



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Pakistan

Contact information

Your name*

Muhammad Bilal Abbasi

Title*

Director – IT

Organization*

Ministry of Information Technology and Telecom

Email*

bilal.abbasi@moitt.gov.pk

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

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

There are multiple e-government portals at national and provincial levels. These portals are the front facing portals to the citizens.

National Government Level

Official Gateway to the Government of Pakistan: <https://pakistan.gov.pk/>

Pakistan Citizen's Portal (PCP) is a Citizen Grievance Redressal system connecting all government organization both at National and provincial levels to promote citizen-centric participatory governance. (PCP App is available on both Android and iOS)

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

Centralized Dashboard of e-government services provided by National Government under the NITB. (70+ websites, 19 portals & 10+ apps): <https://cd.nitb.gov.pk/>

Provincial Level

Official Gateway to the province of Punjab: <https://punjab.gov.pk/>

Official Gateway to the province of Khyber Pakhtunkhwa: <http://www.kp.gov.pk>

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

Official Gateway to the province of Balochistan: <https://balochistan.gov.pk/>

Official Gateway to Gilgit Baltistan: <https://gilgitbaltistan.gov.pk/>

Official Gateway to Azad Jammu and Kashmir: <https://ajk.gov.pk>

2. Please provide links (Links) for portals providing specific services/features*

E-services
or similar

E-participation is carried out on individual platforms.

National Level

Pakistan Citizen's Portal (PCP) is a Government-owned Mobile Application (Android and iOS) and is being used as a tool to promote citizen-centric participatory governance:

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

Citizen Portal App:

<https://play.google.com/store/apps/details?id=com.govpk.citizensportal>

Islamabad Capital Territory (ICT) Administration: <http://ictadministration.gov.pk/>

Excise & Taxation Department, Islamabad: <http://www.islamabadexcise.gov.pk/>

Islamabad City App (ICT) offers a wide range of public services, tools, and features for the citizens to improve the quality of their life. The app has 7 sections and offers more than 40 e-government services to citizens of Islamabad including e-Police, Excise and Taxation, CDA, e-NADRA, notifications, City guide, Utility Bills, and other valuable services. The multi-feature app is beneficial for citizens of Islamabad in all areas of life. The app relieves citizens from hassle, struggle, and stress with one-click access to all the vital public services and departments in the capital city.

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

Federal Public Service Commission (Online Recruitment System for Govt jobs)

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

National Job Portal: <https://njp.gov.pk>
State Bank of Pakistan (SBP): <https://www.sbp.org.pk/>
Interior Ministry of Pakistan: <https://www.interior.gov.pk/>

Financial Accounting & Budgeting System (FABS)

FABS represents one of the largest SAP-based public sector implementations of an integrated MIS in the world. The budgets and financial reports of federal, provincial and district tiers of the Government are processed through the FABS. Monthly salaries, GP Fund payments and pensions of nearly 3 million public sector employees and thousands of daily contingent payments and receipts of Government entities are also processed.
<https://fabs.gov.pk/>

Federal Board of Revenue (FBR): <fbr.gov.pk>
Punjab Revenue Authority: <http://pra.punjab.gov.pk/>
Khyber Pakhtunkhwa Revenue Authority (KPRA) e-Services : <https://kpra.kp.gov.pk/>
Trade Development Authority of Pakistan: <https://tdap.gov.pk/>
Securities & Exchange Commission of Pakistan: <https://www.secp.gov.pk/>
Ministry of Energy, Power Division: <http://www.mowp.gov.pk/>
Non-Governmental Organizations portal: <https://ngo.ead.gov.pk>
Ministry of Information and Broadcasting portal: <http://app.opr.gov.pk>
A portal to address information related to COVID 19
<http://coronacounter.pid.gov.pk>

Economic Affair Division: <http://www.ead.gov.pk/>
Freelancers Facilitation Hub : <https://ffh.MoITT.gov.pk>
PASSTRACK application for passengers to track and screen COVID19
<https://play.google.com/store/apps/details?id=com.passtrack.nitb.gov.pk>

“E-Taleem” an online digital smart-phone application. Principally “E-Taleem” App is developed to gear-up the educational system and provision of online educational-lectures for school-going children in the on-going pandemic
https://play.google.com/store/apps/details?id=com.nitb.e_taleem

The Kamyab Jawan Program is launched by Prime Minister Imran Khan for the socio-economic empowerment of youth on the national level. It is an unemployment substitute offering all-inclusive, innovative, and entrepreneurial opportunities to the youth. It envisions the youth of Pakistan to Focus on their plan for business ventures by facilitating them through guarantee-free government loans with a reduction of Mark up to 3% from 6%.
<https://play.google.com/store/apps/details?id=com.nitb.gov.kamyabnojawan>

Kamyaab Jawan Platform for providing online process from submission of loan applications to provision of loan grants for the people of Pakistan under the Prime Minister’s initiatives for youth empowerment
<https://kamyabjawan.gov.pk/>

Yaran e Watan provides a platform to connect overseas Pakistani health professionals with professional volunteering opportunities in Pakistan
<https://yaranewatan.gov.pk>

“PMS APP” is purely employee attendance application. The official serviceability and technology owner is National Information Technology Board (NITB)

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

‘FM PORTAL’ works as a Complaint Management System which helps in resolving queries and concerns of Overseas Pakistanis and Foreign Nationals living abroad

https://play.google.com/store/apps/details?id=com.nitb.foreignministry.foreign_ministry_portal

Prime Minister's Tiger Force to report volunteer work for Government.

<https://play.google.com/store/apps/details?id=com.pitb.covid>

ECP APP: Enabling citizens to view notifications, updates and every other general information available on website of Election Commission of Pakistan. Users can get quick access to Complaint Management System for registering Complaint to the relevant authorities by Submitting Complaint

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

DGSE App for Differently Abled Persons: This APP will inform the people /parents /guardians about the services/facilities available in the DGSE's centres / institutes as well as in the FDE schools for inclusive education. It will assist them in the selection of suitable educational institution near to their residence

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

COVID-19 Gov PK: As the whole world is fighting the pandemic of COVID-19, Pakistan is also bringing solution to tackle COVID-19 for its citizens. Ministry of IT and Telecom with National Information Technology Board has yet again taken the initiative of providing citizen by developing an application that will not only keep them posted about the total affected person by displaying dashboards for each province and state as a whole, but will also be a gadget with features Self-Assessment, Radius Alert, Pop Up Notification by reminding them of their personnel hygiene

<https://play.google.com/store/apps/details?id=com.govpk.covid19>

Educational Institutes Monitoring System: This application is an Initiative by National Command and Operation Center with the help of National Information Technology Board to gather health data from all Institutes of Pakistan. Using this data major decisions will be made to handle health of students and provide help from Government of Pakistan.

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

Baytee App is the project of the Ministry of Information Technology and developed by the tech-savvy women developers and designers of the National Information Technology Board (NITB) for expediting the nation’s development initiative to improve the wellbeing and skills of Pakistani women.

<https://play.google.com/store/apps/details?id=com.govpk.bayteeapp>

‘Durust Daam’ (exact price) is the official android app of Islamabad Capital Territory (ICT) Administration to control the illegal profiteering by shopkeepers in the Islamabad capital

<https://play.google.com/store/apps/details?id=com.govpk.durustdaam>

Punjab provincial citizen services

Official page of the government of Punjab for citizen to get a range of online services

https://punjab.gov.pk/get_services

Punjab Performance Management Reforms Unit

<https://pmru.punjab.gov.pk/>

Punjab Performance Management Framework (internal)

<http://ppmf.punjab.gov.pk/>

CS Task Management System (internal)

<https://tasks.punjab.gov.pk/>

Accountant General Punjab: SAP System of the Government of Punjab, provides the Finance Department with budget releasing matters, payment of pay, general provident fund, Direct Credit System (DCS) and pension to the employees of the Government of Punjab.: <https://accountantgeneral.punjab.gov.pk/>

Punjab Food Department

<https://food.punjab.gov.pk>

Directorate General of Archaeology Tourism Department

<https://archaeology.punjab.gov.pk/>

<https://pitb.gov.pk/#dp-details>

<https://fc.punjab.gov.pk/>

<https://epay.punjab.gov.pk/>

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

<https://baldiaonline.punjab.gov.pk/>

<https://pepris.punjab.gov.pk/>

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

Durust Daam Faisalabad

<https://play.google.com/store/apps/details?id=com.govpk.durustdaamfsd>

Registration of Private Employees & Tenants – Punjab Police

<https://play.google.com/store/apps/details?id=org.projects.cps2.privateemployee&hl=en&gl=US>

www.punjabpolice.gov.pk/tenants

Tourist Facilitation App. – Punjab Police

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

Traffic Police Facilitation App. – Punjab Police

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

Police Khidmat Markaz App. – Punjab Police

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

<https://ace.punjab.gov.pk/>

This application provides an easy and accessibility approach for Citizens to report corruption and provide evidence of corruption with or without disclosing their identity.

