, by general or special order in writing, authorize any officer at the Head Office or at a Regional Office to exercise powers under subsections (1) and (3) of section 14 of the Act.

(2) The Provincial Ombudsman may, where any request is made by a complainant or an Agency, in the interest of expeditious finalization of investigation, transfer a complaint registered at the Head Office to a Regional Office or registered at a Regional Office to the Head Office or to another Regional Office.

(3) Where a complaint is not made on solemn affirmation or is not accompanied by a copy of the National Identity Card and an affidavit in the specified form, the Investigation Officer shall require the complainant to provide it, otherwise, the complaint may be dismissed.

(4) If the Investigation Officer after perusal of the complaint comes to the conclusion that it should not have been entertained on any of the grounds mentioned in section 9 or those in section 10(2) of the Act, he shall submit the complaint with his findings to the Provincial Ombudsman for orders.

**8. Report from the Agency.**---(1) In respect of every complaint admitted for investigation under regulation 5 and further scrutinized under regulation 7, a report in writing shall be called from the Agency complained against:

Provided that where circumstances so require, the report may be called for through telephone, telex, fax, e-mail or any other means of communication:

Provided further that where an immediate action or redress is called for, the Investigation Officer may call upon the principal officer of the concerned Agency to redress or cause the grievance to be redressed; within a specified period and submit a compliance report to the Ombudsman but if he is of the view that the grievance cannot be redressed, he shall submit a detailed report explaining the reasons why the same cannot be done.

(2) The notice calling for a report shall be accompanied by a copy of the complaint or relevant extracts there from highlighting the grievances of the complainant, the alleged nature of maladministration and where necessary, copies of all relevant documents attached with the complaint.

(3) The notice for submission of report under subsection (4) of section 10 of the Act shall be addressed to the principal officer of the Agency as well as to any other officer who is alleged in the complaint to have taken or authorized the action complained of.

(4) The report shall be submitted within such period as is specified in the notice or within such period ordinarily not exceeding 15 days as may be allowed on the written request of the principal officer or the officer concerned,

(5) Where the principal officer or the officer concerned fails to submit the report as required under sub-regulation (4), the Investigation Officer shall issue another notice requiring the Principal officer or the officer concerned to appear before him, or the Provincial Ombudsman on the specified date or depute an officer well conversant with the facts of the case alongwith the written report and the relevant record of the case, failing which the Provincial Ombudsman may issue directions to the appropriate authority under sub-section (6) of section 14 of the Act for taking disciplinary action against the person who disregarded the direction. If failure or disobedience to submit report on the part of the Principal officer or the officer concerned so warrant, the Provincial Ombudsman may proceed against him for contempt under Section 16 of the Act.

**9. Agency's Report on allegations of the Complainant.---**(1) Where the Agency reports that the grievance of the complainant already stands redressed or relief has been provided to him on receipt of the complaint from Provincial Ombudsman Office, the complaint may be disposed of as having borne fruit unless it is considered necessary to award compensation to the complainant for the loss or damage suffered by him due to gross maladministration in accordance with section 21 of the Act.

(2) In case where the Agency reports that for the relief sought, the complainant was required to fulfill certain procedural requirements, the complainant shall be directed to complete such requirements and, if no information is received within the time allowed by the Investigation Officer, it shall be presumed that the complainant does not wish to pursue the case further and the complaint may be filed as not pressed.

(3) Where the Agency contests some or all the allegations made by the complainant, the Investigation Officer may, if he is not satisfied with the report of the Agency, address a questionnaire to the Agency for elucidation of specific questions or call for additional information.

**10. Rejoinder.**---(1) Where the Investigation Officer is satisfied that, in the light of the report of the Agency, any clarification in respect of the allegations contained in the complaint is required from the complainant, he shall call upon the complainant to submit a rejoinder within a specified time not exceeding thirty days, or such further period not exceeding 20 days as may be extended by the Investigation Officer:

Provided that if no rejoinder is received within the extended period, the Investigation Officer may finalize the investigation:

Provided further that where the agency makes a request with plausible reasons that any portion of the report or any document annexed to its report may be kept confidential, such portion of the report or, as the case may be, document shall not be sent to the complainant unless the Investigation Officer decides otherwise.

(2) Where on receipt of rejoinder from the complainant, the Investigation Officer finds that the complainant is satisfied with the report of the Agency and does not desire to pursue his case any further, the complaint may be deemed to have been disposed of as having borne fruit unless there is sufficient material to show that there was any gross maladministration which was the basis of the complaint. In such a case the Provincial Ombudsman may pass such orders as he deems fit.

(3) Where the complainant reiterates his stand without any reasonable grounds or justification and the Investigation Officer is of the opinion that the Agency had not committed any maladministration, the complaint shall be rejected.

