



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

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**COUNTRY NAME\***

Pakistan

**Contact information**

Your name\*

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Title\*

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**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.\*

Note: E-government and digital government are used interchangeably in this Questionnaire.

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 organizations, 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.

(64+ websites, 19 portals & 10+ apps): <https://cd.nitb.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.gov.pk.ictadministration>

### **Provincial Level**

Official Gateway to the province of **Punjab**:

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

Official Gateway to the province of **Khyber Pakhtunkhwa**:

[www.kp.gov.pk](http://www.kp.gov.pk)

<http://cfc.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://www.ajk.gov.pk>  
<https://www.smartajk.pk/>

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

E-services or similar

**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/>

Pak identity is NADRA's Online identity issuance service for Pakistani citizens that provides an end-to-end solution for applying for identity card. NADRA has launched this app to facilitate Pakistani citizens to apply for following identity documents

- Modification of CNIC
- Renewal of CNIC
- Reprint / Lost of NIC

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

To facilitate the digital economy, contributing our best efforts to the dream of digitizing Pakistan. As an API gateway, Nishan Pakistan provides a set of services that will help businesses a seamless, consistent and connected experience.

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

Digital Power of Attorney is a fast and secure service for facilitating Overseas Pakistanis, who want to give Power of Attorney to any person residing in Pakistan.

<https://poa.nadra.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.gov.pk.icadministration>

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/>

Raast is Pakistan's first instant payment system that will enable end-to-end digital payments among individuals, businesses and government entities instantaneously.

<https://www.sbp.org.pk/dfs/Raast.html#:~:text=Raast%20is%20Pakistan's%20first%20instant,businesses%20and%20government%20entities%20instantaneously>

Interior Ministry of Pakistan: <https://www.interior.gov.pk/>

[COMPUTERIZATION & EXECUTION OF GOVERNMENT CASES](https://nitb.gov.pk/ProjectDetail/NTI4MjMONjctZml3Yi00MD)

<https://nitb.gov.pk/ProjectDetail/NTI4MjMONjctZml3Yi00MD>  
[E2LTlkMzktMTU3YmU4ZWxMTY3](https://nitb.gov.pk/ProjectDetail/NTI4MjMONjctZml3Yi00MD)

[COMPLAINT PORTAL & MOBILE APP FOR OVERSEAS](https://nitb.gov.pk/ProjectDetail/NTI4MjMONjctZml3Yi00MD)

[PAKISTANIS](https://nitb.gov.pk/ProjectDetail/NTI4MjMONjctZml3Yi00MD)

<https://nitb.gov.pk/ProjectDetail/MzI1NjAwNjQtMjQyYjY3NzJj>  
[Y2LTkwYmQtNTMxMmViYjY3NzJj](https://nitb.gov.pk/ProjectDetail/MzI1NjAwNjQtMjQyYjY3NzJj)

[MERA BACHA ALERT](https://nitb.gov.pk/ProjectDetail/MzI1NjAwNjQtMjQyYjY3NzJj)

<https://nitb.gov.pk/ProjectDetail/MTE0ZDc2YjEtNzNjMy00N2>  
[FkLTIhNDktZjcyYThlYjMyZTNi](https://nitb.gov.pk/ProjectDetail/MTE0ZDc2YjEtNzNjMy00N2)

### **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](http://fbr.gov.pk)

Punjab Revenue Authority: <http://pra.punjab.gov.pk/>

Khyber Pakhtunkhwa Revenue Authority (KPRA) e-Services:

<https://kp.ra.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:

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

A portal to address information related to COVID 19

<http://coronacounter.pid.gov.pk>

Economic Affairs Division: <http://www.ead.gov.pk/>

**PASSTRACK** application for passengers to track and screen COVID19

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

Currency Declaration System (CDS)

<https://www.fbr.gov.pk/currency-declaration-system/163159>

PSW - Pakistan Single Window

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

Pakistan Bait-ul-mal

<https://www.pbm.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](https://play.google.com/store/apps/details?id=com.nitb.e_taleem)

**The Prime Minister's Youth Program** is launched by Prime Minister for the socioeconomic

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://pmy.gov.pk/>

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

**“PMS APP”** is purely employee attendance application. The official serviceability and

technology owner is National Information Technology Board (NITB). This app is also deployed in Sindh education, Ministry of Human Rights, Ministry of Finance and Bait-ul-mal.

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

**‘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](https://play.google.com/store/apps/details?id=com.nitb.foreignministry.foreign_ministry_portal)

<https://internships.pseb.org.pk/>

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

Humraaz app is an initiative by Government of Pakistan that offers various approaches to improve mental health of citizens. The main features are symptom tracking, calming videos, connect with therapists, interpersonal support etc.

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

**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>

**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.babyteapp>

**'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>

### **Pakistan Railways**

e-Ticket:

[https://www.pakrail.gov.pk/Membership/Member\\_Login.aspx](https://www.pakrail.gov.pk/Membership/Member_Login.aspx)

X

Train Timings:

<https://www.pakrail.gov.pk/TrainTiming.aspx>

Pakistan International Airline

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

Directorate General of Immigration & Passports e-Services

<https://dgip.gov.pk/home/#Downloads>

<https://dgip.gov.pk/eServices/online-passport.php>

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

<https://dgip.gov.pk/eServices/epassport.php>

Invest Pakistan e-Services

<https://invest.gov.pk/e-services>

National Electric Power Regulatory Authority Pakistan

<https://www.nepra.org.pk/onlinecomplaint.php>

<https://nepra.org.pk/elicensing/login>

Electricity services

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

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

Sui Northern Gas Pipelines Limited (SNGPL):

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

M-tag <http://125.209.107.136:81/>

### **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](https://punjab.gov.pk/get_services)

E-pay

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

Go-Punjab

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

E-khidmat <https://ekhidmat.punjab.gov.pk/>

E-Stamping: <http://es.punjab.gov.pk/>  
SECP <https://eservices.secp.gov.pk/eServices/>  
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://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.s&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://lahorepolice.punjab.gov.pk/tenants-employee-registration>  
[www.punjabpolice.gov.pk/tenants](http://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.policexhidmatmarkaz&hl=en&gl=US>  
<https://ace.punjab.gov.pk/>  
This application provides an easy and accessibility approach for Citizens to report corruption and provides 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 citizen of Punjab and ACE Punjab.