The app intends to empower citizens of Punjab Province, Pakistan to exercise the right of monitoring the government projects and services by using their cellphones. The app will serve as complementary channel between Punjab citizen and ACE Punjab.
<http://play.google.com/store/details?id=com.pkgov.anticorruption>

<https://ospc.punjab.gov.pk/>

This application has been introduced for the purpose of redressing of the grievances of the Overseas Pakistanis who can lodge complaints in the said app remotely and pursue their matters easily.

<https://pgshf.gop.pk/>

The Government of the Punjab has launched a scheme of providing houses/plots to all Government Servants from BS-1 to BS-22 at the time of their retirement. The scheme is on the analogy of the defense forces housing schemes where the officers pay the development and construction cost, and the land is provided free of cost by the Government. This app is lucrative in this essence. Members of the foundation can access status of their allotment via the said application.

<http://mis.hed.punjab.gov.pk>

<http://ocas.punjab.gov.pk>

<http://cis.punjab.gov.pk/>

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

<https://hrma.punjab.gov.pk/>

In the project of Digitization, Preservation and Modernization of Punjab Archives Five Hundred Thousand (500,000) pages of historic documents placed in the Punjab Archives have been digitally preserved. These documents will be made available online through the portal which is currently under development.

<https://archives.punjab.gov.pk/>

Portal of Punjab Electricity Complaints Registration and dispute resolution

www.energy.punjab.gov.pk

<http://103.8.114.218/ecpp/intro.aspx>

https://islamabadpolice.gov.pk/ipwe/service_centers

Safe City e-Challan System: www.scislamabad.gov.pk

<http://islamabadtrafficpolice.gov.pk/appointment.php>

Online Tenant Registration system: http://mps.islamabadpolice.gov.pk/tenant_stg/

IGP Complaint Cell: <https://islamabadpolice.gov.pk:7777/>

Online Driving License Verification system: <https://islamabadpolice.gov.pk:8082/>

KP Provincial citizen services

Khyber Pakhtunkhwa Public Service Commission (Online recruiting system of KP)

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

Performance Management & Reforms Unit: <http://pmru.kp.gov.pk/>

Arms License System of KP Govt: <http://armslicensekpk.com>

Local Government Department: www.lgkp.gov.pk/services/

Revenue Department KP: <https://www.revenue.kp.gov.pk/>

Land Record Information Management System (LRMIS): [Internal Application](#)

Health Department: <http://healthkp.gov.pk>

<http://druglicense.healthkp.gov.pk/login>
http://hmckp.gov.pk/Lab_Reports
<https://www.dhiskp.gov.pk/>
<http://tmsh.healthkp.gov.pk>
<http://lhwmis.kphealth.pk/>
<http://lab.lrh.edu.pk/online/downloadreports/>
<http://hrmis.healthkp.gov.pk>
<https://appointments.lrh.edu.pk/>
<http://tb.kpdata.gov.pk/>
<http://175.107.63.156/imu/login/index/>
<https://kptelemedicine.com/>
<https://ptpkp.gov.pk/license-authentication/>
<https://kppolice.gov.pk/online/fir.php> (Online FIR Registration)
<https://kppolice.gov.pk/e-fir.php> (Print your FIR)
<https://kppolice.gov.pk/e-rozنامcha.php> (Print your Rozنامcha)
<http://ptpkp.gov.pk/license-authentication/> (Driving License verification)
<http://ptpkp.gov.pk/> (Map of traffic situation in Peshawar)
<http://ptpkp.gov.pk/search-ticket-no/> (Fine/Traffic Challan verification)
<http://www.kpexcise.gov.pk/mvrecords/> (Online Vehicle Information System)
<https://kpk-prosecution.septemsystems.com/>(Case Management & Monitoring System)
<http://www.prisons.kp.gov.pk/kpprison/> (KP Prisons Department)
<https://bca.lcbkp.gov.pk/> (Online Building Plan Approval Platform)

Balochistan Provincial citizen services

<http://www.cmcp.gob.pk/>
<https://play.google.com/store/apps/details?id=com.govpk.durustdaamquetta>
Secondary Education Department and Higher Education Department: The EMIS Site includes; GIS on schools, HRMIS, School, Student and HR profiles, a Biometric Attendance System and a Real Time School Monitoring (RTSM) System etc.)
<http://emis.gob.pk/>
Freelancing Project: <https://digibizz.gob.pk>
The official site of District Mastung: www.dcmastung.gov.pk
The official site of District Gwadar: www.dcgwadar.com.pk
The official site of Mekran Division: www.commissionermekran.gob.pk
Portal for registration of Food Businesses in Balochistan: <https://bfa.balochistan.gov.pk/>
Portal for Housing Schemes in Balochistan: <https://etameer.balochistan.gov.pk/>
Agriculture Department: <https://www.ofwm-agribalochistan.com/>
Law & Parliamentary Affairs Department Balochistan Code: <http://blncode.pitb.gov.pk>
Balochistan Public Service Commission website for Jobs: <http://bpsc.gob.pk/>
Gwadar Tourism App:
<https://play.google.com/store/apps/details?id=com.cmdu.cbtgwadar>

Durust Daam Balochistan (exact price) is the official android app of Government of Balochistan to control the illegal profiteering by shopkeepers
<https://play.google.com/store/apps/details?id=com.govpk.durustdaamquetta>

Balochistan National Workshop Registration portal for Citizen of Balochistan to register, participate, and discussion forum in National Workshop Balochistan
<https://nswb.balochistan.gov.pk/>

Sindh Provincial citizen services
<https://cm.sindh.gov.pk/complaint>
<https://igpcms.sindhpolice.gov.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 servant verification system (<http://tasdeeq.sindhpolice.gov.pk/login>)
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/>

AJK citizen services
<https://efc.ajk.gov.pk>,
<https://trafficpolice.ajk.gov.pk>,
<https://ajksupremecourt.gok.pk/>
<https://efclg.ajk.gov.pk/>
<https://lgmsajk.net/>
<https://ercc.lgmsajk.net/>

E-
participati
on or
similar

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

Provincial Punjab

https://punjab.gov.pk/citizen_corner

https://www.punjabpolice.gov.pk/igp_complaint_center_8787

<https://es.punjab.gov.pk/eStampCitizenPortal/ChallanFormView/HomePage>

Provincial KP

<http://pmru.kp.gov.pk/kp-citizen-portal.php>

<https://kppolice.gov.pk/online/cap.php>

<https://kppolice.gov.pk/online/cap.php> (Online complaint Registration)

http://www.peshawarpolice.gov.pk/pin_info.php (Online Public information network (Secret information, complaint and report about a criminal with Peshawar Police))

<http://ptpkp.gov.pk/register-complaint/> (Online complaint registration in Peshawar)

Traffic Police

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

(Download and install Police Access Services (PAS) App)

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

(Download and install Police Access Lines (PAL) App)

<https://play.google.com/store/apps/details?id=com.ccpo.ccpopeshawar&hl=en>

(Download and install Peshawar Police) App)

Provincial Sindh

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

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

Provincial Balochistan

<http://www.cmcp.gob.pk/>

<https://play.google.com/store/apps/details?id=com.govpk.durustdaamquetta>

AJK

<https://complaints.ajk.gov.pk>

<https://policecomplaints.ajk.gov.pk>

<https://booking.ajk.gov.pk>

Open
governme
nt data

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/>

Punjab Bureau of Statistics: <http://bos.gop.pk/>

Khyber Pakhtunkhwa Bureau of Statistics: <https://kpbos.gov.pk/>

Sindh Bureau of Statistics: <http://sindhbos.gov.pk/>

Balochistan Bureau of Statistics: <http://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/>

Islamabad Police Stats

<https://islamabadpolice.gov.pk/ipwe/PressReleases>

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

Punjab Police Stats

<https://punjabpolice.gov.pk/crimestatistics>

Khyber Pakhtunkhwa Police Stats

<https://kppolice.gov.pk/crime/>

http://www.peshawarpolice.gov.pk/criminal_main.php (criminal detail)

<https://kppolice.gov.pk/martyred/> (Martyred Police Officer)

