



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Karachi

Pakistan

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

Official Gateway to the province of Sindh:

<https://www.sindh.gov.pk/>

<http://www.kmc.gos.pk/>

<https://commissionerkarachi.gos.pk/>

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services²:

A specific portal where you can see the list of all online services available to the public.

Sindh Provincial citizen services

<https://cm.sindh.gov.pk/complaint>

<https://igpcms.sindhpolice.gov.pk/>

<http://www.srb.gos.pk/home/index.jsp>

<https://www.sbca.gos.pk/>

<https://business.sindh.gov.pk>

<https://www.excise.gos.pk>

Sindh Police Official Website (<https://www.sindhpolice.gov.pk>)

IGP Complaint Management System (<https://igpcms.sindhpolice.gov.pk>)

Police Character verification System (<https://prvs.sindhpolice.gov.pk>)

Women & Children Protection Cell (<https://wpc.sindhpolice.gov.pk>)

Online verification system (<https://prvs.sindhpolice.gov.pk/>)

Mobile Application (<https://play.google.com/store/apps/details?id=us.socol.tasdeeq>)

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

Human Resource Management System (<http://officer16.sindhpolice.gov.pk>)
Police Station Record Management System (<http://psrms.sindhpolice.gov.pk>)
Criminal Record Management System (<http://202.83.168.198/crodashboard/>)
Sindh Police Legal Affairs Management (<https://legal.sindhpolice.gov.pk>)
Sindh Police Official / Personnel Welfare Management
(http://welfare.sindhpolice.gov.pk/admin/system_login/)
Missing person Portal (https://mppbeta.sindhpolice.gov.pk/system_login)
Women & Children Protection Cell (https://wpc.sindhpolice.gov.pk/system_login)
Public Facilitation Centre (<https://pfc.sindhpolice.gov.pk>)
Hotel – Eye (<http://hoteleye.sindhpolice.gov.pk>)
Tenant & Employee Registration System (<https://trs.sindhpolice.gov.pk/admin/login>)
Sindh Police Resource Management (<http://rms.sindhpolice.gov.pk/Login.aspx>)
Sindh Police Employee Biometric Attendance System
(<http://bas.sindhpolice.gov.pk/Account/Login?ReturnUrl=%2F>)
Sindh Police E-Driving License pre-appointment mobile application
(<https://play.google.com/store/apps/details?id=com.sp.dls>)
Sindh Police E-Driving license verification mobile application
(<https://play.google.com/store/apps/details?id=com.infoaccess.mobile.searchlicence>)
<https://sindhzameen.gos.pk/>
<https://www.mohtasibsindh.gov.pk/pages.php?page=OnlineComplaint>
<https://www.sindhhealth.gov.pk/contact/complaint>
<https://e.srb.gos.pk/>
<https://istd.sindh.gov.pk/>

b. E-participation³:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

National Level

<https://citizenportal.gov.pk/>

National Electric Power Regulatory Authority (NEPRA) Complaint Management System

<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>

Provincial Sindh

<https://cm.sindh.gov.pk/complaint>

<https://igpcms.sindhpolice.gov.pk/>

[By considering the e-Participation with three main pillars; e-Information; e-Consultation; e-decision making, public information and consultation is an important part in policy making for Government of Pakistan. All sectors inform, consult and collect the public feedback/recommendations through their websites with the public.](#)

MoITT information public consultation and feedback collection on policies drafts

<https://moitt.gov.pk/Detail/NzUyZGE0MWMtMmYzZC00YmIzLTk2ODUtYmVjNTk1Nzg4MTBm>

<https://moitt.gov.pk/Detail/YjVmNzU0MWMtYzBkMC00Yjg5LTk1ODktOTJiODYzZTY5ZWZWRk>

FRAMEWORK FOR PUBLIC CONSULTATION ON REGULATORY MATTERS – PTA

https://www.pta.gov.pk/assets/media/consultation_framework_for_impact_assesment_10-11-2022.pdf

³ E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<https://www.hec.gov.pk/english/HECAnnouncements/Pages/Announcements.aspx>

Education

<http://mofept.gov.pk/ProjectDetail/MDJmZWYzOWMtMjA0NC00Yjg3LWE2MGUtOTAxYWU5ZTgwMTBj>

Environment

<https://www.mocc.gov.pk/Policies>

health

<https://nhsrc.gov.pk/TopStoryDetail>

Interior Ministry

<https://www.interior.gov.pk/>

c. Open government data⁴:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

Open Data Pakistan portal is developed by the National Center for Big Data and Cloud Computing (NCBC), Lahore University of Management Sciences (LUMS) and Higher Education Commission (HEC). It is a collaborative effort to help provide open data to all kinds of users, such as researchers, policymakers, communities, and businesses alike.