<http://play.google.com/store/details?id=com.pkgov.anticorruption>

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

[https://ace.punjab.gov.pk/report\\_corruption\\_app](https://ace.punjab.gov.pk/report_corruption_app)

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 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://www.energy.punjab.gov.pk)

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

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

Safe City e-Challan System:

<https://islamabadpolice.gov.pk/echallan.php>

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

Online Tenant Registration system:

<https://islamabadpolice.gov.pk/tenant.php>

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

Online Driving License Verification system:  
<https://islamabadtrafficpolice.gov.pk/license-verification.php>

**Khyber Pakhtunkhwa Provincial citizen services**  
<http://cfc.kp.gov.pk/>

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://armslicensepk.com>

Local Government Department: [www.lgkp.gov.pk/services/](http://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](http://hmckp.gov.pk/Lab_Reports)  
<http://tmsh.healthkp.gov.pk>  
<http://lhwmis.kphealth.pk/>  
<http://lab.lrh.edu.pk/online/downloadreports/>  
<http://hrmis.healthkp.gov.pk>  
<http://tb.kpdata.gov.pk/>  
<http://175.107.63.156/imu/login/index/>  
<https://ptpkp.gov.pk/license-authentication/>  
<https://kppolice.gov.pk/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)  
<http://175.107.63.77/> 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**  
<https://bra.gob.pk/>  
<https://agb.gov.pk/>  
<https://balochistanpolice.gov.pk/cms>

<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:

<https://kalat.balochistan.gov.pk/district-mastung/>

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>

#### **Sindh Provincial citizen services**

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

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

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

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

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

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

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

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

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

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

Sindh Police Official Website

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

IGP Complaint Management System

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

Police Character verification System

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

Women & Children Protection Cell

(<https://wpc.sindhpolice.gov.pk>)

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

Mobile Application

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

Human Resource Management System

(<http://officer16.sindhpolice.gov.pk>)

Police Station Record Management System

(<http://psrms.sindhpolice.gov.pk>)

Criminal Record Management System  
(<http://202.83.168.198/crodashboard/>)  
Sindh Police Legal Affairs Management  
(<https://legal.sindhpolice.gov.pk>)  
Sindh Police Official / Personnel Welfare Management  
([http://welfare.sindhpolice.gov.pk/admin/system\\_login/](http://welfare.sindhpolice.gov.pk/admin/system_login/))  
Missing person Portal  
([https://mppbeta.sindhpolice.gov.pk/system\\_login](https://mppbeta.sindhpolice.gov.pk/system_login))  
Women & Children Protection Cell  
([https://wpc.sindhpolice.gov.pk/system\\_login](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>  
E)  
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.infoaces  
s.mobile.searchlicence](https://play.google.com/store/apps/details?id=com.infoaces.s.mobile.searchlicence))  
<https://sindhzameen.gos.pk/>  
<https://www.mohtasibsindh.gov.pk/pages.php?page=Online>  
Complaint  
<https://www.sindhhealth.gov.pk/contact/complaint>  
<https://e.srb.gos.pk/>  
<https://www.sindh.gov.pk/NFTP.htm>  
<https://istd.sindh.gov.pk/>  
<https://cict.iba.edu.pk/sric/>  
Naya Pakistan Housing Scheme  
<https://naphda.gov.pk/>

**AJK citizen services**

<https://efc.ajk.gov.pk>  
<https://trafficpolice.ajk.gov.pk>  
<https://dlmsajk.gok.pk>  
<https://ajksupremecourt.gok.pk/>  
<https://ajkhighcourt.gok.pk/>  
<https://www.qeemat.ajk.gov.pk/>  
<https://ajkmc.edu.pk/admissions/>  
<https://efclg.ajk.gov.pk/>  
<https://lgmsajk.net/>  
<https://ercc.lgmsajk.net/>

E-participation or similar

E-participation is carried out on individual platforms.

#### **National Level**

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

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

National Electric Power Regulatory Authority (NEPRA)  
Complaint Management System

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

#### **Provincial Punjab**

[https://punjab.gov.pk/citizen\\_corner](https://punjab.gov.pk/citizen_corner)

[https://www.punjabpolice.gov.pk/igp\\_complaint\\_center\\_8787](https://www.punjabpolice.gov.pk/igp_complaint_center_8787)

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

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

#### **Provincial KP**

Business Registration Portal: <https://business.gov.pk/>

E-Recruitment System: <https://assami.kp.gov.pk>

Centralized admission system for colleges:

<https://admission.hed.gkp.pk/>

Freelancing platform e-kasib: <http://ekasib.kp.gov.pk/>

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

[http://www.peshawarpolice.gov.pk/pin\\_info.php](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.ccpco.peshawar&hl=en>

(Download and install Peshawar Police) App)

Provincial Sindh

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

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

Provincial Balochistan

durust daam app Balochistan

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

## AJ&K

<https://www.portal.ajkpm.gok.pk/>

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

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

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

MoiTT information public consultation and feedback collection on policies drafts

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

<https://moitt.gov.pk/Detail/YjVmNzU0MWMtYzBkMC00Yjg5LTk1ODktOTJiODYzZTY5ZWZk>

FRAMEWORK FOR PUBLIC CONSULTATION ON REGULATORY MATTERS – PTA

[https://www.pta.gov.pk/assets/media/consultation\\_framework\\_for\\_impact\\_assesment\\_10-11-2022.pdf](https://www.pta.gov.pk/assets/media/consultation_framework_for_impact_assesment_10-11-2022.pdf)

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

Education

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

Environment

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

health

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

Interior Ministry

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

Open government 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/>

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

Balochistan Bureau of Statistics:

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

Survey of Pakistan

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

Pakistan Economy

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

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

Official portal of the supreme court of Pakistan

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

Islamabad Police Stats

<https://islamabadpolice.gov.pk/DailyDiary.php>

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

National Electric Power Regulatory Authority

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

Pakistan Stock Exchange

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

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

Sindh Police Stats

[https://www.sindhpolice.gov.pk/announcements/crime\\_stat\\_all\\_cities.html](https://www.sindhpolice.gov.pk/announcements/crime_stat_all_cities.html)

[https://www.sindhpolice.gov.pk/announcements/henious\\_crime\\_reports.html](https://www.sindhpolice.gov.pk/announcements/henious_crime_reports.html)

### **Balochistan**

<https://balochistan.gov.pk>

<https://balochistan.gov.pk/psdp-2/>

Police Stats

[https://balochistanpolice.gov.pk/crime\\_statistics](https://balochistanpolice.gov.pk/crime_statistics)

Official Portal of the Sindh High Court

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

### **Khyber Pakhtunkhwa**

KP Open Data Platform <http://opendata.kp.gov.pk/>

Official Portal of the Peshawar High Court

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

Khyber Pakhtunkhwa Police Stats

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

[http://www.peshawarpolice.gov.pk/criminal\\_main.php](http://www.peshawarpolice.gov.pk/criminal_main.php)  
(criminal detail)

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

Khyber Pakhtunkhwa Bureau of Statistics:

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

Punjab Police Stats

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

Official portal of the Lahore High Court

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

Punjab Bureau of Statistics: <http://bos.gop.pk/>  
<https://open.punjab.gov.pk/schools/>