Sindh Police Stats

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

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

Balochistan Police Stats

https://balochistanpolice.gov.pk/crime_statistics

AJK Police Stats

<https://police.ajk.gov.pk/crime-statement>

GB Police Stats

<https://www.pbs.gov.pk/content/crimes-reported-type>

Official portal of the Lahore High Court

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

Official Portal of the Peshawar High Court

<https://peshawarhighcourt.gov.pk/app/site/>

Official Portal of the Sindh High Court

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

Official Portals of AJK law and justice

<https://law.ajk.gov.pk>,

<https://ajksupremecourt.gok.pk>

Official portal of the Gilgit Baltistan Chief Court

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

Booking of Tourism Guest Houses in AJK

<https://booking.ajk.gov.pk>

Public
procurement

National https://www.ppra.org.pk/
Provincial Punjab https://eproc.punjab.gov.pk/
Provincial KP https://kpra.kp.gov.pk/
Provincial Sindh http://e.pprasindh.gov.pk/
Provincial Balochistan http://www.bppra.gob.pk/
AJK https://ajkppra.gov.pk/

Others (if
any)

All government links https://pakistan.gov.pk/ministries_divisions.html http://www.ajkpsc.gov.pk/ sap.pndajk.gok.pk pms.pndajk.gok.pk https://cwdtenders.ajk.gov.pk/applyOnline.php National Locust Control Center: https://nlcc.gov.pk
Automation of Cabinet Procedures (Internal Application) A centralized system for Cabinet agenda meetings and disposal of agenda items. Pass Track Portal for registration of passengers for COVID19 screening and tracking the corona infected patients who are traveling to Pakistan. https://passtrack.nitb.gov.pk/login
E-Office (a paper-less internal government ERP system) An indigenous e-government ERP/GRP is developed and being implemented in all the 40 National level ministries/divisions along with underlined 140 departments. The ERP focus on six core modules of the government namely e-filing, finance, HRM, Inventory & Procurement, project management and online monitoring of all modules/ executive dashboards. The e-office help in optimizing/reducing the internal office procedures which is so far based on manual handling of files and paper movement and streamlining internal operations which resultantly enhance the ease of doing business for the trade and industry. E-Office aims to improve governance by automating the internal processes of handling files and taking decisions within Government. The Objectives laid out for e-Office are to improve productivity, quality, resource management, turnaround time and increase transparency in the age-old manual process in government offices with an electronic files system.

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of IT & Telecomm (MOITT): https://MoITT.gov.pk/ National Information Technology Board (NITB): www.nitb.gov.pk

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Syed Junaid Imam
Title*	Member IT
Organization*	Ministry of IT and Telecom
Email*	Member.it@moitt.gov.pk

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

An Interprovincial coordination committee is constituted for coordination and integration between national and provincial government for the implementation on policies, strategies and project of e-governance. Moreover, a centralised collaboration portal has been developed where all the regions share their e-government and ICT initiatives so that other regions can take guidance and support from the provinces that have already worked on a particular e-government initiative. This portal is accessible to whitelisted IPs of the government entities only. Department has signed MOU with Federal Board of Revenue for reciprocal sharing of data/information. Further details can be provided if required.

<https://moitt.gov.pk/NewsDetail/MDBiMzZiYjQtZGFIMy00NjY4LWJjNGMtNTlkYjZiNTdINTgx>

Additionally, coordination does exist at policy level between national and provincial level e.g.

- Digital transformation of Pakistan initiative (digitization of all public services) is in progress in close coordination with all provinces.
- Coordination for introducing (national) e-government initiative at provincial and district level like DurustDaam app for Faisalabad and e-office replication in Punjab, Sindh and Balochistan governments.

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development	<p>National level Ministry of Planning, development and special Initiatives https://www.pc.gov.pk/</p> <p>Provincial level https://hudphed.punjab.gov.pk/ https://pndkp.gov.pk/ http://pnd.sindh.gov.pk https://balochistan.gov.pk/departments/planning-and-development/ https://Pndajk.gov.pk</p>
Education	<p>Ministry of education http://mofept.gov.pk/</p> <p>Higher Education Commission (HEC), Pakistan https://hec.gov.pk/</p>

<https://open.punjab.gov.pk/schools/>
<https://www.elearn.gov.pk/>

HED AJK: <https://hed.ajk.gov.pk/>
Ministry of Education & Literacy, Sindh: <http://sindheducation.gov.pk>

<https://etaleem.gov.pk/>
Virtual University and Allama Iqbal Open University (AIU) have their own Educational TV Channels

KP Education Dept: <http://www.kpese.gov.pk>

Online Admission to Colleges and Universities in Pakistan

<https://ocas.punjab.gov.pk/ocas>
<http://www.admission.hed.gkp.pk/>
<https://online.fbise.edu.pk/>
https://portal.bisep.edu.pk/online_admission/

Several universities are currently offering online education in Pakistan:

<https://www.vu.edu.pk/apply/login.aspx>
<http://admissions.uop.edu.pk:1000/>
<http://116.58.20.164/exams/>
<http://ugadmissions.qau.edu.pk/oas/app/register.aspx>
<https://ugadmissions.nust.edu.pk/>

Online Result declaration

<https://www.kpbte.edu.pk/pages/result.aspx>
<https://bisep.edu.pk/results/hssc/>

On-Screen Marking through E-Sheets: <http://emarking.fbise.edu.pk/>

Learning Management System of some universities

<https://vulms.vu.edu.pk/>
<https://lms.nust.edu.pk/>
<https://lms.iiu.edu.pk/>
<https://lms.uet.edu.pk/>
<https://lms.vcomsats.edu.pk/>

School Education Department, Govt. Of the Punjab, Lahore

- www.schools.punjab.gov.pk
- <http://mis.hed.punjab.gov.pk>
- <https://sis.punjab.gov.pk/>
e-Transfer System (Online Transfer for Teachers, all over the Punjab)
- <https://sedhr.punjab.gov.pk/>
Human Resource Management Information System (HRMIS)
(Complete Profile of Teachers, ACRs, Inquiries under PEEDA, Leave, Seniority List etc.)
- eFOAS (e-Filing & Office Automation System) (all incoming and outgoing PUCs through their official IDs.)
- <https://sed.punjab.gov.pk/>

Health	<p>Ministry of Health Services: http://www.nhsrc.gov.pk/ Health Department Punjab: https://health.punjab.gov.pk/ Health Department KP http://healthkp.gov.pk/ Health Department Sindh: http://sindhhealth.gov.pk Health Department Balochistan: https://balochistan.gov.pk/departments/health/</p> <p>AJK Health http://health.ajk.gov.pk http://ajk.epimis.pk http://lmis.gov.pk https://idimis.eoc.gov.pk https://www.eoc.gov.pk https://www.eoc.gov.pk/login https://covim.epimis.pk https://nims.ndarda.gov.pk/mis</p>
Social Welfare (inclusion, social protection, etc.)	<p>Ministry of Human Rights: http://www.mohr.gov.pk/ Poverty Alleviation and Social Safety Division https://www.pass.gov.pk/ Benazir Income Support Program: https://www.bisp.gov.pk/</p> <p>Zakat & Ushr department: https://zakat.punjab.gov.pk/ Human Rights and Minorities Affairs Department Punjab https://hrma.punjab.gov.pk/ Department of Zakat, Ushr, Social Welfare, Special Education & Women Empowerment Department KP: https://swkpk.gov.pk/ Ministry of Social Welfare, Sindh: http://swd.sindh.gov.pk http://pprp.sindh.gov.pk https://spu.sindh.gov.pk/ https://charitycommission.sindh.gov.pk/</p> <p>AJK https://socialwelfare.ajk.gov.pk</p>
Employment and Labour	<p>Ministry of Overseas Pakistani and Human Resource Development http://ophrd.gov.pk/ Ministry of Labor & Human Resource, Sindh: https://lhr.sindh.gov.pk/ AJK: https://labour.ajk.gov.pk/</p>
Environment	<p>Ministry of Climate change: http://www.mocc.gov.pk/ Pakistan Environmental Protection Agency : http://www.environment.gov.pk/ 10 Billion Tree Tsunami: https://tbttp.gov.pk/ Ministry of Environment, Climate Change & Coastal Development, Sindh https://environment.sindh.gov.pk/ http://epasindh.gov.pk/ AJK: http://epa.ajk.gov.pk</p>
Justice	<p>Ministry of Law and Justice: http://www.molaw.gov.pk Supreme Court of Pakistan: https://www.supremecourt.gov.pk/ Ministry of Law, Prosecution & Parliamentary affairs, Sindh</p>

	http://Sindhlaws.gos.pk Law, Parliamentary Affairs and Human Rights Department KP http://law.kp.gov.pk/ http://www.humanrights.kp.gov.pk/ AJK: http://Ajksupremecourt.ajk.gov.pk
Economy/finance	Ministry of finance: http://www.finance.gov.pk/ State Bank of Pakistan: https://www.sbp.org.pk/ Federal Board of Revenue (FBR): fbr.gov.pk Ministry of finance, Sindh: http://finance.gos.pk Sindh Revenue Board: http://www.srb.gos.pk/ Investment Department, Sindh https://sindhinvestment.gos.pk/ Excise, Taxation & Narcotics Control Department Punjab https://excise.punjab.gov.pk/ Excise, Taxation & Narcotics Control Department KP http://www.kpexcise.gov.pk/app/ AJK: http://finance.ajk.gov.pk
Industry/trade	Ministry of Industries and Production: http://www.moip.gov.pk/ Ministry of Commerce: https://www.commerce.gov.pk/ Ministry of Industries, Punjab: https://icid.punjab.gov.pk/ Punjab Board of Investment and Trade: http://pbit.gop.pk/ Ministry of Industries, Sindh: http://industries.sindh.gov.pk Ministries of Industries KP: http://dic.kp.gov.pk/ Ministry of Industries AJK: https://industries.ajk.gov.pk/

