



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Pakistan

22-April-2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

The E-Government Portal is being upgraded

2. Please also provide **URLs** for below **specific portals**, if exists:

a. E-services:

www.eoffice.gov.pk (An Intranet Portal and not available for public use)

b. E-participation:

Pakistan Citizen Portal (Mobile Application for citizen facilitation)

c. Open government data:

www.pbs.gov.pk

All the public data of the Government of Pakistan and information regarding different Ministries and organizations can be found on;

www.pakistan.gov.pk

d. Public procurement:

www.ppra.org.pk

E-Procurement portal is under development at present.

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

e. Other major portals at the national level:

Call-Sar-Zameen Portal for overseas Pakistanis

www.pitb.gov.pk

www.kpitb.gov.pk

www.elearn.gov.pk

www.ignite.org.pk

www.usf.org.pk

www.bisp.gov.pk

www.nadra.gov.pk

www.boi.gov.pk

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Ministry of IT & Telecom (MoITT): www.moit.gov.pk

National Information Technology Board (NITB): www.nitb.gov.pk

4. Does your country have a **Chief Information Officer (CIO)**³ to manage national cross-agency e-government programs/strategies?

| | |
|----------------------|--------------------|
| Name: | Mr. Raza Ali Shah |
| Title: | Executive Director |
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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

Ministry of Planning and Development

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

b. Education

Ministry of Federal Education and Professional Training

³ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

www.moent.gov.pk/

c. Health

Ministry of National Health Services, Regulation and Coordination

www.nhsrc.gov.pk

d. Social Protection and Welfare

Ministry of Overseas Pakistanis & HRD

www.ophrd.gov.pk

e. Employment and Decent Work

Prime Minister Youth Program

<http://youth.pmo.gov.pk/>

f. Environment

Ministry of Climate Change

www.mocc.gov.pk

g. Energy/Water

Ministry of Energy

www.mowp.gov.pk

h. Finance/Taxation

Ministry of Finance, Revenue and Economic Affairs

www.finance.gov.pk

Economic Affairs Division

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

i. Industry/Trade

Ministry of Industries & Production

www.moip.gov.pk

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

Pakistan has prioritized the Sustainable Development Goals (SDGs) which will enable us to join the league of upper middle-class countries by 2030. Pakistan was the first country to adopt SDGs 2030 agenda through a unanimous resolution of the Parliament of Pakistan.

The Ministry of IT & Telecom is playing its role in the realization of SDGs through technology for awareness and penetration of basic services to the citizens nationwide. In this regard, several supporting organizations are working under this Ministry for improving the life of a common man where internet and telecommunication services are identified as basic human need.

Apart from Ministry of IT & Telecom, a dedicated SDGs Section has been formed at the federal level in the Ministry of Planning, Development & Reform (MoPDR) to monitor and to coordinate as a national coordinating entity.

With the aim of implementing SDGs with Mainstream, Accelerate and Policy Support approach, MoPDR and the Provincial Planning & Development Departments partnered with UNDP under this 5-years project to establish SDG Support Units at federal and provincial levels for early institutionalization of Agenda 2030.

The 17 Sustainable Development Goals and 169 targets which have already been announced for demonstrating the scale and ambition of this new universal Agenda. The Goals and targets will stimulate action over the next fifteen years in areas of critical importance for humanity and the planet.

For details please visit: <https://www.sdgpakistan.pk/web/about>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

The Government of Pakistan (GOP) strives to improve its citizens' quality of life and economic well-being by ensuring availability of accessible, affordable, reliable, universal and high quality ICT services. GOP strongly believes in mass adoption of emerging digital technologies and innovative applications to enable cross-sector socio-economic development and transformation of economic activities, governance models, social interaction, and achievement of sustainable development goals.

In order to strengthen the governance structure, enablement of ICT sector in Pakistan and improving the quality and well-being of youth and specially women, a holistic policy was launched by the Government of Pakistan in 2018 called the "Digital Pakistan Policy" which is the baseline document for the defining the national strategy for using ICTs as a key lever for addressing issues as identified by UN-Sustainable Development Goals strategy.

For a detailed overview, please refer to the Digital Pakistan Policy (appended as Annex-I)

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.

- has an emphasis on digital-first principle
 - has an emphasis on digital by default; digital by design; mobile-first principle
 - has an emphasis on once-only (data) principle
 - has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁴
 - makes specific reference to e-participation, digital inclusion and/or engagement.
 - makes specific reference to the use of social media in the government.
 - makes specific reference to the use of new technologies⁵ such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)*

Key objective of Digital Pakistan Policy is to create, a digital eco system with infrastructure & institutional framework for the rapid delivery of innovative digital services, applications and contents.

Promote e-Governance to make Pakistan the frontrunner in good governance through IT enablement at all levels. Ensure efficiency, transparency and accountability by setting up integrated government databases and applications.

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
 - digital identity
 - digital certification/signature
- e-procurement
 - digitally publishing government expenditure⁶
 - data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

<https://www.ecac.org.pk/> (Digital Certification)
http://www.na.gov.pk/uploads/documents/1506960942_594.pdf (Right to Information Act)

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

⁴ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁵ Also referring to emerging technologies

⁶ Related to SDG Indicator 16.6.1

Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Around 60% of the data is published through government websites.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

No.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

<http://www.cabinet.gov.pk/cabinet/userfiles1/file/polices/internet-and-emails-policy.pdf>

Policy guidelines for the use of internet and emails by government officers for supporting government operations, public awareness and information purposes.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

The use of emerging technologies is encouraged by the government and in this regard the Digital Pakistan Policy clearly outlays the need and use of emerging technologies and for this purpose proposes for establishing specialized innovation centers, launch capacity building programs and promote home grown products and services based on these technologies.

Does your government have any government body⁷ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

Ignite Incubation Fund (Research and Innovation Fund) www.ignite.org.pk

National Information Technology Board (Government institution for digital transformation of Governance using latest technologies) www.nitb.gov.pk

Virtual University (Institution for underlying high impact education on latest ICT technologies) www.vu.edu.pk

VIII. Indicators

17. What is the percentage of the population⁸ satisfied with their last experience of online public services? (Max. 250 words)

57% satisfactory rate (for Pakistan Citizen Portal)

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

90%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

While considering the Broadband users in Pakistan, it is realized that more than 65 million users are online till date, offering a bird eye view of the citizens who are digitally aware and literate.

IX. International and Regional Cooperation⁹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

⁷ This can be an agency, cabinet, commission, committee, initiative etc.

⁸ 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

⁹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

The Government of Pakistan is an active member of;

- International Telecommunication Union
- Asia Pacific Telecommunity
- Commonwealth Telecommunication Organization
- ICANN
- The UN-Broadband Forum and etc.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Yes. Such matters are considered on case to case basis.

24. Are there any ongoing public-private partnerships and Multistakeholder partnerships, focusing on e-government? (Max. 250 words)

Yes.

X. Contact and Additional Information

| | |
|---------------|--|
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| Title: | Director General (PMO) |
| Email: | Faisal.ratyal@nitb.gov.pk |
| Organization: | National Information Technology Board |

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- 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: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.