<https://opendata.com.pk/>

Pakistan Bureau of Statistics: <https://www.pbs.gov.pk/>

Sindh Bureau of Statistics: <https://sbos.sindh.gov.pk/>

Balochistan Bureau of Statistics: <https://balochistan.gov.pk/departments-download/bureau-of-statistics/>

Survey of Pakistan

<http://www.surveyofpakistan.gov.pk/>

Pakistan Economy

<https://www.finance.gov.pk/>

<https://www.sbp.org.pk/>

Official portal of the supreme court of Pakistan

<https://www.supremecourt.gov.pk/>

Big Data Analytics: <http://202.83.162.187:8000/>

National Electric Power Regulatory Authority

<https://nepra.org.pk/publications/Annual%20Reports.php>

Pakistan Stock Exchange

<https://dps.psx.com.pk/>

Sindh Police Stats

https://www.sindhpolice.gov.pk/announcements/crime_stat_all_cities.html

https://www.sindhpolice.gov.pk/announcements/henious_crime_reports.html

Official Portal of the Sindh High Court

<http://www.sindhhighcourt.gov.pk/>

d. Public procurement:

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

Provincial Sindh

<http://e.pprasindh.gov.pk/>

e. Other major portals at the city/municipality level:

Automation of Sindh Cabinet Procedures (Internal Application)

A centralized system for Cabinet agenda meetings and disposal of agenda items.

Project Management System (PMS) for Sindh school teachers. Teacher will mark their attendance through Mobile application. It also includes the inventory, leave application, meeting schedule, vehicle request.

<https://play.google.com/store/apps/details?id=app.nitb.pmsSindh&hl=en&gl=US>

<http://www.kda.gos.pk/>

<https://www.kwsb.gos.pk/>

<https://dcmalir.sindh.gov.pk/>

<http://dmccentral.gos.pk/en>

<http://www.dmceast.gos.pk/en>

<http://www.dmcsouth.gos.pk/en>

<http://www.dmckeamari.gos.pk/en>

<http://www.dmcwest.gos.pk/en>

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

Yes.

Name: Saif Ul Malook

Title: Director IT

Organization: Information Science and Technology Department, Sindh

E-mail: webmaster@sindh.gov.pk

Phone: +923101148196

If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

Yes.

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

National

Pakistan Right to Information Act 2017

https://na.gov.pk/uploads/documents/1506960942_594.pdf

Pakistan Information Commission: <https://rti.gov.pk/>

Provincial Sindh

The Sindh Transparency and Right to Information Act, 2016

<http://www.pas.gov.pk/uploads/acts/Sindh%20Act%20No.XV%20of%202017.pdf>

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

Yes.

<https://information.sindh.gov.pk/draft-digital-media-policy-2021>

<https://istd.sindh.gov.pk/storage/resourcePage/Dogfunu7oXaotQd3hDMmYnQ8oGAlizMcF6HM2ZPZ.pdf>

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.
 - has an implementation plan.
 - is aligned with the national development strategy.
 - is aligned with the sustainable development goals (SDGs).
 - is aligned with national digital development strategy.
 - indicates the existence of shared solutions/platforms provided at the national/regional level.
 - makes specific reference to SDG 11 (New)
 - makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
 - makes specific reference to e-Participation and/or digital inclusion/engagement.
 - makes specific reference to co-creation mechanisms for citizens.
 - makes specific reference to social media.
 - makes specific reference to a local digital ID.
 - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
 - provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
 - provides other specific measures for ICT training and digital literacy by government officials.
 - makes specific reference to cyber security.
 - makes specific reference to mobile government.

National Cyber Security Policy 2021 – (Approved by the Government of Pakistan on 27 July 2021)

<https://moitt.gov.pk/SiteImage/Misc/files/National%20Cyber%20Security%20Policy%202021%20Final.pdf>

Digital Inclusion, poverty alleviation, opportunities to youth, persons with disabilities, gender equality, youth women and girls empowerment are key components of Digital Pakistan Policy. Moreover, there are policies in various sectors aimed at the same.