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

National Command and Operation Centre (NCOC) is nerve center to synergize and articulate unified national effort against COVID-19, and to implement the decisions of National Coordination Committee on COVID-19. The center is one window operation to collate, analyze and process information based on digital input and human intelligence across Pakistan through all Provinces, AJ& K, GB & ICT dedicated representatives and centers. Recommendations based on information data is then processed including health, finance, and all matter related to COVID-19 to NCC for real time projections and timely interventions by NCC headed by PM.

Following are the links to some of the portals and applications designed to cater for the challenges brought forward by COVID19 pandemic.

<https://nitb.gov.pk/AllCovidProjects>
<https://ncoc.gov.pk/>
<https://covid.gov.pk/>
www.rms.nitb.gov.pk
www.lockdown.nitb.gov.pk
<https://play.google.com/store/apps/details?id=com.govpk.covid19>
<https://play.google.com/store/apps/details?id=com.passtrack.nitb.gov.pk>
<http://coronacounter.pid.gov.pk>
<https://wecare.nhsrcc.gov.pk>

Real-time Decision Support Dashboard for NCOC (Internal)

Pak Neghayban: is a government mobile application aiming to restrict the damage during the emergency situations and collect details about corona patients amid COVID-19 Pandemic

<https://play.google.com/store/apps/details?id=com.govpk.paknigehbaan>

Moreover, provincial health authorities are also in coordination with NCOC for managing the COVID-19 pandemic at provincial level

<http://healthkp.gov.pk/sitrep>

<https://health.punjab.gov.pk/CovidInformation.aspx>

<https://www.sindhhealth.gov.pk/home/programs/COVID19>

AJK: <https://Covid19.ajk.gov.pk>

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

Yes, the details and links are provided in No.6

The Government of AJ&K has also initiated investment in Telemedicine Centers across AJ&K region.

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

Ministry of IT and Telecom is in process of revising existing digital Pakistan policy with reference to post-COVID-19 to undertake the challenges posed during pandemic. Moreover, distant learning platforms (www.mofept.gov.pk) by Ministry of educations and multiple telemedicine projects were initiated in collaboration with private sector (i.e <https://sehatkahani.com/>) by Ministry of health

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

<https://www.gsma.com/mobilefordevelopment/blog/using-technology-to-fight-covid-19-a-spotlight-on-telemedicine-start-up-sehat-kahani-in-pakistan/>

Special Survey on Evaluating the Impact of COVID-19

<https://www.pbs.gov.pk/content/special-survey-evaluating-impact-covid-19>

Provincial Level Strategies:

Punjab has developed a “RISE Punjab Strategy” for dealing with the impact of the Covid-19 pandemic.

https://pnd.punjab.gov.pk/system/files/COVID-19%20Report%289jul2020%29_0.pdf

Furthermore, Punjab Information Technology Board is also in the process of drafting a Punjab Digital Policy with a focus on using digital technologies for economic recovery and eGovernance among other things.

The Khyber Pakhtunkhwa developed Epidemic Control and Emergency Relief Ordinance, 2020

<https://www.pakp.gov.pk/bills/the-khyber-pakhtunkhwa-epidemic-control-and-emergency-relief-ordinance2020/>

Azm-e-Nau KP Economic Recovery Plan 2020-23

<https://pndkp.gov.pk/2021/01/05/azm-e-nau-kp-economic-recovery-plan-2020-23/>

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

National

Pakistan Right to Information Act 2017

http://www.na.gov.pk/uploads/documents/1506960942_594.pdf

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

Provincial KP

Khyber Pakhtunkhwa Right to Information Act, 2013

<https://www.kprti.gov.pk/wp-content/uploads/2020/12/Right-to-Information-Act-2013-Eng.pdf>

KP Information Commission : www.kprti.gov.pk

Provincial Punjab

The Punjab Transparency and Right to Information Act 2013

Punjab Information Commission <https://rti.punjab.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>

Provincial Balochistan

The Balochistan Right to information Act 2021

https://pabalochistan.gov.pk/pab/pab/tables/alldocuments/actdocx/2021-03-29_13:06:13_d8817.pdf

Enactment of Gilgit Baltistan RTI law (in Process)

<https://www.thenews.com.pk/print/863065-gb-to-make-transparency-and-right-to-information-law-soon>

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

Personal Data Protection Bill 2020 –

<https://moitt.gov.pk/SiteImage/Downloads/Personal%20Data%20Protection%20Bill%202020%20Updated.pdf>

(Consultation with relevant stakeholders for feedback has been completed. The Bill is now in the approval process)

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

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%20Consultation%20Draft.pdf>

National Centre for Cyber Security (NCCS)

<https://www.nccs.pk/>

Prevention of Electronic Crime Act 2016

<http://www.nr3c.gov.pk/peca16.pdf>

http://www.na.gov.pk/uploads/documents/1470910659_707.pdf

National Response Centre for Cyber Crime

<http://www.nr3c.gov.pk/index.html>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

National Database and Registration Authority (NADRA)

Issuance of Birth certificate, National ID, voter ID & ward letters etc.

www.nadra.gov.pk

<https://www.nadra.gov.pk/download/nadra-ordinance-2000/>

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

Electronic Certification Accreditation Council (ECAC) established by the Government of Pakistan under Section-18 of Electronic Transaction Ordinance, 2002 (ETO), is an autonomous body and operates under Ministry of Information Technology & Telecom (MoIT), Government of Pakistan. The Paper-based concept of identification, declaration and proof are carried through the use of digital signatures in an electronic environment. Digital Signatures are Electronic Signatures based on Public Key Cryptography. It provides a legal framework to recognize and facilitate documents, records, information, communications, and transactions in electronic form enabling digital signatures to be accepted at par with handwritten signatures.

Pakistan Electronic Transactions Ordinance (ETO) 2002.

<https://www.ecac.org.pk/assets/front/files/eto2002.pdf>

Electronic Certification Accreditation Council (ECAC): <https://www.ecac.org.pk/>

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

Pakistan Public Regulatory authority under the World Bank program is in process of implementing e-Procurement program. <https://www.ppra.org.pk/doc/epro.pdf>

<https://www.ppra.org.pk/epro.asp>

National

<https://www.ppra.org.pk/ordinance.asp>

<https://www.ppra.org.pk/Rules.asp>

<https://www.ppra.org.pk/doc/regulation.pdf>

Provincial Punjab

<https://ppra.punjab.gov.pk/>
https://ppra.punjab.gov.pk/legal_framework
<https://excise.punjab.gov.pk/tenders>

Provincial KP

<http://www.kppra.gov.pk/>
http://www.kppra.gov.pk/kppra/legal_docs?docid=act
http://www.kppra.gov.pk/kppra/legal_docs?docid=rules
<http://ebidding.lcbkp.gov.pk/>
<http://eauction.lcbkp.gov.pk/auctions>

Provincial Sindh

<https://ppms.pprasindh.gov.pk/>
<http://e.pprasindh.gov.pk/rules>
<http://www.pprasindh.gov.pk/downloads/files/FINALSPPRARULES08022010.pdf>

Provincial Balochistan

<http://www.bppra.gob.pk/>
http://bppra.gob.pk/uploads/fck_uploads/Rules.pdf
<http://bppthree.vdc.services/>
https://pabalochistan.gov.pk/pab/pab/tables/alldocuments/actdocx/2019-10-03_13:06:16_7e15d.pdf

Provincial AJK

<https://ajkppra.gov.pk/>
<https://ajkppra.gov.pk/rules.php>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

The RTI laws supports the publishing of information and data on government expenditure under the Pakistan Right to Information Act 2017 and other provincial RTI laws... <http://rti.gov.pk/>