**AJ&K**

Booking of Tourism Guest Houses in AJK

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

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

<https://ajksupremecourt.gok.pk>

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

<https://cwd.ajk.gov.pk/applyonline>

<https://www.portal.ajkpm.gok.pk/>

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

AJK Police Stats

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

**Gilgit Baltistan**

Official portal of the Gilgit Baltistan Chief Court

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

Public procurement

**National**

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

Provincial Sindh

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

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

**Provincial Balochistan**

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

**Provincial KP**

<https://kpra.kp.gov.pk/>

E-Procurement System: <https://www.keps.pk>

**Provincial Punjab**

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

[https://ppra.punjab.gov.pk/about\\_ppra](https://ppra.punjab.gov.pk/about_ppra)

**AJ&K**

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

<https://cwd.ajk.gov.pk/applyonline>

Others (if any)

All government links

[https://pakistan.gov.pk/ministries\\_divisions.html](https://pakistan.gov.pk/ministries_divisions.html)

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

[sap.pndajk.gok.pk](http://sap.pndajk.gok.pk)

[pms.pndajk.gok.pk](http://pms.pndajk.gok.pk)

<https://cwtenders.ajk.gov.pk/applyOnline.php>

**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.

Project Management System (PMS) for Sindh school teachers KP

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

AJK

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

Planning & Development automation of ADP

<http://pcfms.mecsindh.gov.pk/>

3. Please provide the 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. \*

National Information Technology Board (NITB)

4. Does your country have a national 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:

Name\*

MR. BABER MAJID BHATTI

Title\*

Chief Executive Officer, NITB

Organization\*

National Information Technology Board  
(NITB)

Email\*

[baber.bhatti@nitb.gov.pk](mailto:baber.bhatti@nitb.gov.pk)

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes  No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

**Khyber PakhtunKhawa**

Dr. Ali Mahmud Managing Director is acting as CIO of the Khyber Pakhtunkhwa  
Managing Director  
Khyber Pakhtunkhwa Information Technology Board (KPITB)  
[Ali.mehmood@kpit.gov.pk](mailto:Ali.mehmood@kpit.gov.pk)

**Punjab**

Muhammad Adil Iqbal  
Chief Technology Officer  
Punjab Information Technology Board  
[adil.iqbal@pitb.gov.pk](mailto:adil.iqbal@pitb.gov.pk)

**Azad Jammu & Kashmir**

Ministry of Information Technology, GoAJK, AJK Information Technology Board,  
<https://www.itb.ajk.gov.pk/>

**AJ&K**

Dr. Khalid Rafique  
Director General  
[khalid.rafique@ajk.gov.pk](mailto:khalid.rafique@ajk.gov.pk)

The Ministry of Inter Provincial Coordination  
<https://www.ipc.gov.pk/>

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following\*

## Planning/development

### **National level**

Ministry of Planning, development and special Initiatives

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

*Provincial level*

<http://pnd.sindh.gov.pk>

<https://balochistan.gov.pk/departments/planning-and-development/>

**Khyber Pakhtunkhwa (KPK)**

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

**Punjab**

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

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

**Azad Jammu & Kashmir**

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

## Education

### **Federal**

Ministry of education

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

Higher Education Commission (HEC), Pakistan

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

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

### **Sindh**

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

Online Admission to Colleges and Universities in Pakistan

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

<https://online.fbise.edu.pk/>

[https://portal.bisep.edu.pk/online\\_admission/](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/>

Federal Judiciary academy <https://www.fja.gov.pk/>

Secretariat Training Institute <https://sti.gov.pk/>

Basic IT Training <https://nitb.gov.pk/BitTraning>

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/>

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

### **Khyber Pakhtunkhwa**

Education Department KPK <https://hed.gkp.pk/>

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

<http://www.admission.hed.gkp.pk/>

Punjab

Punjab: [PHEC – Punjab Higher Education Commission \(punjabhec.gov.pk\)](http://punjabhec.gov.pk)

### **School Education Department, Govt. Of the Punjab, Lahore**

[www.schools.punjab.gov.pk](http://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/>

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

### **Azad Jammu & Kashmir**

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

### **Balochistan**

<https://emis.gob.pk/>

### **Sindh**

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

Health

### **Federal**

Ministry of Health Services: <http://www.nhsrsrc.gov.pk/>

Health Department Sindh: <http://sindhhealth.gov.pk>

Social Welfare  
(inclusion, social protection, etc.)

**Balochistan**

<https://balochistan.gov.pk/departments/health/>  
<http://www.dghs.gob.pk/>

**AJK**

<https://health.ajk.gov.pk>  
<http://ajk.epimis.pk>  
<http://lmis.gov.pk>  
<https://www.eoc.gov.pk>  
<https://www.eoc.gov.pk/login>  
<https://covim.epimis.pk>

**KPK**

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

**Punjab**

Specialized Healthcare & Medical Education Department  
<https://health.punjab.gov.pk/>

**Federal**

Ministry of Human Rights: <http://www.mohr.gov.pk/>  
Poverty Alleviation and Social Safety Division  
<https://www.pass.gov.pk/>  
Pakistan Bait-ul-Mal  
<https://www.pbm.gov.pk/>  
Benazir Income Support Program: <https://www.bisp.gov.pk/>  
Punjab <https://swd.punjab.gov.pk/>  
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

**KP**

Empowerment Department KP: <https://swkpk.gov.pk/>  
Social Welfare Department KP  
[https://social\\_welfare.kp.gov.pk/](https://social_welfare.kp.gov.pk/)

**Sindh**

Ministry of Social Welfare, Sindh: <http://swd.sindh.gov.pk>  
<http://pprp.sindh.gov.pk>  
<https://charitycommission.sindh.gov.pk/>

**AJK**

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

**Balochistan**

Employment and Labour

<https://balochistan.gov.pk/departments/social-welfare-special-education-literacy-non-formal-education-and-human-rights/>

**Federal**

Ministry of Overseas Pakistani and Human Resource Development

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

Ministry of Labor & Human Resource, Sindh:

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

Labor Department KPK <https://labour.kp.gov.pk/>

**Punjab**

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

**Azad Jammu & Kashmir**

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

**Balochistan**

<https://balochistan.gov.pk/departments/labour-and-manpower/>

<https://btevtgob.gov.pk/directorate-of-labor-and-manpower/>

**National Job Portal**

<https://njp.gov.pk>

Environment

**Federal**

Ministry of Climate change: <http://www.mocc.gov.pk/>

Pakistan Environmental Protection Agency :

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

Ministry of Environment, Climate Change & Coastal Development, Sindh

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

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

**AJK**

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

**Balochistan**

<https://bepa.gob.pk/>

Forestry, Environment And Wildlife Department Government

**KPK**

<https://few.kp.gov.pk/>

KPK Environmental Protection Agency KPK :