<https://moitt.gov.pk/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf>

<https://www.pc.gov.pk/uploads/plans/Ch8-Poverty-alleviation1.pdf>

<https://www.pass.gov.pk/>

<https://www.pass.gov.pk/Detail7fbd0b2e-63a2-4da7-ab04-6a64adff488b>

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

<https://www.pass.gov.pk/Detail15ce8962-454f-4865-8c12-c4155644acc0>

<https://www.pass.gov.pk/Detail149923c9-7a8e-466a-952f-3cef069a8b9d>

<https://www.ncsw.gov.pk/>

<http://www.dgse.gov.pk/html/index.html>

(Prime minister youth program) <https://pmy.gov.pk/>

<https://play.google.com/store/apps/details?id=com.nitb.gov.kamyabnojawan&hl=en&gl=US>

http://www.na.gov.pk/uploads/documents/1578658292_632.pdf

NITB has updated all the federal websites w.r.t accessibility by considering leaving no one behind. i.e.,

<https://president.gov.pk/>

National Level

Pakistan Citizen's Portal (PCP): <https://citizenportal.gov.pk/>

<https://play.google.com/store/apps/details?id=com.gov.pk.ictadministration>

National Electric Power Regulatory Authority (**NEPRA**) **Complaint Management System**

<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>

Provincial Sindh

<https://cm.sindh.gov.pk/complaint>

<https://igpcms.sindhpolice.gov.pk/>

[By considering the e-Participation with three main pillars; e-Information; e-Consultation; e-decision making, public information and consultation is an important part in policy making for Government of Pakistan. All sectors inform, consult and collect the public feedback/recommendations through their websites with the public.](#)

MoITT information public consultation and feedback collection on policies drafts

<https://moitt.gov.pk/Detail/NzUyZGE0MWMtMmYzZC00YmIzLTk2ODUtYmVjNTk1Nzg4MTBm>

<https://moitt.gov.pk/Detail/YjVmNzU0MWMtYzBkMC00Yjg5LTk1ODktOTJiODYzZTY5ZWRk>

FRAMEWORK FOR PUBLIC CONSULTATION ON REGULATORY MATTERS – PTA

https://www.pta.gov.pk/assets/media/consultation_framework_for_impact_assesment_10-11-2022.pdf

<https://www.hec.gov.pk/english/HECAnnouncements/Pages/Announcements.aspx>

Education

<http://mofept.gov.pk/ProjectDetail/MDJmZWYzOWMtMjA0NC00Yjg3LWE2MGUtOTAxYWU5ZTgwMTBj>

Environment

<https://www.mocc.gov.pk/Policies>

health

<https://nhsrc.gov.pk/TopStoryDetail>

Interior Ministry

<https://www.interior.gov.pk/>

Social Media Sindh: <https://www.facebook.com/chiefsecretarysindh/>

<https://www.youtube.com/SindhCMHouse>

<https://twitter.com/SindhCMHouse>

<https://www.facebook.com/SindhCMHouse/>

SDGs: <https://sindhsgs.gov.pk/>

United Nations E-Government Survey – Local Government Questionnaire (LGQ)

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Provincial – Sindh:

<https://finance.gos.pk/Budget/BudgetBooks>

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Provincial – Sindh:

<https://finance.gos.pk/Budget/BudgetBooks>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

<https://knip.gos.pk/>

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

<https://smta.sindh.gov.pk/brt-abdul-sattar-edhi-line-orange-line>

<https://smta.sindh.gov.pk/peoples-bus-service-project>

<https://smta.sindh.gov.pk/media-center>

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

Sindh Katchi Abadis Authority has successfully launched Low-cost Housing Schemes commonly known as Sasti Basti at various districts of the Province.

<https://skaa.sindh.gov.pk/low-cost-housing-scheme>

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

Youth and Women represent roughly 60% and 49% respectively of the population. Ensuring women and girls have equal access to ICTs will help reduce inequalities and support gender equality.

Baytee App: <https://play.google.com/store/apps/details?id=com.govpk.bayteeapp&hl=en&gl=US>

Safar Saheli app

<https://play.google.com/store/apps/details?id=app.com.safersaheliapp>

Humraaz app is an initiative by Government of Pakistan that offers various approaches to improve

mental health of citizens. The main features are symptom tracking, calming videos, connect with therapists, interpersonal support etc.