National

<https://www.pc.gov.pk/web/psdp>
http://www.finance.gov.pk/budget/Budget_2021_22/6_Budget_in_Brief_English_2021_22.Pdf
https://www.pc.gov.pk/uploads/report/National_SDGs_Framework_-_NEC_2018.pdf
https://www.pc.gov.pk/uploads/report/Data_Gap_Report_Report_Version_6.pdf

Provincial – Punjab

<https://finance.punjab.gov.pk/system/files/ABs19202.pdf>
<https://excise.punjab.gov.pk/budgets>

Provincial – KP: <https://www.finance.gkp.pk/current-budget-utilization>

Provincial – Sindh: <https://finance.gos.pk/Budget/BudgetBooks>

Provincial – Balochistan: <https://balochistan.gov.pk/budget-categories/2020-2021/>

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

Data Sharing SOPs at the National level:

https://moitt.gov.pk/SiteImage/Misc/files/Data_Sharing_SOP.pdf

Similarly, the RTI law also supports the information and data sharing even with the citizens under the Pakistan Right to Information Act 2017 and other provincial RTI laws

http://www.na.gov.pk/uploads/documents/1506960942_594.pdf

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

In terms of statistical and surveys data sharing, Establishment rules do exist at

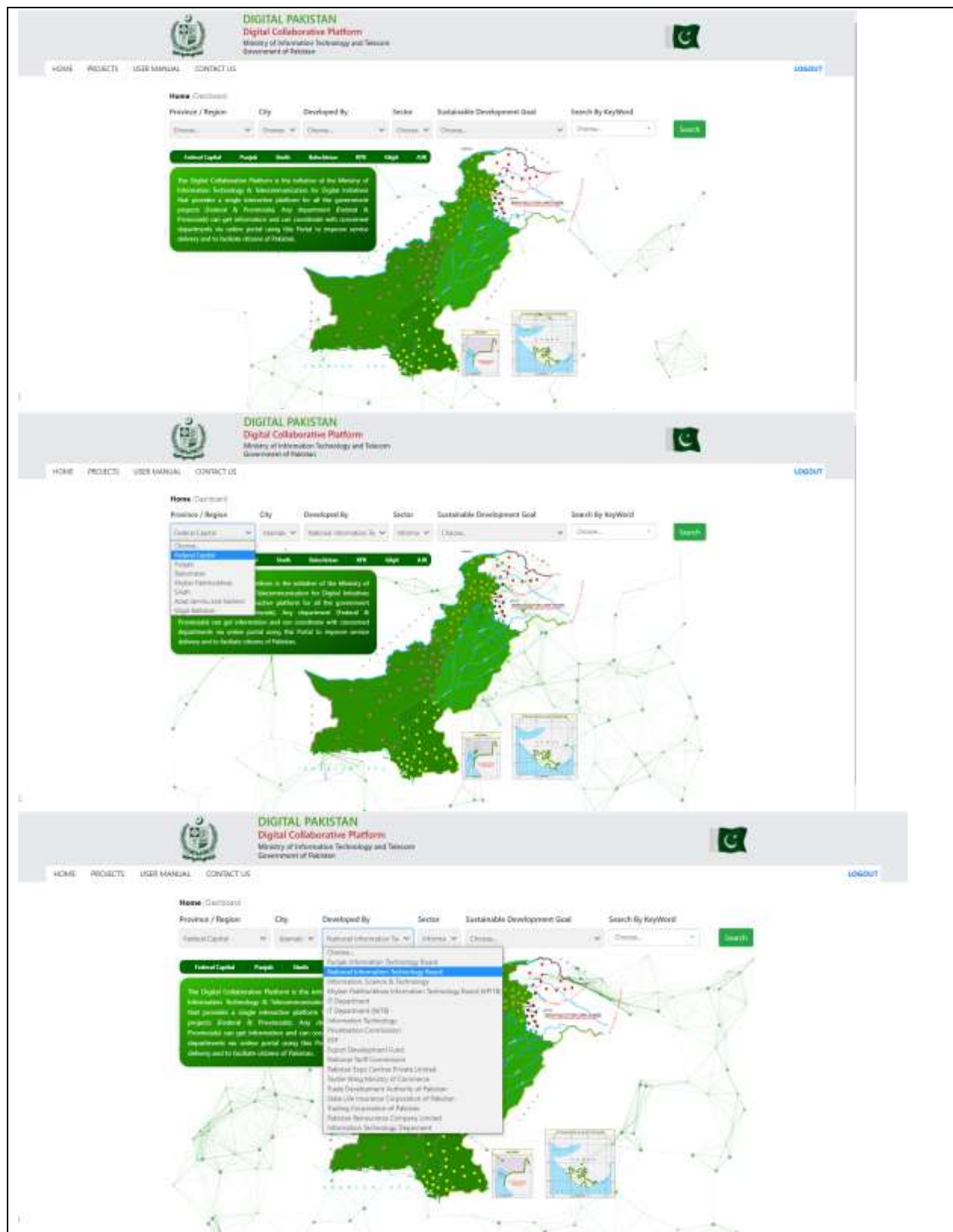
<https://establishment.gov.pk/Detail/YjAwYmI2N2EtNzYwYi00MjMyLWE1ZTQtN2Y0MmWQ1ZWFMmTZh>

And the Data Dissemination Policy of Pakistan Bureau of Statistics is available on:

<https://www.pbs.gov.pk/content/data-dissemination>

Data Sharing between Federal and Provincial government: The digital data sharing is in the design phase. Coordination among provincial departments is carried out from the forum of Inter Provincial Coordination Committee. Furthermore, there is a centralized collaboration portal where all the regions share their IT initiatives so that other regions can take guidance and support from the provinces that have already worked on a particular e-government initiative. This portal is accessible to whitelisted IPs only. Department has signed MOU with Federal Board of Revenue for reciprocal sharing of data/information. Further details can be provided if required. Snapshots of the portal are provided hereunder:





17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

Draft Policy on open government data is available on:
https://opendata.com.pk/uploads/page_images/2019-12-19-080331.220477Open-Data-Policy-Final-18Dec2019.pdf

In terms of statistical and surveys data sharing, Establishment rules do exist at
<https://establishment.gov.pk/Detail/YjAwYmI2N2EtNzYwYi00MjMyLWE1ZTQtN2Y0MWQ1ZWVmMTZh>
And the Data Dissemination Policy of Pakistan Bureau of Statistics is available on:
<https://www.pbs.gov.pk/content/data-dissemination>

Furthermore, the open data government will be covered in the upcoming Cloud First Policy. Public Sector Entities are encouraged to make their non-restricted data available to other government agencies and public through cloud to the extent permitted by law and subject to privacy, confidentiality, security, or other. Moreover, legislation on data sharing and interoperability across government agencies is in design phase.

Additionally, the provincial level **KP Good Governance Strategy** rests on five pillars of Good Governances i.e. i) *Open Government & Transparency*; ii) Public Service Delivery; iii) Citizen Participation; iv) Performance & Accountability; and v) Ideas, Innovations & Technology. The strategy is aimed to bring about a positive change in governance at the grass-root level.
<https://pmru.kp.gov.pk/good-governance-strategy.php>

Furthermore, there are Right to Information Acts at national and provincial levels where information to citizens are provided upon request. Information about RTI is provided in section 9 of the questionnaire

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchain, 5G and Internet of Things (IoT)?

Yes No

If yes, please provide link and detail.

Several policies/legislations for the emerging technologies does exist at national and provincial level and many are in progress.

Artificial Intelligence Policy

The **Digital Pakistan Policy** and the **Rolling Spectrum Strategy** of the Government of Pakistan covers the policy guidelines for IoT, Artificial Intelligence & Robotics, Cloud Computing and Big Data.

<https://moitt.gov.pk/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf>
<https://moitt.gov.pk/SiteImage/Misc/files/PakistanRollingSpectrumStrategyFinal23Nov2020.pdf>

Moreover, a **National Center of Artificial Intelligence (NCAI)** has been established by the government in 2018 at the National University of Sciences & Technology (NUST).

<https://ncai.nust.edu.pk/>

Robotics in Pakistan

<https://ignite.org.pk/blog/2017/01/13/robotics-what-pakistan-is-contributing/>

National Centre of Robotics and Automation

<https://ncra.org.pk/>

Use of Blockchain Technology

Pakistan has deployed for the first time the blockchain technology in the banking sector to attract foreign remittances under the Financial Action Task Force (FATF) to combat terror financing and money laundering.

<https://www.pri.gov.pk/pakistan-adopts-blockchain-technology-to-attract-remittances/>

However, specific Blockchain Policy will be covered in the revised Digital Pakistan Policy.