**11. Further investigation.**---Where the Investigation Officer is of the opinion that further enquiry is called for, he shall bring out the

controversial points between the parties for determination and require the Agency:

- (a) to provide further comments;
- (b) to make clarification of any specific issue;
- (c) to produce the relevant record; or
- (d) to depute a representative for hearing.

**12. Hearing of cases.**---(1) Hearing shall be fixed only when it is considered necessary in the interest of fair and expeditious disposal of the complaint.

(2) As far as may be, no officer of the Agency shall be summoned by name and the Agency shall ordinarily be required to depute an officer fully conversant with the facts of the case.

(3) The officer of the rank of Secretary and above shall be summoned only with the approval of the Provincial Ombudsman.

(4) Any mutual agreement or undertaking given by parties shall be recorded by the Investigation Officer and signed by the persons representing the parties.

(5) If for any reason, the date of hearing already fixed is changed, the Investigation Officer shall inform both the parties well in time of the next date of hearing.

**13. Inspections.**---(1) Where an inspection of a place or site or examination of any record is necessary, the Investigation Officer himself or any official authorized by him shall, with the approval of the Provincial Ombudsman, and after due intimation to the Agency proceed for the place, site or examination of the record as the case may be.

Provided that, if the place of such inspection falls within the jurisdiction of another Regional Office or the Head Office, the case file may, with the approval of the Provincial Ombudsman, be sent to such Regional Office or the Head Office, highlighting the points involved in the matter for carrying out inspection of the place, site or examination of the record, as the case may be.

(2) The file of the case shall be returned to the Investigation Officer with the report of inspection of the place, site or examination of the record, as the case may be.

**14. Requisitioning of record.**---(1) Where the Investigation Officer considers it necessary, the Agency may be directed to



produce the record under sub-section (9) of section 10 of the Act.

(2) In case any portion of the record is considered necessary to be retained by the Investigation Officer, an authenticated copy thereof shall be prepared and provided to the Agency.

**15. Information from and to the complainant.**---(1) If at any stage of the investigation, the Investigation Officer desires to seek any clarification from the complainant, he may ask him on telephone or through post or to appear before him for the purpose.

(2) If the investigation of any case is protracted and its disposal is likely to take more than three months or if the complainant approaches the Investigation Officer to ascertain the position of his case, the complainant shall be kept informed of the progress of his case at least once in every three months.

**16. Transfer of cases.**---Where in a complaint filed in a Regional Office the Agency complained against is located within the territorial jurisdiction of another Regional Office or the Head Office, the Provincial Ombudsman may transfer such complaint to the concerned Regional Office or the Head Office, as the case may be.

#### **CHAPTER -IV** **PROCEDURE FOR DISPOSAL** **OF COMPLAINTS**

**17. Completion of Investigation.**---The investigation of a complaint shall, with the approval of the Provincial Ombudsman, be closed when it is found that-

- (a) the subject-matter of the complaint does not fall within the purview of the Act; or
- (b) no case of maladministration is prima facie made out; or
- (c) the Agency is not at fault as a particular procedure has to be adopted or formalities have to be followed by the complainant for redressal of his grievance; or
- (d) the complainant fails to furnish the required information or supply relevant documents, or fails to attend hearings, despite notices and it is

not possible to decide the complaint on the basis of the available record; or

- (e) the relief had already been provided before the complaint was lodged and the complainant confirms the redress of his grievance or he is informed of the same through registered post; or
- (f) the complainant and the representative of the Agency agree to a proposition consequent whereof grievance is redressed without any proof of maladministration; or
- (g) the complainant without any reasonable ground or, justification continues to press his allegations but the Agency is not guilty of maladministration; or
- (h) where findings for redress of grievance have been given and the directions contained therein have been complied with or a representation has been filed to the Governor under section 31 of the Act; or
- (i) where representation under section 31 of the Act is rejected or the findings have been modified, and the original or the modified findings, as the case may be, have been complied with; or
- (j) the subject-matter of the complaint was subjudice before a Court of competent jurisdiction on the date of receipt of the complaint, reference or motion; or
- (k) the complaint by or on behalf of a public servant or functionary concerns matters relating to the Agency in which he is or has been, working, in respect of his personal grievance relating to service therein; or
- (l) the subject-matter of the complaint is the same which has already been disposed of by finding in an earlier complaint; or

- (m) the subject-matter of the complaint has already been adjudicated upon by a Court or Tribunal of competent jurisdiction; or
- (n) the complaint has been made by a person who is not an aggrieved person; or
- (o) the complaint is anonymous or pseudonymous.

**18. Findings of the Provincial Ombudsman.**---(1) In all cases where Investigation is proposed to be closed at any stage of investigation and where a direction to the Agency or any of its officers or employees is or is not to be issued, the Investigation Officer shall prepare draft findings, as far as possible in the specified form and submit these to the Provincial Ombudsman for orders/decision.