<https://play.google.com/store/apps/details?id=com.nitb.humraaz&hl=en&gl=US>

ZAINAB ALERT - Response & Recovery Application for Missing Children / Victims of Child Abuse

<https://web.citizenportal.gov.pk/>

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

Houston, Texas, United States (2009)

St. Petersburg, Russia (2011)

Mashhad, Iran (2012)

Port Louis, Mauritius (2007)

Shanghai, China (1984)

Ürümqi, Xinjiang, China (2019)

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?
Please explain and provide links

Official Gateway to the province of Sindh: <https://www.sindh.gov.pk/>

“PMS APP” is purely employee attendance application. The official serviceability and technology owner is National Information Technology Board (NITB). This app is also deployed in Sindh education, Ministry of Human Rights, Ministry of Finance and Bait-ul-mal.

<https://play.google.com/store/apps/details?id=app.nitb.pms>

Sindh Provincial citizen services

<https://cm.sindh.gov.pk/complaint>

<https://igpcms.sindhpolice.gov.pk/>

<https://sindhhighcourt.gov.pk/>

<https://excise.gos.pk/>

<https://dls.gos.pk/>

<https://www.srb.gos.pk/home/index.jsp>

<https://www.ke.com.pk/>

<http://www.srb.gos.pk/home/index.jsp>

<https://business.sindh.gov.pk>

<https://www.excise.gos.pk>

Sindh Police Official Website (<https://www.sindhpolice.gov.pk>)

IGP Complaint Management System (<https://igpcms.sindhpolice.gov.pk>)

Police Character verification System (<https://prvs.sindhpolice.gov.pk>)

Women & Children Protection Cell (<https://wpc.sindhpolice.gov.pk>)

Online verification system (<https://prvs.sindhpolice.gov.pk/>)

Mobile Application (<https://play.google.com/store/apps/details?id=us.socol.tasdeeq>)

Human Resource Management System (<http://officer16.sindhpolice.gov.pk>)

Police Station Record Management System (<http://psrms.sindhpolice.gov.pk>)

Criminal Record Management System (<http://202.83.168.198/crodashboard/>)

Sindh Police Legal Affairs Management (<https://legal.sindhpolice.gov.pk>)

Sindh Police Official / Personnel Welfare Management

(http://welfare.sindhpolice.gov.pk/admin/system_login/)

Missing person Portal (https://mppbeta.sindhpolice.gov.pk/system_login)
Women & Children Protection Cell (https://wpc.sindhpolice.gov.pk/system_login)
Public Facilitation Centre (<https://pfc.sindhpolice.gov.pk>)
Hotel – Eye (<http://hoteleye.sindhpolice.gov.pk>)
Tenant & Employee Registration System (<https://trs.sindhpolice.gov.pk/admin/login>)
Sindh Police Resource Management (<http://rms.sindhpolice.gov.pk/Login.aspx>)
Sindh Police Employee Biometric Attendance System
(<http://bas.sindhpolice.gov.pk/Account/Login?ReturnUrl=%2F>)
Sindh Police E-Driving License pre-appointment mobile application
(<https://play.google.com/store/apps/details?id=com.sp.dls>)
Sindh Police E-Driving license verification mobile application
(<https://play.google.com/store/apps/details?id=com.infoaccess.mobile.searchlicence>)
<https://sindhzameen.gos.pk/>
<https://www.mohtasibsindh.gov.pk/pages.php?page=OnlineComplaint>
<https://www.sindhhealth.gov.pk/contact/complaint>
<https://e.srb.gos.pk/>
<https://www.sindh.gov.pk/NFTP.htm>
<https://istd.sindh.gov.pk/>
<https://cict.iba.edu.pk/sric/>
Naya Pakistan Housing Scheme
<https://naphda.gov.pk/>
<http://e.pprasindh.gov.pk/>
<https://www.pprasindh.gov.pk/>

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

Official Gateway to the province of Sindh: <https://www.sindh.gov.pk/>

“PMS APP” is purely employee attendance application. The official serviceability and technology owner is National Information Technology Board (NITB). This app is also deployed in Sindh education, Ministry of Human Rights, Ministry of Finance and Bait-ul-mal.

<https://play.google.com/store/apps/details?id=app.nitb.pms>

Sindh Provincial citizen services

<https://cm.sindh.gov.pk/complaint>

<https://igpcms.sindhpolice.gov.pk/>

<https://sindhhighcourt.gov.pk/>

<https://excise.gos.pk/>

<https://dls.gos.pk/>

<https://www.srb.gos.pk/home/index.jsp>

<https://www.ke.com.pk/>

<http://www.srb.gos.pk/home/index.jsp>

<https://business.sindh.gov.pk>

<https://www.excise.gos.pk>

Sindh Police Official Website (<https://www.sindhpolice.gov.pk>)

IGP Complaint Management System (<https://igpcms.sindhpolice.gov.pk>)