Pakistan Cloud First Policy (In final stages)

<https://moitt.gov.pk/SiteImage/Misc/files/Pakistan%20Cloud%20First%20Policy%202021-%20Draft.pdf>

5G

<https://www.pta.gov.pk/en/media-center/single-media/framework-for-test-and-development-of-future-technologies-particularly-fifth-generation-5g-wireless-networks-in-pakistan-260619>

IoT

Policy

<https://www.pta.gov.pk/en/media-center/single-media/draft-regulatory-framework-for-iot-070721>

IoT Center Pakistan: <https://www.iot-center.pk/>

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

Digital Pakistan Policy.

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

<https://nitb.gov.pk/Detail/OWNkMGExNzctOWNhYS00YmU5LTlmZjQtYTU4YTk3OGQwZjFI>

Revision of the policy is in process.

<https://moitt.gov.pk/Survey/DigitalPakistanPolicy2021>

<https://www.digitalrightsmonitor.pk/ministry-of-it-invites-public-to-attend-online-feedback-sessions-on-digital-pakistan-policy/>

Provincial KP

<https://kpitb.gov.pk/sites/default/files/Khyber%20Pakhtunkhwa%20Digital%20Policy%202018-2023.pdf>

Punjab: <https://policy.pitb.gov.pk/>

Balochistan

<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4.pdf>

Additionally, the AJ&K Information Technology Board has the mandate for the digitalization of Public Sector departments, promoting IT literacy and creating an enabling environment for freelance self-employment.

20. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year

Other It is not currently defined but the policies on average are revised every 3 to 5 years. The strategies are revised with emerging needs and evolving technology developments

21. Is the national e-government strategy guided by or aligned with the national development strategy?
Please provide link and detail.

Yes. The national e-government strategy is driven by Digital Pakistan Policy which is aligned with national development strategy

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

Planning Commission, Pakistan Vision 2025

<https://www.pc.gov.pk/uploads/vision2025/Pakistan-Vision-2025.pdf>

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes. 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.

Digital Pakistan Policy has pillars which are derived to attain specific Sustainable Development Goals.

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

ALLIGNMENT TO SDG'S:

SDG 1:

NITB's Ehsaas Program & Panagah App are developed to focus on the eradication and minimization of poverty in Pakistan.

SDG 2:

Ehsaas Program & Panagah App will have an immediate effect to reduce Hunger.

SDG 3:

For "Good Health & Well Being" National IT Board developed Covid 19 Gov App and a web platform covid.gov.pk

SDG 4:

E-Taleem Portal and DGSE App are playing an extraordinary role in achieving the "Quality Education" goal.

SDG 5:

National Information Technology believes in providing many multi-dimensional platforms such as City Islamabad App, Baytee App and Citizen Portal to focus on Gender Equality.

SDG 8:

NITB's E-Office suite, Smart Office and Beep Pakistan are designed to step forward towards "Decent work & Economic Growth".

SDG 9:

In the "Industry, Innovation and Infrastructure" goal National Information Technology Board has revamped 70+ government websites including federal ministries and departments. Some

of the website links are given below:

<https://www.pc.gov.pk>
<http://www.mofept.gov.pk>
<http://www.nhsrc.gov.pk>
<http://ophrd.gov.pk>
<http://www.mocc.gov.pk>
<http://www.molaw.gov.pk>
<http://www.finance.gov.pk>
<http://www.moip.gov.pk>
<https://kamyabjawan.gov.pk>
<https://yaranewatan.gov.pk>
<https://njp.gov.pk>
<https://nlcc.gov.pk>
<https://wecare.nhsrc.gov.pk>
<https://bit.nitb.gov.pk>
<https://ngo.ead.gov.pk>
<http://app.opr.gov.pk>
<http://coronacounter.pid.gov.pk>
<https://ffh.MoITT.gov.pk>

SDG 10

To ensure Equal Opportunities and End Discrimination NITB has introduced City App, Baytee App, DGSE App and E-Taleem web platform.

SDG 13

To combat climate change and its impacts on environment, NITB has developed Clean and Green Pakistan App and City Islamabad App.

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes. Digital Pakistan Policy provides guidance to provincial/regional strategies and policies.

National

<https://moitt.gov.pk/Sitelmage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf>
<https://www.sdgpakistan.pk/>
<https://www.pc.gov.pk/>

Provincial KP

<https://kpitb.gov.pk/sites/default/files/Khyber%20Pakhtunkhwa%20Digital%20Policy%202018-2023.pdf>

Punjab

<https://policy.pitb.gov.pk/>

Balochistan

<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4.pdf>

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes. Digital Pakistan Policy addresses these specific components.

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

All policies are developed in consultation with public at large in order to ensure inclusivity.

<https://moitt.gov.pk/Survey/DigitalPakistanPolicy2021>

<https://moitt.gov.pk/byteeform>

<https://moitt.gov.pk/YouthInitiative>

<https://moitt.gov.pk/Detail/YjVmNzU0MWMtYzBkMCM0Yjg5LTk1ODktOTJiODYzZTY5ZWRL>

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

The Government of Pakistan is in the final stage of approval of Data Protection Bill

<https://moitt.gov.pk/SitelImage/Downloads/Personal%20Data%20Protection%20Bill%202020%20Updated.pdf>

However, a comprehensive policy for data governance is under consideration that will address all the remaining aspects of data governance.

Additionally, the E-office suite works to enhance e-governance of national data securely with efficient deployment in all ministries and division.

<https://nitb.gov.pk/ProjectDetail/YTZhM2Q5ZDEtNzAzNy00MjJlLWlzNGYtM2ZhM2VkOTFhNDk2>

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

The current e-government strategy does not make specific reference to national digital identity.

However, there is a specific project in approval phase that is aimed at developing a national digital identity. Moreover, some aspects of a digital identity are also provided by NADRA (National Database and Registration Authority)

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

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Even though the Digital Pakistan policy does not make a specific reference to digital-by-default/digital-by-design/digital-first principle but the policy direction is to utilize the same principle. One of the examples of this is Pakistan Cloud First Policy. Moreover, the policy states the strategies for digitization of key socio-economic sectors.

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

<https://moitt.gov.pk/SitelImage/Misc/files/Pakistan%20Cloud%20First%20Policy%202021-%20Draft.pdf>

Similarly, NITB provides exceptional technical solutions for government bodies to enhance internal efficiencies with e-office implementation in all 40 ministries and 140 + departments. Also, with the growing need of digital collaboration and communication amidst Covid19, National IT Board is working on a Smart Office project (BEEP PAKISTAN), i.e. a unified platform for communication and teamwork.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

The current Digital Pakistan Policy does not make specific reference to data-once-only principle. However, there is a project in approval phase that is aimed at providing data-once only facility to citizens. Furthermore, the data received by a central repository is utilized on a standard mechanism with the consent and open right to shared policy on our all citizen centric platforms.

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Artificial intelligence (AI); link/detail: [Section 17 of Digital Pakistan Policy \(IoT, FinTech, Artificial Intelligence & Robotics\)](#)

Robotics; link/detail: [Section 17 of Digital Pakistan Policy](#)

Blockchains; link/detail: [Revised version of Digital Pakistan Policy will have specific reference to Distributed Ledger](#)

5G; link/detail: [Revised version of Digital Pakistan Policy will have specific reference to 5G. While a separate framework for 5G technologies is available here: <https://www.pta.gov.pk/en/media-center/single-media/framework-for-test-and-development-of-future-technologies-particularly-fifth-generation-5g-wireless-networks-in-pakistan-260619>](#)

Internet of Things (IoT); link/detail: [Section 17 of Digital Pakistan Policy](#)

Others; link/detail: [President of Pakistan has constituted a separate committee on Emerging Technologies. This committee has representation from different sectors and puts up recommendations for adoption and implementation of emerging technologies in Pakistan](#)

<https://moitt.gov.pk/NewsDetail/NDg3MWQ1YzktODJkYS00ZTU0LTljOTUtNzk4ZWMyOGZjYTg4>

<https://moitt.gov.pk/NewsDetail/M2E3MDU3OWUtZjEwZS00MjE0LTlmMTYtODExMDdjYzY0YTcy>

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes. The national e-government strategy is aligned with regional and global guidelines (e.g UN Sustainable Development Goals). Moreover, Digital Pakistan policy is formulated in consultation with National and International stakeholders. Among many, following are some of the regional and global guidelines that Digital Pakistan Policy is aligned with.