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

**Punjab**

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

Justice

<p><b>Federal</b> Ministry of Law and Justice: Molaw.gov.pk Supreme Court of Pakistan: <a href="https://www.supremecourt.gov.pk/">https://www.supremecourt.gov.pk/</a> Punjab: <a href="https://law.punjab.gov.pk/">https://law.punjab.gov.pk/</a> Ministry of Law, Prosecution &amp; Parliamentary affairs, Sindh Peshawar High Court Peshawar: <a href="https://www.peshawarhighcourt.gov.pk/">https://www.peshawarhighcourt.gov.pk/</a> Law, Parliamentary Affairs and Human Rights Department KP <a href="http://law.kp.gov.pk/">http://law.kp.gov.pk/</a> <a href="http://www.humanrights.kp.gov.pk/">http://www.humanrights.kp.gov.pk/</a></p> <p><b>AJK</b> <a href="https://ajksupremecourt.ajk.gov.pk">https://ajksupremecourt.ajk.gov.pk</a> <a href="https://ajkhighcout.gok.pk">https://ajkhighcout.gok.pk</a> <a href="https://law.ajk.gov.pk">https://law.ajk.gov.pk</a></p> <p><b>Balochistan</b> <a href="https://bhc.gov.pk/">https://bhc.gov.pk/</a> (Balochistan High Court) <a href="https://balochistancode.gob.pk/">https://balochistancode.gob.pk/</a> (Law &amp; PA Department) <a href="https://balochistan.gov.pk/departments/law-parliamentary-affairs/">https://balochistan.gov.pk/departments/law-parliamentary-affairs/</a></p> <p><b>Sindh</b> <a href="http://www.sindhlaws.gov.pk/">http://www.sindhlaws.gov.pk/</a> <a href="https://sindhhighcourt.gov.pk/">https://sindhhighcourt.gov.pk/</a></p>
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Economy/finance

<p><b>Federal</b> Ministry of finance: <a href="https://www.finance.gov.pk/">https://www.finance.gov.pk/</a> State Bank of Pakistan: <a href="https://www.sbp.org.pk/">https://www.sbp.org.pk/</a> Federal Board of Revenue (FBR): <a href="http://fbr.gov.pk">fbr.gov.pk</a></p> <p><b>Punjab</b> <a href="https://finance.punjab.gov.pk/">https://finance.punjab.gov.pk/</a> Excise, Taxation &amp; Narcotics Control Department Punjab <a href="https://excise.punjab.gov.pk/">https://excise.punjab.gov.pk/</a></p> <p><b>Sindh</b> Ministry of finance, Sindh: <a href="https://finance.gos.pk">https://finance.gos.pk</a> Sindh Revenue Board: <a href="https://www.srb.gos.pk/">https://www.srb.gos.pk/</a> Investment Department, Sindh <a href="https://sindhinvestment.gos.pk/">https://sindhinvestment.gos.pk/</a></p> <p><b>KP</b> Finance Department KPK: <a href="https://www.finance.gkp.pk/">https://www.finance.gkp.pk/</a> Excise, Taxation &amp; Narcotics Control Department KP <a href="https://www.kpexcise.gov.pk/app/">https://www.kpexcise.gov.pk/app/</a></p>
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Industry/trade

**AJK**

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

**Balochistan**

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

**Federal**

Ministry of Industries and Production:

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

Ministry of Commerce:

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

Trade Development Authority of Pakistan

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

Pakistan Software Export Board

<https://techdestination.com/>

Small and Medium Enterprises Development Authority - SMEDA

<https://smeda.org/>

Ministry of Industries, **Punjab**

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

**Punjab** Board of Investment and Trade:

<http://pbit.gop.pk/>

Ministry of Industries, **Sindh**

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

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

**KP**

Industries, Commerce and Technical Education Department KPK:

<https://industries.kp.gov.pk/>

<https://dic.kp.gov.pk/>

Ministry of Industries **AJK**

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

**Balochistan**

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

<https://balochistan.gov.pk/departments/industries-commerce/>

Sustainable Development Goals (SDGs) [NEW]

Ministry of Planning, Development & Special Initiatives (MoP&SI), Government of Pakistan, Planning & Development Departments of provincial governments with the support of UNDP – Pakistan has launched a five years joint project of "National Initiative for Sustainable Development Goals to institutionalize 2030 Agenda.



The initiative brings together the planning, financing and statistical institutions to work collectively to lay foundation of SDGs implementation in the country.

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

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

[https://www.pc.gov.pk/uploads/report/National SDGs Framework - NEC 2018.pdf](https://www.pc.gov.pk/uploads/report/National_SDGs_Framework_-_NEC_2018.pdf)

<https://www.sdgpakistan.pk/web/publication/balochistan>

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

#### Climate Change [NEW]

To mainstream climate change in the economically and socially vulnerable sectors of the economy and to steer Pakistan towards climate resilient development

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

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

[Pakistan's National Climate Change Policy: The National Climate Change Policy comprehensively](#)

[addresses all possible challenges of Climate Change adaptation and mitigation; and sure](#)

[to provide rock solid foundational framework for ensuing Climate Change Action Plans,](#)

[Programs and Projects.](#)

<https://mocc.gov.pk/SiteImage/Policy/NCCP%20Report.pdf>

[https://www.finance.gov.pk/survey/chapters\\_21/16-Climate%20change.pdf](https://www.finance.gov.pk/survey/chapters_21/16-Climate%20change.pdf)

**Punjab:**

Environment Protection Department

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

**AJK:**

<https://www.epa.ajk.gov.pk>

**KPK:**

<https://epakp.gov.pk/climate-change/>

**Sindh:**

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

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

**Balochistan:**

<https://bepa.gob.pk/>

#### Others (Please specify)

Ministry of Information Technology and Telecommunication

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

Ministry of Science and Technology  
<https://most.gov.pk/>  
Ministry of Foreign Affairs – MOFA  
<https://mofa.gov.pk/>  
Ministry of Interior, Pakistan  
<https://www.interior.gov.pk/>  
MINISTRY OF INFORMATION AND BROADCASTING  
<http://www.moib.gov.pk/>  
Ministry of Parliamentary Affairs  
<http://www.mopa.gov.pk/>  
Ministry of Railways  
<http://www.railways.gov.pk/>  
<http://www.statistics.gov.pk/>  
Ministry of Defense  
<https://mod.gov.pk/>

## B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes  No

### **Federal**

National Disaster Management Authority (NDMA)

<http://cms.ndma.gov.pk/>

<https://cms.ndma.gov.pk/storage/app/public/plans/September2020/Wj3qeqvxfZguSu7NWL12.pdf>

<https://cms.ndma.gov.pk/storage/app/public/plans/October2020/eUvDKZR0Qa0f2eA966um.pdf>

KP: <https://rc.kpitb.gov.pk>

### **Punjab:**

[Overview | PDMA](#)