Police Character verification System (<https://prvs.sindhpolice.gov.pk>)

Women & Children Protection Cell (<https://wpc.sindhpolice.gov.pk>)

Online verification system (<https://prvs.sindhpolice.gov.pk/>)

Mobile Application (<https://play.google.com/store/apps/details?id=us.socol.tasdeeq>)

Human Resource Management System (<http://officer16.sindhpolice.gov.pk>)

Police Station Record Management System (<http://psrms.sindhpolice.gov.pk>)
Criminal Record Management System (<http://202.83.168.198/crodashboard/>)
Sindh Police Legal Affairs Management (<https://legal.sindhpolice.gov.pk>)
Sindh Police Official / Personnel Welfare Management
(http://welfare.sindhpolice.gov.pk/admin/system_login/)
Missing person Portal (https://mppbeta.sindhpolice.gov.pk/system_login)
Women & Children Protection Cell (https://wpc.sindhpolice.gov.pk/system_login)
Public Facilitation Centre (<https://pfc.sindhpolice.gov.pk>)
Hotel – Eye (<http://hoteleye.sindhpolice.gov.pk>)
Tenant & Employee Registration System (<https://trs.sindhpolice.gov.pk/admin/login>)
Sindh Police Resource Management (<http://rms.sindhpolice.gov.pk/Login.aspx>)
Sindh Police Employee Biometric Attendance System
(<http://bas.sindhpolice.gov.pk/Account/Login?ReturnUrl=%2F>)
Sindh Police E-Driving License pre-appointment mobile application
(<https://play.google.com/store/apps/details?id=com.sp.dls>)
Sindh Police E-Driving license verification mobile application
(<https://play.google.com/store/apps/details?id=com.infoaccess.mobile.searchlicence>)
<https://sindhzameen.gos.pk/>
<https://www.mohtasibsindh.gov.pk/pages.php?page=OnlineComplaint>
<https://www.sindhhealth.gov.pk/contact/complaint>
<https://e.srb.gos.pk/>
<https://www.sindh.gov.pk/NFTP.htm>
<https://istd.sindh.gov.pk/>
<https://cict.iba.edu.pk/sric/>

3. Do you collect usage statistics of e-Government services?

Yes No

4. If yes, do you publish the results online and share those with the public institutions concerned?

Yes. It is an important component of all the e-government services. Every application/portal have administrative control panels, where such kind of usage statistics of all available services are being monitored.

<https://citizenportal.gov.pk/>

<https://play.google.com/store/apps/details?id=com.passtrack.nitb.gov.pk>

IRC Institutional Reforms Committee, CCIR, e-office deployment committee, Cabinet Committee for Institutional Reforms

<http://irc.gov.pk/>

<https://cabinet.gov.pk/>

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

If yes, do you publish the results online and share those with the public institutions concerned?
Please explain further.

Yes. It is an important component of all the e-government services. Every application/portal have administrative control panels, where such kind of user satisfaction of all available services are being monitored.

<https://citizenportal.gov.pk/>

<https://play.google.com/store/apps/details?id=com.passtrack.nitb.gov.pk>

IRC Institutional Reforms Committee, CCIR, e-office deployment committee, Cabinet Committee for Institutional Reforms

<http://irc.gov.pk/>

<https://cabinet.gov.pk/>

2. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

<https://twitter.com/SindhGovt1>

<https://twitter.com/sindhinfodepart>

https://twitter.com/SindhCMHouse?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

<https://www.facebook.com/SindhHealthDpt/>

<https://twitter.com/SindhHealthDpt>

<https://twitter.com/MinisterEduGoS>

https://twitter.com/SELD_Sindh

https://twitter.com/shrc_official?lang=en

<https://twitter.com/SindhHealthDpt>

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

<https://pdma.gos.pk/>

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

<https://istd.sindh.gov.pk/storage/resourcePage/Dogfunu7oXaotQd3hDMmYnQ8oGAlizMcF6HM2ZPZ.pdf>

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

decision-making processes?

Yes No

If Yes, please explain further and provide links.

<https://istd.sindh.gov.pk/storage/resourcePage/Dogfunu7oXaotQd3hDMmYnQ8oGAlizMcF6HM2ZPZ.pdf>

IX. Contact and Additional Information

- Name: **Imran Maqsood**
- Title: **Director (Consultancy & Advisory)**
- Email: **imran.maqsood@nitb.gov.pk**
- Organization: **National Information Technology Board (NITB)**
- Submission Date: **2nd June 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.