- General Data Protection Regulation (GDPR)
- United Nations Sustainable Development Goals
- OECD Artificial Intelligence Observatory
- International Telecommunication Union

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

The government does use internal foresight mechanisms but does not use any particular proprietary tool in this regard.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

The government of Pakistan uses experimentation and/or regulatory sandboxes in different sectors. A recent example is the regulatory sandbox by Securities and Exchange Commission Pakistan.

<https://www.secp.gov.pk/document/secp-regulatory-sandbox-guidelines-2019/>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

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/Sitelmage/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>

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

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

<https://wdd.punjab.gov.pk/>

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

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

<https://kamyabjawan.gov.pk/home/index>

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

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

<https://baitulmaal.punjab.gov.pk/>

<https://pcsw.punjab.gov.pk/>

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

E-participation strategy is a part of the digital Pakistan policy. There are numerous e-participation portals/applications available at National and Provincial level in different sectors such as Police, City Administration, Taxation, Justice etc. Moreover, public consultation is a mandatory component for formulation of every policy.

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

<https://moitt.gov.pk/Survey/DigitalPakistanPolicy2021>

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

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

<https://excise.punjab.gov.pk/e-auction>

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

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

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.

Government of Pakistan through its Digital Pakistan Policy has initiated specific ICT for Girls' programs

<https://usf.org.pk/projects/detail/special-project/ICTforGirls>

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

<https://wdd.punjab.gov.pk/>

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

<https://pcsw.punjab.gov.pk/>

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Digital Pakistan policy provides the guidelines for inclusion of women and other vulnerable groups for provision of e-services. Universal Service Fund (USF) under Ministry of IT and Telecom has a program titled 'ICT for girls'. Computer labs are established for women under this program. ICT skills imparting and improving trainings are provided under this program. Moreover, there are also other programs such as 'Baytee' app that provides specific e-services for women.

<https://usf.org.pk/projects/detail/special-project/ICTforGirls>

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

<https://bit.nitb.gov.pk/login>

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The strategy defined in Digital Pakistan policy outlines the guidelines to ensure e-participation measures for women and other vulnerable groups. Universal Service Fund (USF) provides internet connectivity to underserved and unserved areas of Pakistan.

<https://usf.org.pk/projects/detail/special-project/ICTforGirls>

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

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Digital Pakistan Policy provides the guidelines to design and develop customized programs with a special focus on Girls and Women. This aims to ensure socio-economic uplift of a significant percentage of our demographics particularly in rural and underserved areas of Pakistan, giving them with a stronger voice in their communities and local government, the national and international level.

<https://usf.org.pk/projects/detail/special-project/ICTforGirls>

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

One million trainings have been imparted to youth in freelancing under the National Level Training Program (DigiSkills.pk) launched by Ministry of Information Technology & Telecommunication through Ignite National Technology Fund.

<https://MoITT.gov.pk/NewsDetail/ZWFhZTEyMzgtODI3Yi00NzMwLWJhNTctOTI1YjZhY2I5ZmVk>

AJK: <https://itb.ajk.gov.pk>

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Each of the Ministries at National Level and at Provincial level has Twitter, Facebook, Instagram and LinkedIn accounts where information sharing and frequent interaction with the citizens take place and requests are made to participate in and provide feedback on policies of the government.

Examples:

<https://twitter.com/IgniteNTF/status/1405462778245177345>

<https://twitter.com/MoitOfficial/status/1406182974538895362>

<https://twitter.com/kpitbgov/status/1075688610475712512>

<https://twitter.com/MoitOfficial/status/1410129754951401472>

<https://twitter.com/IrrigationPb>

https://twitter.com/punjab_hed?s=11

<https://twitter.com/ETNCDGOP>

<https://www.facebook.com/moitt.gov.pk>

<https://www.facebook.com/NITB.GovPakistan>

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

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

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

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

<https://www.linkedin.com/company/ministry-of-it-and-telecom-pakistan/>

<https://www.linkedin.com/company/national-information-technology-board-nitb-govt.-of-pakistan/>

<https://www.linkedin.com/company/universal-service-fund/>

<https://www.linkedin.com/company/khyber-pakhtunkhwa-information-technology-board-kpitb-/>

<https://www.linkedin.com/company/pitb/>

<https://www.instagram.com/nationalitboard/>

<https://www.instagram.com/GovtofPakistan>

Women Development Department Punjab (Facebook Page)

Women Development Department Punjab @Womendevdeptt (Twitter Account)

Twitter: <https://twitter.com/FBISEOfficial>

YouTube: <https://www.youtube.com/c/fbiseofficial>

Instagram: <https://www.instagram.com/fbise.official/>

LinkedIn: <https://www.linkedin.com/company/fbiseofficial>

Balochistan Province

Science & Information Technology

www.twitter.com/@ScienceIT_GoB

Law & Parliamentary Department

www.twitter.com/Lawdeptgob?s=09

Higher Education Department

<https://twitter.com/@HigherDept>

Agriculture & Cooperatives Balochistan	www.twitter.com/@Agriculturebal2
Principal Balochistan Agriculture College	www.twitter.com/@BACOfficial1
Directorate General, Research	www.twitter.com/@ari_balochistan
Directorate General, Extension	www.twitter.com/@dgextensionbal1
Directorate General, Engineering	www.twitter.com/@dgenengineeringb1
Directorate General, OFWM	www.twitter.com/@dgofwm
Registrar, Cooperatives Societies	www.twitter.com/@rcsbalochistan
Director CRS	www.twitter.com/@BalochistanCrS
AJK	
https://www.facebook.com/AJKPID ,	
https://www.facebook.com/InformationTechnologyBoardMuzaffarabadAjk	

Please include any guidelines for government officials/institutions on the use of social media.

The Digital Media Wing (DMW) is working as a strategic unit of Government of Pakistan
<http://pid.gov.pk/dmw>
<https://information.sindh.gov.pk/draft-digital-media-policy-2021>

There are designated officials to represent the government on social media and interact with citizens. There are internal policies in place on the responsible use of social media in government institutions and by government officials. Moreover, the rules and regulations of Government of Pakistan take precedence for usage of social medial platforms.

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making?

Yes No

If yes, please provide link and detail.

The results are made public on the websites and social media platforms of each ministry or department.

<https://twitter.com/MoitOfficial>
<https://MoITT.gov.pk/SiteImage/Misc/files/ROW%20Policy%20Directive%20.pdf>
 Financial inclusion opinion- IPG government and commercial enterprise / citizens
<https://MoITT.gov.pk/Detail/OTJlYjhjZGEtNGlwMS00YzFjLTg1MzQtMTVIY2NhODA0NDRj>

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

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

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

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

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

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Yes. It is an important component of all the e-government services. The citizen portal has a specific component of user satisfaction where citizens can file/record their satisfaction level. So far, the satisfaction level is around 40%. <http://pakrtidata.org/2020/04/17/pakistan-citizen-portal-performance/>

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

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

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

<https://pitb.gov.pk/cfmp>

http://kp.gov.pk/page/feedback_us

Automation of performance agreement certificates

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

Pakistan is in partnership with following countries particularly China and on routine basis delegates from Pakistan visits these countries through their international cooperation agencies.

- KOREA, CHINA, MALAYSIA & SINGAPORE
- JICA Japan International Cooperation Agency (JICA)

Additionally, the following global/regional partnership exist:

- Central Asia Regional Economic Cooperation (CAREC) strategy.
- SCO – Shanghai Corporation Organization pool of technology parks.
- The Commonwealth Telecommunications Organisation (CTO) member.
- ASEAN regional forum
- GSMA – GSM Association
- DCO – Digital Cooperation Organization

44. Please provide any other information related to e-government development in your country.

Government of Pakistan is promoting e-Governance to make Pakistan the frontrunner in good governance through IT enablement at all levels. Strategies for e-government are formulated to ensure efficiency, transparency and accountability by setting up integrated government databases and

applications.

Following are some of the e-government initiatives in Pakistan

Online National ID and Passport Renewal

<https://onlinemrp.dgip.gov.pk/>

<https://id.nadra.gov.pk/>

Biometric Verification Services

<https://www.nadra.gov.pk/local-projects/identity-management/biometric-verification-services-2/>

COVID19 vaccination services

<https://nims.nadra.gov.pk/nims/>

COVID19 test tracker for International travel

<https://passtrack.nitb.gov.pk/login>

COVID19 management

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

Resource Management System for NDMA

Punjab Code website (punjabcode.punjab.gov.pk) to enable public access to the legislation, both in English and Urdu, of the province Punjab.

KP Code website (<http://kpcode.kp.gov.pk/>) and App to enable public access to the legislation, both in English and Urdu, of the province of KP.