(2) The draft findings shall be simple, impersonal, and in paragraphs duly numbered in chronological order.

(3) At the Head Office, the draft findings shall be submitted to the Provincial Ombudsman directly while those at the Regional Offices shall be submitted through the Registrar at the Head Office or submitted to the Provincial Ombudsman during his tour to the respective Regional Office.

(4) On submission of draft findings, the Provincial Ombudsman may pass order/decision, make such changes in the draft findings as he considers necessary in the light of the investigation done, ask the Investigation Officer to redraft the findings or to carry further investigation as directed.

(5) These draft findings shall be re-submitted to the Provincial Ombudsman for orders/decisions after making such changes as have been approved by him or directed by him to be made or after carrying out such investigation as directed by him, as the case may be.

(6) In all cases, a copy of order/decision shall be communicated to the complainant and the Agency concerned.

**19. Completion of Findings and consignment of files to record.**---(1) After the findings are signed by the Provincial Ombudsman:

- (a) all drafts shall be destroyed by the Investigation Officer; and

- (b) the copies of the findings shall be authenticated by the Investigation Officer and dispatched to the complainant and the Agency.

(2) With the approval of the Provincial Ombudsman, important findings may be circulated amongst Investigation Officers for information and selected cases may be sent to the media and Research Wing of the Head Office for publication.

(3) Where a complaint is closed or rejected it shall be consigned to the record room within 14 days of the closure or rejection.

(4) Where findings have been communicated to the Agency under subsection (1) of section 11 of the Act, the file shall be retained by the Investigation Officer and consigned to record room only after confirmation of implementation of the recommendation has been received from the Agency or the complainant.

(5) The Investigation Officer shall send one copy of the findings in the specified form in duplicate to the computer section at the Head Office to updating the record and place the other copy on the relevant file which should then be consigned to the record room.

(6) Where any person is aggrieved by a decision or order of the Provincial Ombudsman and intends to file a representation to the Governor under section 31 of the Act, the file may be consigned to record room within 14 days of the confirmation of representation having been filed.

(7) Where a representation to the Governor made under section 31 of the Act is rejected or the findings are modified, the file shall be taken out from the record room for making an entry about the decision of the Governor and shall be consigned to the record room within 14 days of the confirmation of implementation of the original or modified findings.

**20. Re-consideration Petition.**---(1) In case an Agency gives reasons in terms of subsection (2) of section 11 of the Act, for not complying with the directions, a copy of its report shall be supplied to the complainant on the specified form, for his comments.

(2) On receipt of a reply from the complainant, he shall be provided an opportunity of being heard and after considering his

pleadings during the hearing if any, the Investigation Officer shall submit the case with draft findings to the Provincial Ombudsman for orders.

(3) On considering the case submitted by the Investigation Officer under sub-regulation (2), the Provincial Ombudsman may pass such orders thereon as deemed appropriate which shall then be communicated to the complainant and the Agency.

**21. Procedure in case of non-compliance.**---(1) Where the Agency fails to implement the findings of the Provincial Ombudsman with in the meaning of sub-section (6) of Section 11 of the Act, and the reasons given by the Principal Officer or the Officer concerned for non-implementation have been rejected by the Provincial Ombudsman as unsatisfactory, it shall be treated as Defiance of Recommendation and shall be dealt under section 12 of the Act.

(2) Where a representation to the Governor has been filed by an aggrieved person under section 31 of the Act and the representation has been either rejected by the Governor or finding/decision has been modified by the Governor on the representation, and the Agency fails to implement the recommendations and the reasons given by the Principal Officer or the Officer concerned for non-implementation have been rejected by the Provincial Ombudsman as unsatisfactory, it shall be treated as Defiance of Recommendation and shall be dealt under section 12 of the Act.

**22. Correction of errors, mistakes, misrepresentation, etc.**---(1) Where through any typographical error, mistake or misrepresentation by, the complainant or the Agency, an incorrect figure, fact or position is reflected in the findings and directions of the Provincial Ombudsman, the Investigation Officer shall, after giving notice to the complainant and the Agency and providing them an opportunity of being heard, submit the case with draft findings to the Provincial Ombudsman in specified form for consequential rectification or modification of the original findings and directions.

(2) In all cases where the consequential rectification or modification is made, the decision shall be communicated to the complainant and the Agency on specified form.

**23. Proceedings for Defiance of Recommendations or Disciplinary Action.**---(1) Where it is decided by the Provincial Ombudsman to initiate proceedings for “Defiance of Recommendations” in terms of section 12 of the Act or for action under

sub-section (6) or (7) of section 14 of the Act, the Investigation Officer shall submit a self-contained note to the Secretary along with a show-cause notice. In the case of a Regional Office, the Investigation Officer concerned shall submit the case to the Secretary through the Officer Incharge of that Office.

