SEHAT DEHLEEZ: REDEFINING PRIMARY HEALTHCARE IN BALOCHISTAN

The Vision, Innovation and Institutional Leadership of Dr. MB Raja Dharejo, PAS, CEO PPHI Balochistan

1. The Beginning of a Transformational Vision

Healthcare should never be determined by geography, distance or economic circumstances. For the people of Balochistan, where communities are scattered across vast geographical distances and access to qualified medical professionals remains a major challenge, this principle required more than conventional healthcare delivery.

Recognising this structural challenge, Dr. MB Raja Dharejo, PAS, Chief Executive Officer of PPHI Balochistan, conceived and initiated a transformative vision: bringing healthcare to the doorstep of every citizen through technology, institutional innovation and an integrated primary healthcare system.

Sehat Dehleez emerged from this vision. It is not simply a mobile application; it is a new approach to healthcare delivery, designed to connect citizens with qualified doctors, digital prescriptions, medical records, medicines and referrals through an accessible digital platform.

Conceptualised under the leadership of Dr. MB Raja Dharejo and developed in-house by PPHI Balochistan, Sehat Dehleez represents an indigenous healthcare innovation designed specifically around the geographical, social and economic realities of Balochistan.

2. Sehat Dehleez: Healthcare at Your Doorstep

Sehat Dehleez is a free digital TeleHealth and referral platform available in Urdu and English. It enables citizens to connect with doctors from their own mobile phones without the need to undertake unnecessary journeys to healthcare facilities.

Through the application, patients can register, join a live consultation queue or schedule appointments and receive medical consultations from the TeleHealth Nerve Centre in Quetta.

- Free medical consultations with qualified doctors.
- Digital prescriptions with QR-code verification.
- Electronic patient health profiles.
- Chronic disease profiling and monitoring.
- Recording of blood pressure, blood sugar, pulse, temperature, oxygen saturation and weight.
- Digital storage of laboratory reports and consultation history.
- Family health accounts.
- Digital referrals and continuity-of-care records.

3. Four Pillars of Sehat Dehleez: A Complete Doorstep Healthcare Model

Dr. MB Raja Dharejo conceptualised Sehat Dehleez around four interconnected pillars, designed to create a patient-centred continuum of primary healthcare.

Pillar I — Doctor on the Doorstep: Citizens can access free medical consultations through their mobile phones, connecting directly with doctors at the TeleHealth Nerve Centre.

Pillar II — Prescription on the Doorstep: Following consultation, patients receive electronic prescriptions carrying QR codes, enabling verification and improving prescription transparency.

Pillar III — Medicine on the Doorstep: The model envisages prescribed medicines reaching patients without requiring them to travel. Medicine supply integration is still to be developed, following the Government of Balochistan's in-principle agreement.

Pillar IV — Referral on the Doorstep: Patients requiring higher-level healthcare will be connected to appropriate referral facilities through an integrated referral mechanism. These linkages are still to be developed, following the Government's in-principle agreement.

4. TeleHealth Nerve Centre Quetta: The Institutional Backbone

To translate the vision into an operational healthcare system, Dr. MB Raja Dharejo spearheaded the establishment of the TeleHealth Nerve Centre in Quetta.

The Centre has been developed as the technological and clinical backbone of PPHI Balochistan's TeleHealth ecosystem.

Its infrastructure includes 91 consultation stations, 110 Lady Medical Officers, 15 specialist consultants across seven specialties, a dedicated command and control room, video wall and server infrastructure, and a 60 kW hybrid solar power system.

The Centre operates as the central hub connecting patients, satellite-linked healthcare facilities, KIOSKs and digital consultations across the province.

5. Satellite-Linked BHUs: Connecting Remote Balochistan

Understanding that digital healthcare cannot succeed without connectivity, Dr. MB Raja Dharejo extended the vision beyond mobile applications by expanding satellite-linked Basic Health Units.

The satellite-linked network expanded from 34 to 184 BHUs within one year, with 150 additional facilities brought into the expansion programme.

Satellite connectivity and KIOSK installations are being extended to new facilities and district offices, enabling patients in remote areas to access specialist and medical officer consultations through the TeleHealth Nerve Centre.

The initiative is designed to reduce geographical inequalities in healthcare access and connect underserved populations with qualified medical professionals.