Online Utility Bills

<http://210.56.23.106:888/iescobill>

<http://210.56.23.106:888/pescobill/>

https://www.sngpl.com.pk/web/page.jsp?pgids=3531&pgname=PAGES_NAME_a&secs=ss7xa852op845&cats=ct456712337&artcl=artuyh709123465

Online Tax payments

<https://www.fbr.gov.pk/online-tax-payment/152515/152521>

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

<https://epay.punjab.gov.pk/>

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

<http://202.166.168.190/Calculator>

http://116.0.52.11:8085/Public_US9/Pt4_return

http://103.226.217.220/g_s_calculators/professionaltax/calculate

Digital Accounts for Overseas Pakistanis

<https://www.sbp.org.pk/RDA/index.html>

Government Pricelist of fruits, vegetables, meat etc

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

Online Police Services

<https://pkm.punjab.gov.pk/public/home/services?id=a>

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

https://islamabadpolice.gov.pk/ipwe/g_p_verification

IGP Complaint Center – 1787 – Punjab Police

https://www.punjabpolice.gov.pk/igp_complaint_center_8787

<https://kppolice.gov.pk/online/fir.php> (Online FIR Registration)

<http://ptpkp.gov.pk/learner-permit/> (Procedure for Driving learner permit)

<http://ptpkp.gov.pk/test-page/> (Procedure for Driving test page)

<http://ptpkp.gov.pk/fresh-license-issuance/> (Procedure for Fresh Driving License)

<http://ptpkp.gov.pk/endorsement/> (Procedure for upgradation to Driving License to LTV)

<http://ptpkp.gov.pk/duplicate/> (Procedure for Duplicate Driving License in case of lost)

<http://ptpkp.gov.pk/renewal/> (Procedure for renewal Driving License in case of lost)

https://kppolice.gov.pk/rules_acts/rented_act2014.php (document about Tenant Registration and Tenant Information Form (TIF))

Government Offices E workflow/Office Automation

<https://nitb.gov.pk/ProjectDetail/YTZhM2Q5ZDEtNzAzNy00MjJLWlZNGYtM2ZhM2VkOTFhNDk2>

<https://pitb.gov.pk/efoas>

<https://kpitb.gov.pk/happenings/departmentscienceandinformationtechnologykhyberpakhtunkhwa-has-introduced-e-office>

<https://istd.sindh.gov.pk/initiatives/1196>

ONLINE ONE WINDOW APPLICATION STATUS (MDA Multan)

https://www.mda.gop.pk/ows_menu.php

ONLINE PLOT STATUS (MDA Multan)

<https://www.mda.gop.pk/plotsearch.php>

WASA Multan Complaint Management System

<https://wasacms.pitb.gov.pk/>

Punjab Irrigation Department's e-Governance initiatives (works in progress):

Human Resource Management Information System:

Punjab Irrigation Department has introduced a web based Human Resource Management Information System (HRMIS) for managing all the workforce of the department. It is an online database solution to HR Management functions including selection & recruitment, performance management, compensation & benefits, employee relations & evaluation, training & development and complete service history for better decision making and managing HR functions with better accessibility.

e-abiana:

Punjab Irrigation Department has introduced an E-Abiana system for collection of water tariff. This system will help ensure 100% Abiana (Water Tariff) recovery without pilferage. It will help in efficient resolution of matters relating to Abiana Complaints and dispute resolution. The system will be a comprehensive database of Crop wise Updated Land Records Information System for better Management and decision Making.

e-procurement system:

Punjab Irrigation Department has developed an e-Procurement System with the technical assistance of Punjab Information Technology Board (PITB). This system will have the capacity for e-enlistment of contractors in their respective categories, receipt of online bids, their evaluation and announcement of the successful/ eligible bidder.

e-filing and office automation system:

Punjab Irrigation Department is also working on an online filing system in collaboration with PITB. The goal in this system is to achieve a 100% paper less environment in the department. The system once completed and implemented will ensure ready access to data and information, timely disposal of activities and jobs and will have a positive effect on the environment thereby going 100% paperless.

Mines & Minerals Department, Punjab has developed Mineral Cadaster Portal to access the information related to mining concessions granted all over the Punjab Link is as under:-

<http://gisportal.mnm.punjab.gov.pk/>

E-Registration of Eligible Couples/ Clients for Family Planning Services (Customized app developed by PWD, Punjab)

<http://health.punjab.gov.pk>

<https://hrmishealth.punjab.gov.pk>

<https://hrmishealth.punjab.gov.pk/weborders.aspx>

<https://puchealth.punjab.gov.pk>

<http://hiringhealth.punjab.gov.pk:8080>

<https://health.punjab.gov.pk/AndroidApplications.aspx>

<https://judicialhealth.punjab.gov.pk>

<http://amshealth.punjab.gov.pk:8080>

<http://prp.phf.gop.pk/>

<http://hmis.phf.gop.pk/>

<https://pbta.phf.gop.pk/login>

<https://phf-loaning.phf.gop.pk/>

<http://covid.phf.gop.pk/>

<https://pers.phf.gop.pk:8080/#>

<https://macst.punjab.gov.pk>

<https://lpproc.punjab.gov.pk>

<https://shcm.punjab.gov.pk/Account/Login.aspx>

<https://ventilator.punjab.gov.pk/>

<https://healthcms.punjab.gov.pk>

<https://floodrelief.punjab.gov.pk/2018/>

1. RCMS-IT based Revenue Court Case Management System itrcms.punjab.gov.pk and [https://bor.pitb.gov.pk/Revenue Court Case Management System](https://bor.pitb.gov.pk/Revenue_Court_Case_Management_System)
2. Dehi Marakaz Maal- digitized revenue services at revenue estate level.
3. Website of BOR www.bor.punjab.gov.pk
4. E-FOAS (e-filing, paperless offices and traceability). Divisions, districts and tehsils to be linked www.foas.punjab.gov.pk
5. HRMS (Human resource management information system- it based initiative to manage human resources) www.borhr.punjab.gov.pk
6. E-Library Project Access to best legal and land management resource centres in the world. <https://elibrary.punjab.gov.pk/>
7. Digital land cadaster project (development of cadaster of Lahore city and state land. Subsequently the entire province)
8. Property Registration Project (Registration being interlinked with revenue record and documents to be saved in soft form)
9. E-Stamping Registration of stamp vendors and issuance of smart cards Lower denomination e-stamps added to system. https://bor.punjab.gov.pk/e_stamping
10. App for smoke emitting brick kilns reporting

11. Digitized Laal Kitab: Digitization of Lal Kitab would help in digitization of village level data that would result in easy access of all and revenue department specially to incorporate any changes in the nature of village land, crops, livestock etc.
12. Roznamcha Waqiyati: This has been digitized for daily reporting of notable happenings in the village. The daily roznamcha will serve as LIVE eye on community and as a pulse on the village activities. This intervention will facilitate monitoring of village happenings through centralized dash board for sharing and reporting of information for departmental action.
13. State Land Management System: provides a centralized “Management Information System” (MIS) for transparent and integrated information on state land, total available state land, encroached, un-measured, on-cultivated, land available for temporary cultivation under different schemes, land assigned to petrol pumps and charitable organizations etc.
14. Digital Girdawari – accurate crop estimation
15. Online Fard Issuance PLRA has established an online, authentic and automated system for the issuance of on-line fard for record purpose through its website: www.punjab-zameen.gov.pk. Government fee can also be paid through online by Jazz cash, easy paisa, debit / credit cards and ATM.
16. Online Payments of Fard Fee & Mutation Fee PLRA has integrated the online payment module of Government dues, for land transactions being executed at the Arazi Record centers, which can be paid through the e-payment gateway.
17. Access of LRMIS to all Commercial Banks
18. PLRA has provided secure access of computerized land records to 30 commercial Banks for issuance of fard for loan purpose and entry of mutation for loan through a one window solution at the bank branch level. This initiative will boost the agriculture economy and facilitate the farmers at large.
19. Implementation of pre-appointment & pre-token issuance system through 3rd party call center, website & mobile applications.
20. PLRA has introduced appointment management at ARCs by calling at call center (042-111-22-22-77), through website, by calling at ARCs directly and through free phone booths. Through this initiative, complaints of long queues and long waiting time have been dropped down.
21. Launching of Mobile Arazi Record Centers. 20 Mobile ARCs have been operationalized for the provision of land record services at the far-flung areas.
22. Issuance of Fardaats from NADRA E-Sahulat Franchises: Access of Digital Land Records has been given to the NADRA E-Sahulat Franchises (more than 2200 in Punjab) for the issuance of fardaat for record. This initiative has eliminated the monopoly of the ARCs and landowners can take their fardaat from any of the franchise / ARC.
23. Issuance of Fardaats & Mutation from E-Khidmat Markaaz: Access of Digital Land

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>