(2) The Secretary shall, with the approval of the Provincial Ombudsman, cause the notice to be served on the public servant concerned to show cause as to why the proposed action may not be taken against him.

(3) After considering all the facts of the case, including the reply to the show cause notice, if any, of the public servant under sub-regulation (2), the Provincial Ombudsman may refer the matter to the Government for the purpose of sub-section (2) of section 12 of the Act and may also take action in terms of sub-section (6) and (7) of Section 14 and section 16 of the Act.

## **CHAPTER-V** **MISCELLANEOUS**

**24. Monthly Progress Report.**---(1) Every Investigation Officer shall submit monthly progress report on specified form through the concerned consultant to the Registrar at the Head Office for submission to the Provincial Ombudsman.

(2) The Investigation Officers at the Regional Offices shall submit monthly progress reports through Incharge of the Regional Office concerned who may add his comments on the covering note.

(3) The Secretary shall, by the tenth day of each month, submit to the Provincial Ombudsman, in the specified form a statement about institution and disposal of complaints for and up to the end of the preceding month.

**25. Notices.**---(1) A notice on specified form shall be issued to the complainant by registered post or through courier service, if he fails to-

- (a) furnish required information or documents;
- (b) confirm and verify the contents of the complaint on solemn affirmation or oath;
- (c) submit rejoinder or rebuttal within the specified time;
- (d) confirm the compliance of the procedural requirements of the Agency; and

(e) confirm the grant of relief.

(2) Where the Provincial Ombudsman rejects a complaint being false, or vexatious and decides to award compensation to an Agency, public servant or other functionary under sub-section (5) of section 14 of the Act, before awarding such compensation; the Provincial Ombudsman may issue a show cause notice to the complainant.

(3) Where the Provincial Ombudsman decides to proceed against an employee of an Agency or a public servant or a complainant or any other person for contempt of his Office, a show cause notice may be issued to him.

(4) Where the Provincial Ombudsman considers that the complainant has suffered loss or damage on account of maladministration of any Agency or public servant or any other functionary and deserves awarding of compensation under section 21 of the Act, such Agency, public servant or any other functionary may be issued a show cause notice about re-awarding compensation.

(5) As far as may be, all notices shall be issued under registered covers and special care shall be taken to record the correct mailing address.

**26. List of Principal Officers of the Agencies.**---(1) The Registrar at the Head Office and the Officer Incharge of the Regional Offices shall maintain a list of principal officers of Agencies.

(2) The Investigation Officers shall bring to the notice of the Registrar at the Head Office or the Officer Incharge of the Regional Office, whenever any information is received by them in respect of any change of the principal officer of an Agency.

**27. Maintenance of files.**---(1) The Investigation Office shall ensure that the record of every complaint is properly maintained and all the proceedings are reflected in chronological order in the order sheet as given in specified form.

(2) The case file shall contain the following particulars on its covers, namely:

- (a) registration number of the complaint;
- (b) date of registration of the complaint;
- (c) complainant's name;
- (d) name of the Agency complained against;
- (e) confirmation of the grant of relief;

- (f) whether the file contains correspondence or noting or both;
- (g) date of disposal of complaint; and
- (h) date of consignment to record.

(3) The complaint along with cover sheets on specified forms shall be tagged on the right-hand side of the file, whereas the order sheet on specified form shall be placed on the left-hand side of the file.

(4) The pages should be properly numbered in chronological order with the last numbered page appearing on the right-hand side of the file.

(5) The order sheet on specified form shall contain record of actions taken with dates for further processing and shall be used as noting part of the file for obtaining orders, instructions and directions of the Provincial Ombudsman.

**28. Power to modify procedure.**---Notwithstanding any provision in these Regulations but subject to the provisions contained in the Act, the Provincial Ombudsman shall continue to exercise his powers to modify the procedure of handling any particular case or adopt a special procedure keeping in view the special nature and facts of the case.

SIGNED  
BADSHAH GUL WAZIR  
Provincial Ombudsman,  
Khyber Pakhtunkhwa.

**ENDST: EVEN NO AND DATE.**

Copy forwarded to:

1. The Chief Secretary, Khyber Pakhtunkhwa, Peshawar.
2. The Principal Secretary to Governor, Khyber Pakhtunkhwa.
3. The Principal Secretary to Chief Minister, Khyber Pakhtunkhwa.
4. All Administrative Secretaries, Khyber Pakhtunkhwa.
5. The Advocate General, Khyber Pakhtunkhwa, Peshawar.
6. All Commissioners, Khyber Pakhtunkhwa.
7. The Manager, Government Printing press, Peshawar for publication in the extra Ordinary Gazette.

**Secretary**  
Provincial Ombudsman,  
Khyber Pakhtunkhwa.