### **AJK:**

<https://www.sdma.pk/rescue-1122/>

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

### **Balochistan:**

<https://www.pdma.gob.pk/>

### **Sindh:**

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

<https://pdma.gos.pk/management-plans/>

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

<https://pdma.gos.pk/disaster-management-policy/>

8. Is there a specific national portal addressing crisis/emergency \*? [NEW]

Yes  No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

**Federal**

National Disaster Management Authority

<http://cms.ndma.gov.pk/>

NATIONAL FLOOD RESPONSE AND COORDINATION CENTRE (NFRCC)

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

**KP:**

<https://rc.kpitb.gov.pk/landing-dashboard>

**Punjab:** Flood Monitoring System:

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

**AJK:**

<https://www.sdma.pk>

**Sindh:**

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

## 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

[https://na.gov.pk/uploads/documents/1506960942\\_594.pdf](https://na.gov.pk/uploads/documents/1506960942_594.pdf)

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

**Provincial Khyber Pakhtunkhwa**

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](http://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>  
<https://rti.sindh.gov.pk/>

**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](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-lawsoon>

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 2021:

[https://moitt.gov.pk/SiteImage/Misc/files/25821%20DPA%20Bill%20Consultation%20Draft\(1\).pdf](https://moitt.gov.pk/SiteImage/Misc/files/25821%20DPA%20Bill%20Consultation%20Draft(1).pdf)

We have KP Digital Policy 2018, under Point 17, focuses on GDPR for the privacy of citizens and government institutions working within the cyber space.

<https://digitalkp.info/sites/default/files/Khyber-Pakhtunkhwa-Digital-Policy-2018-2023.pdf>

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%20Final.pdf>

National Centre for Cyber Security (NCCS)

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

Prevention of Electronic Crime Act 2016

[http://www.na.gov.pk/uploads/documents/1470910659\\_707.pdf](http://www.na.gov.pk/uploads/documents/1470910659_707.pdf)

National Response Centre for Cyber Crime

<https://nr3c.gov.pk/>

At the provincial level, KP Digital Policy 2018, in which Point 18 focuses on Cyber Security for Government assets and data

<https://digitalkp.info/sites/default/files/Khyber-Pakhtunkhwa-Digital-Policy-2018-2023.pdf>

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](http://www.nadra.gov.pk)

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

[https://na.gov.pk/uploads/documents/1548335812\\_524.pdf](https://na.gov.pk/uploads/documents/1548335812_524.pdf)

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

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

Pakistan has recently introduced a law, related to digital identity. In 2021, the Pakistani government enacted the Digital Pakistan Policy, which includes a focus on digital identity.

Under the Digital Pakistan Policy, the government aims to establish a centralized digital identity system for all citizens, known as the Digital Pakistan Identity System (DPIS). The DPIS is intended to be a secure and reliable method of verifying an individual's identity for a range of services, including financial transactions, healthcare, and education.

Please note that the policy document provides an overview of the government's plans for digital transformation in Pakistan, including the establishment of the Digital Pakistan Identity System, but it does not include detailed information on the technical or legal aspects of the identity system.

#### **Punjab**

[https://policy.pitb.gov.pk/system/files/PunjabDigitalPolicy2021-25\\_DraftVersion.pdf](https://policy.pitb.gov.pk/system/files/PunjabDigitalPolicy2021-25_DraftVersion.pdf) (pg 32)

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://pakistancode.gov.pk/pdf/files/administratordbc98dd49f2df3b1d07bb986dcceb9a3.pdf>

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

Pakistan has legislation related to digital signatures. The Electronic Transactions Ordinance 2002 provides a legal framework for electronic transactions, including the use of digital signatures.

Under the Electronic Transactions Ordinance, digital signatures are legally recognized as a valid method of signing electronic documents. The law defines a digital signature as "an electronic method of authenticating any electronic record by transforming such record through a mathematical process or any other methodology so that it becomes unique to the signatory and is capable of identifying such signatory."

[http://www.na.gov.pk/uploads/documents/1464298606\\_558.pdf](http://www.na.gov.pk/uploads/documents/1464298606_558.pdf)

Please note that this link provides the text of the law as originally enacted, and there may have been subsequent amendments or revisions.

<https://www.secp.gov.pk/?s=signature>

**Punjab**

[Information Technology Sector \(pitb.gov.pk\)](http://pitb.gov.pk) (pg 32)

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/node/3>

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

[https://ppra.punjab.gov.pk/legal\\_framework](https://ppra.punjab.gov.pk/legal_framework)

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

**Provincial KP**

[http://www.kppra.gov.pk/kppra/download\\_new.php?action=Procurement%20rules](http://www.kppra.gov.pk/kppra/download_new.php?action=Procurement%20rules)

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

[http://www.kppra.gov.pk/kppra/legal\\_docs?docid=act](http://www.kppra.gov.pk/kppra/legal_docs?docid=act)

[http://www.kppra.gov.pk/kppra/legal\\_docs?docid=rules](http://www.kppra.gov.pk/kppra/legal_docs?docid=rules)

<http://ebidding.lcbkp.gov.pk/>

<http://eauction.lcbkp.gov.pk/auctions>

**Provincial Sindh**

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

<http://www.pprasindh.gov.pk/downloads/files/FINALSPPRARULES08022010.pdf>

<http://www.pprasindh.gov.pk/downloads.php>

**Provincial Balochistan**

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

[http://bppra.gob.pk/uploads/fck\\_uploads/Rules.pdf](http://bppra.gob.pk/uploads/fck_uploads/Rules.pdf)

<https://bpptthree.vdc.services/tenderssearch/?type=tenders&search=>

[https://pabalochistan.gov.pk/pab/pab/tables/alldocuments/actdocx/2019-10-03\\_13:06:16\\_7e15d.pdf](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>

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

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.

**National**

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/>  
<https://www.pc.gov.pk/web/psdp>  
<https://invest.gov.pk/it-ites>  
[https://www.finance.gov.pk/budget/Budget\\_2022\\_23/Budget\\_in\\_Brief\\_English.pdf](https://www.finance.gov.pk/budget/Budget_2022_23/Budget_in_Brief_English.pdf)  
[http://www.finance.gov.pk/budget/Budget\\_2021\\_22/6\\_Budget\\_in\\_Brief\\_English\\_2021\\_22.Pdf](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/National_SDGs_Framework_-_NEC_2018.pdf)  
[https://www.pc.gov.pk/uploads/report/Data\\_Gap\\_Report\\_Report\\_Version\\_6.pdf](https://www.pc.gov.pk/uploads/report/Data_Gap_Report_Report_Version_6.pdf)  
<https://ipas.pc.gov.pk>

**Provincial – Punjab**

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

**Provincial – KP:**

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

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

<http://www.pas.gov.pk/uploads/acts/Sindh%20Act%20No.X%20of%202021.pdf>

**Provincial – Balochistan:** <https://balochistan.gov.pk/budget-categories/2023/>

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

Yes  No

If yes, please provide link and detail.