6. ProMetriX: Making Competence Measurable and Letting Merit Speak

The transformational vision of Dr. MB Raja Dharejo extended beyond healthcare delivery to institutional governance and human resource management.

Recognising the limitations of conventional recruitment mechanisms, he conceived and introduced ProMetriX — a software-based, automated recruitment and assessment ecosystem developed in-house by PPHI Balochistan.

ProMetriX institutionalises transparency, objectivity and merit through a structured digital recruitment process.

Its features include online advertisement and applications; automated eligibility screening and shortlisting; QR-coded candidate identification; NADRA-based CNIC verification; computer-based examinations; automated result processing; transparent merit-list generation; and digital onboarding through the ERP system.

Across eight recruitment drives, 3,355 posts were advertised and 44,617 applications received without application fees.

ProMetriX reflects the philosophy that recruitment must be determined by competence and measurable performance rather than personal influence or discretionary intervention.

Its guiding principle: Make Competence Measurable & Let Merit Speak.

7. Digital Institutional Transformation: From Paper-Based to Paperless Governance

Dr. MB Raja Dharejo also initiated a broader institutional digitalisation programme to transform PPHI Balochistan into a paperless, technology-enabled organisation.

Six major digital platforms were developed in-house: Enterprise Resource Planning (ERP), ProMetriX, Sehat Dehleez, TeleHealth KIOSK, field applications and public digital portals.

The ERP integrates 19 modules covering human resources, payroll, finance, procurement, inventory, audit, monitoring and administrative operations.

Digital e-filing, biometric and facial attendance, GPS-based fleet monitoring, field monitoring applications, digital banking and an online board portal have strengthened institutional accountability and operational visibility.

A defining feature of this transformation is that the platforms were developed in-house, without purchasing external software licences or outsourcing their development. PPHI Balochistan retains ownership of its digital systems, code and data.

8. The Human and Economic Impact: Putting Citizens First

The ultimate purpose of Sehat Dehleez is not technological advancement for its own sake. Its real objective is to reduce the burden on ordinary citizens.

For families living in remote areas, accessing a doctor often involves transportation costs, lost working hours and considerable inconvenience. For financially vulnerable households, even a basic consultation can become an economic burden.

By bringing medical consultations closer to citizens, Sehat Dehleez seeks to reduce unnecessary travel, facilitate earlier medical advice, improve continuity of care and contribute to the reduction of out-of-pocket healthcare expenditure.

During the 30-day reporting period documented in PPHI Balochistan's achievement statement, the platform recorded 6,294 consultation requests, 3,925 completed consultations, 3,543 new patient registrations and 3,470 prescriptions issued. The average waiting time before a doctor answered was 25 seconds.

9. A Broader Primary Healthcare Transformation

Sehat Dehleez is part of a wider institutional transformation led by Dr. MB Raja Dharejo at PPHI Balochistan.

Alongside digital innovation, the organisation expanded 24/7 BHUs Plus from six units in November 2025 to 124 by August 2026, with a target of 400.

A total of 164 previously non-functional healthcare facilities have been functionalised, while another 157 are under execution.

The expansion of labour rooms, availability of essential medicines, solarisation, clean drinking water and improved healthcare infrastructure complement the digital reforms.

These interventions reflect a common institutional philosophy: technology, infrastructure, human resources and service delivery must advance together to create a functional primary healthcare system.

10. The Legacy of an Indigenous Innovation

The significance of Sehat Dehleez extends beyond the introduction of a digital application. It represents an institutional model in which a provincial healthcare organisation has conceptualised, developed and operationalised its own technology-driven healthcare ecosystem.

Dr. MB Raja Dharejo, PAS, is the founder and conceptual architect of Sehat Dehleez and the wider digital transformation agenda at PPHI Balochistan. Through his leadership, the organisation has moved towards an integrated model connecting citizens, doctors, healthcare facilities, recruitment systems and institutional governance.

The ambition is clear: a Balochistan where geographical isolation does not mean healthcare exclusion, where a citizen can access a qualified doctor with a single click, where recruitment is governed by merit, and where public institutions operate with transparency, accountability and measurable performance.

Sehat Dehleez is ultimately an expression of one powerful belief: Healthcare must reach the citizen, irrespective of where the citizen lives.

CONCEIVED BY DR. MB RAJA DHAREJO, PAS

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