Data exchange layer project is under execution by the name of Deep funded by World bank  
Data Sharing SOPs at the National level:

[https://moitt.gov.pk/Sitelmage/Misc/files/Data\\_Sharing\\_SOP.pdf](https://moitt.gov.pk/Sitelmage/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](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/YjAwYmI2N2EtNzYwYi00MjMyLWE1ZTQ0N2Y0MmWQ1ZWFMmTZh>

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.

[https://na.gov.pk/uploads/documents/1470910659\\_707.pdf](https://na.gov.pk/uploads/documents/1470910659_707.pdf)

[https://moitt.gov.pk/SiteImage/Misc/files/25821%20DPA%20Bill%20Consultation%20Draft\(1\).pdf](https://moitt.gov.pk/SiteImage/Misc/files/25821%20DPA%20Bill%20Consultation%20Draft(1).pdf)

NEPRA Data Exchange Portal Guidelines

<https://nepra.org.pk/dxp/>

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

Yes  No

If yes, please provide link and detail.

The open data government is covered in the 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.

<https://moitt.gov.pk/SiteImage/Misc/files/Pakistan%20Cloud%20First%20Policy-Final-25-02-2022.pdf>

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](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/YjAwYmI2N2EtNzYwYi00MjMyLWE1ZTQqN2Y0MmWQ1ZWmMTZh>

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

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

**KP Good Governance Strategy** that has been formally launched by the honorable Chief Minister, Khyber Pakhtunkhwa in March 2019. The strategy rests on five pillars of Good Governances e.g.

- i) *Open Government & Transparency;*
- ii) Public Service Delivery;
- iii) Citizen Participation;
- iv) Performance & Accountability;
- v) Ideas, Innovations & Technology.

The strategy is aimed to bring about a positive change in governance at the grass-root level. 205 indicators have been developed under this strategy covering range of topics that benefit the public and strengthen government institutions. Under this strategy, an attempt has been made to provide well-structured framework with systematic approach to achieve set of goals and objectives. The strategy will entrench culture of efficient service delivery and facilitate the public sector to create an enabling environment for good governance.

<https://pmru.kp.gov.pk/good-governance-strategy.php>

[https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,\)%20Ideas%2C%20Innovations%20%26%20Technology.](https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,)%20Ideas%2C%20Innovations%20%26%20Technology.)

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

<http://pmru.kp.gov.pk/img/ggs.pdf>

**Khyber Pakhtunkhwa:** [Welcome - KP OpenData Portal](#)

**Punjab:**

[Information Technology Sector \(pitb.gov.pk\)](#) (pg 32)

**Balochistan:**

<https://balochistan.gov.pk/acts-rules-and-regulation/>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 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.

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) and Nadirshaw Edulji Dinshaw (N.E.D) University.

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

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

Article published in Tribune Pakistan (Daily Newspaper) for the establishment of National Centers for Artificial Intelligence.

<https://tribune.com.pk/story/2366462/artificial-intelligence-in-pakistan>

Draft Policy for AI is in approval process. The policy framework is envisaged to provide a complete AI-enabling ecosystem in Pakistan, covering all aspects of awareness, skill development, standardization, and ethical use.

<https://moitt.gov.pk/SiteImage/Misc/files/National%20AI%20Policy%20Consultation%20Draft%20V1.pdf>

**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**

<https://moitt.gov.pk/SiteImage/Misc/files/Pakistan%20Cloud%20First%20Policy-Final-25-02-2022.pdf>

#### **5G**

Pakistan Telecommunication Authority (PTA) as a regulatory body to oversee the development and implementation of telecommunications and information technology infrastructure in the country. The PTA has issued guidelines and regulations related to the use of 5G and IoT in Pakistan.

<https://moitt.gov.pk/SiteImage/Misc/files/5G%20Policy%20Guidelines%20 Final 15%20Dec%202021.pdf>

[https://www.pta.gov.pk/assets/media/policy\\_directive\\_281217.pdf](https://www.pta.gov.pk/assets/media/policy_directive_281217.pdf)

[https://www.pta.gov.pk/assets/media/final\\_framework\\_5g\\_test\\_trials\\_260619.pdf](https://www.pta.gov.pk/assets/media/final_framework_5g_test_trials_260619.pdf)

<https://www.moitt.gov.pk/SiteImage/Misc/files/World%20Bank-%20TA%20Advisory-%205G%20Readiness%20Plan%20for%20Pakistan.pdf>

#### **IoT Policy**

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

[https://www.pta.gov.pk/assets/media/iot\\_srd\\_regulatory\\_framework\\_07-02-2023.pdf](https://www.pta.gov.pk/assets/media/iot_srd_regulatory_framework_07-02-2023.pdf)

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

At provincial level, the government of Khyber Pakhtunkhwa has approved first ever KP Digital Policy 2018-23 through the Cabinet. The policy outlines 4 key pillars i.e. Digital Skills, Digital Economy, Digital Governance and Digital Access. In the stated policy, use of new emerging technologies has been depicted. Link to the KP Digital Policy 2018-23 is;

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

Punjab Digital Policy: [Information Technology Sector \(pitb.gov.pk\)](http://informationtechnologysector.gov.pk/)

Balochistan: <https://balochistan.gov.pk/downloads/balochistan-digital-policy-2021/>

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes  No

If yes, please provide link and detail.

Draft Policy for AI is in approval process. The policy framework is envisaged to provide a complete AI-enabling ecosystem in Pakistan, covering all aspects of awareness, skill development, standardization, and ethical use.

<https://moitt.gov.pk/SiteImage/Misc/files/National%20AI%20Policy%20Consultation%20Draft%20V1.pdf>

## D. Strategy and Implementation

20. 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/OWNkMGExNzctOWNhYS00YmU5LTlmZjQtYTU4YTk3OGQwZjFl>

Revision of the policy is in process.

**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-1.4-1.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.

21. 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

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

**Yes**  No

**Federal**

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

<https://moitt.gov.pk/Detail/OWlyNzRiMWMtNGRhZS00YjQxLWFIYTQtZjU3MzAwNmU3NjI3>

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

<https://nicpakistan.pk/>

<https://internships.pseb.org.pk/jobs>

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

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

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

<https://pndkp.gov.pk/khyber-pakhtunkhwa-adps/>

**Punjab**

Dedicated budget for digital Government or e-Government projects are reflected individually in the SMDP portal

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

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

**AJ&K**

<https://www.pndajk.gov.pk/adp.php?filep=ADP/2022-23>

**Balochistan**

<https://balochistan.gov.pk/psdp-2/>

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes  No

Government of Pakistan has taken an initiative by approving NITB act and NITB is now an autonomous body. NITB's primary mission is to promote the wellbeing of Pakistani citizens around the globe by converting every Ministry into a digitally-empowered public organization. NITB's mission is to provide access to the government departments with information on one click to become more effective in using digital technologies with adequate support.

[https://na.gov.pk/uploads/documents/61e8eb3323e2e\\_666.pdf](https://na.gov.pk/uploads/documents/61e8eb3323e2e_666.pdf)

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>

<https://moitt.gov.pk/SiteImage/Misc/files/Pakistan%20National%20ICT%20Industry%20Whitepaper.pdf>

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

**KP:**

<https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,%20Ideas%2C%20Innovations%20%26%20Technology.>

**Punjab:**

[Information Technology Sector \(pitb.gov.pk\)](http://pitb.gov.pk) (pg 14)

**AJK:**

[www.itb.ajk.gov.pk](http://www.itb.ajk.gov.pk)

Balochistan: <https://balochistan.gov.pk/departments-download/science-information-technology/>  
(Page: 12)

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

Yes  No

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.

[https://na.gov.pk/uploads/documents/61e8eb3323e2e\\_666.pdf](https://na.gov.pk/uploads/documents/61e8eb3323e2e_666.pdf)

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

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

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

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

[https://www.pc.gov.pk/uploads/report/National\\_SDGs\\_Framework\\_-\\_NEC\\_2018.pdf](https://www.pc.gov.pk/uploads/report/National_SDGs_Framework_-_NEC_2018.pdf)

#### **ALIGNMENT 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

**One patient one ID** is an initiative of Government of Pakistan in which Implementation, Customization and Replication of Hospital Management Information System (HMIS) in all Federally Administrative Hospitals of Federal Government. To improve patient services through better management and efficient use of available resources both human and financial

##### **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, Safar Saheli, 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>

#### **The Prime Minister's Youth Program**

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

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

<https://njp.gov.pk>

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

<https://ngo.ead.gov.pk>

<http://app.opr.gov.pk>

<http://coronacounter.pid.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.

**KP:**

[https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,\)%20Ideas%2C%20Innovations%20%26%20Technology](https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,)%20Ideas%2C%20Innovations%20%26%20Technology)

**Punjab:**

[Information Technology Sector \(pitb.gov.pk\)](http://pitb.gov.pk)

**Balochistan:**

<https://balochistan.gov.pk/downloads/balochistan-digital-policy-2021/>

25. 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  No

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

**National**

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

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

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

**KP**

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

**Punjab**

[https://policy.pitb.gov.pk/system/files/PunjabDigitalPolicy2021-25\\_DraftVersion.pdf](https://policy.pitb.gov.pk/system/files/PunjabDigitalPolicy2021-25_DraftVersion.pdf)

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

**Balochistan**

<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

**AJK**

[www.itb.ajk.gov.pk](http://www.itb.ajk.gov.pk)

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

Yes  No

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/YjVmNzU0MWMtYzBkMC00Yjg5LTk1ODktOTJiODYzZTY5ZWZWRk>  
<https://kpitb.gov.pk/sites/default/files/Khyber%20Pakhtunkhwa%20Digital%20Policy%202018-2023.pdf>  
[www.itb.ajk.gov.pk](http://www.itb.ajk.gov.pk)

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

Yes  No

**Personal 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>

**KP**  
<https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,%20Ideas%2C%20Innovations%20%26%20Technology>

**Punjab**  
[Information Technology Sector \(pitb.gov.pk\)](#) (Annexure 7 & 8)

**AJK**  
[www.itb.ajk.gov.pk](http://www.itb.ajk.gov.pk)

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

Yes  No

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). Revision of the policy is in process.  
<https://www.nadra.gov.pk/>

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

**KP**

[https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,\)%20Ideas%2C%20Innovations%20%26%20Technology.](https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,)%20Ideas%2C%20Innovations%20%26%20Technology.)

**Punjab**

[Information Technology Sector \(pitb.gov.pk\)](#) (Annexure 7)

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.

Yes  No

Even though the Digital Pakistan policy does not make a specific reference to digital-bydefault/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/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf>

<https://moitt.gov.pk/SiteImage/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 Smart Office is a platform of services where government agencies would be able to collaborate with each other over the secured communication channel, along-with underlying information technology capabilities to enable the information flow seamlessly across government agencies. Smart Office is a platform of services where government agencies would be able to collaborate with each other over the secured communication channel, along-with underlying information technology capabilities to enable the information flow seamlessly across government agencies. i.e. a unified platform for communication and teamwork.

**Punjab**

[Information Technology Sector \(pitb.gov.pk\)](#) (pg 32)

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes  No

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. Data exchange layer project is under execution by the name of Deep funded by World bank. A new project is in approval phase which will focus on enhancing the institutional, legal and regulatory framework and technical underpinnings for more widespread delivery or scale-up of Government digital services.

<sup>1</sup> To provide link or description



NADRA detail, one time ID information

**KP**

[https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,\)%20Ideas%2C%20Innovations%20%26%20Technology](https://pmru.kp.gov.pk/good-governance-strategy.php#:~:text=KP%20Good%20Governance%20Strategy&text=The%20strategy%20rests%20on%20five,)%20Ideas%2C%20Innovations%20%26%20Technology)

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes  No

The Pakistan e-government strategy uses a life cycle approach. The master plan aims to provide a framework for the digitization of government services and the enhancement of citizen-centric service delivery through information and communication technology (ICT) initiatives.

Digital Pakistan Policy.

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

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]

Yes  No

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

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

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/YjVmNzU0MWMtYzBkMCM0Yjg5LTk1ODktOTJiODYzZTY5ZWVk>

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

Ministry of Poverty Alleviation and Social Safety

<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>

[http://www.na.gov.pk/uploads/documents/1578658292\\_632.pdf](http://www.na.gov.pk/uploads/documents/1578658292_632.pdf)

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes  No

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<sup>2</sup> To provide link or description

If yes, please provide link and detail.

<p><b>The Digital Pakistan Policy</b> <a href="https://moitt.gov.pk/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf">https://moitt.gov.pk/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf</a> Ministry of Planning, development and special Initiatives <a href="https://www.pc.gov.pk/">https://www.pc.gov.pk/</a> <a href="https://pndkp.gov.pk/khyber-pakhtunkhwa-adps/">https://pndkp.gov.pk/khyber-pakhtunkhwa-adps/</a> <a href="https://www.pc.gov.pk/web/psdp">https://www.pc.gov.pk/web/psdp</a> Under the umbrella of e-Governance, digitalizing Government to Government and Government to Citizen Services are included <a href="https://moitt.gov.pk/Detail/OWIyNzRiMWMtNGRhZS00YjQxLWFIYTQtZjU3MzAwNmU3NjI3">https://moitt.gov.pk/Detail/OWIyNzRiMWMtNGRhZS00YjQxLWFIYTQtZjU3MzAwNmU3NjI3</a> <a href="https://ignite.org.pk/">https://ignite.org.pk/</a> <a href="https://nicpakistan.pk/">https://nicpakistan.pk/</a> <a href="https://internships.pseb.org.pk/jobs">https://internships.pseb.org.pk/jobs</a> <a href="https://www.usf.org.pk/">https://www.usf.org.pk/</a> <a href="https://www.hec.gov.pk/english/Pages/default.aspx">https://www.hec.gov.pk/english/Pages/default.aspx</a> <a href="https://pndkp.gov.pk/khyber-pakhtunkhwa-adps/">https://pndkp.gov.pk/khyber-pakhtunkhwa-adps/</a></p> <p><b>Punjab</b> <a href="https://smdp.punjab.gov.pk">https://smdp.punjab.gov.pk</a> <a href="https://www.psdf.org.pk/">https://www.psdf.org.pk/</a> Dedicated budget for digital Government or e-Government projects are reflected individually in the SMDP portal</p> <p><b>AJ&amp;K</b> <a href="https://www.pndajk.gov.pk/adp.php?filep=ADP/2022-23">https://www.pndajk.gov.pk/adp.php?filep=ADP/2022-23</a></p> <p><b>Balochistan</b> <a href="https://balochistan.gov.pk/psdp-2/">https://balochistan.gov.pk/psdp-2/</a></p>
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34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail: Yes. Section 17 of Digital Pakistan Policy (IoT, FinTech, Artificial Intelligence & Robotics)

Draft Policy for AI is in approval process. The policy framework is envisaged to provide a complete AI-enabling ecosystem in Pakistan, covering all aspects of awareness, skill development, standardization, and ethical use.

<https://moitt.gov.pk/SiteImage/Misc/files/National%20AI%20Policy%20Consultation%20Draft%20V1.pdf>

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

[http://moib.gov.pk/Downloads/Policy/DIGITAL\\_PAKISTAN\\_POLICY%2822-05-2018%29.pdf](http://moib.gov.pk/Downloads/Policy/DIGITAL_PAKISTAN_POLICY%2822-05-2018%29.pdf)

#### **Punjab**

[Information Technology Sector \(pitb.gov.pk\)](http://pitb.gov.pk)

#### **Balochistan**

<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

Robotics; link/detail: Yes. Section 17 of Digital Pakistan Policy  
Federal: [DIGITAL\\_PAKISTAN\\_POLICY\(22-05-2018\).pdf \(moib.gov.pk\)](https://moib.gov.pk/DIGITAL_PAKISTAN_POLICY(22-05-2018).pdf)  
Punjab: [Information Technology Sector \(pitb.gov.pk\)](https://pitb.gov.pk/Information_Technology_Sector)  
<https://ncra.org.pk/>

Blockchains; link/detail: Revised version of Digital Pakistan Policy will have specific reference to Distributed Ledger  
<https://kpitb.gov.pk/sites/default/files/Khyber%20Pakhtunkhwa%20Digital%20Policy%202018-2023.pdf>  
Punjab: [Information Technology Sector \(pitb.gov.pk\)](https://pitb.gov.pk/Information_Technology_Sector)  
<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

5G; link/detail: A separate framework for 5G technologies is available here:  
[https://moitt.gov.pk/SiteImage/Misc/files/5G%20Policy%20Guidelines%20\\_Final\\_15%20Dec%2021.pdf](https://moitt.gov.pk/SiteImage/Misc/files/5G%20Policy%20Guidelines%20_Final_15%20Dec%2021.pdf)  
[https://www.pta.gov.pk/assets/media/policy\\_directive\\_281217.pdf](https://www.pta.gov.pk/assets/media/policy_directive_281217.pdf)  
[https://www.pta.gov.pk/assets/media/final\\_framework\\_5g\\_test\\_trials\\_260619.pdf](https://www.pta.gov.pk/assets/media/final_framework_5g_test_trials_260619.pdf)  
Punjab: [Information Technology Sector \(pitb.gov.pk\)](https://pitb.gov.pk/Information_Technology_Sector)  
<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

Internet of Things (IoT); link/detail: Section 17 of Digital Pakistan Policy  
<https://kpitb.gov.pk/sites/default/files/Khyber%20Pakhtunkhwa%20Digital%20Policy%202018-2023.pdf>  
Punjab: [Information Technology Sector \(pitb.gov.pk\)](https://pitb.gov.pk/Information_Technology_Sector)  
<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]:  
**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.gov.pk.ictadministration>

Pakistan Citizen's Portal (PCP) is a Citizen Grievance Redressal system connecting all government organizations, 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/>

### **Automation of Cabinet Procedures (Internal Application)**

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

**The Prime Minister's Youth Programme** is launched by Prime Minister for the socioeconomic 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

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<sup>3</sup> To explain

facilitating them through guarantee-free government loans with a reduction of Mark up to 3% from 6%.

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

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

Others; link/detail: Minister IT and Planning commission has constituted a 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/NDg3MWQ1YzktODJkYS00ZTU0LTJOTU0tNzk4ZWMyOGZjYTg4>

<https://moitt.gov.pk/NewsDetail/M2E3MDU3OWUtZjEwZS00MjE0LTImMTYtODExMDdjYzY0YTcy>

35. 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  No

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

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

<https://balochistan.gov.pk/wp-content/uploads/2021/05/Balochistan-Digital-Policy-Ver-1.4-1.pdf>

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

Yes  No

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

Intelligent Project Automation System (iPAS), Ministry of Planning Development & Special Initiatives (IPAS)

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

Project Monitoring and Evaluation System (PMES)

<http://202.83.172.245:8080/pmes/>

**Punjab**

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

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

Yes  No

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

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes  No

Intelligent Project Automation System (iPAS), Ministry of Planning Development & Special Initiatives (IPAS)

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

Project Monitoring and Evaluation System (PMES)

<http://202.83.172.245:8080/pmes/>

It's in the process in KP Government

Punjab: <https://smdp.punjab.gov.pk>

## E. Digital Inclusion and E-Participation

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

39. 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/SiteImage/Misc/files/DIGITAL%20PAKISTAN%20POLICY.pdf>

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

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

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

<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>

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

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

[http://www.na.gov.pk/uploads/documents/1578658292\\_632.pdf](http://www.na.gov.pk/uploads/documents/1578658292_632.pdf)

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

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

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

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

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

KP

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

40. 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/SiteImage/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>

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

MoITT information public consultation and feedback collection on policies drafts

<https://moitt.gov.pk/Detail/NzUyZGE0MWMtMmYzZC00YmZLTk2ODUtYmVjNTk1Nzg4MTBm>

<https://moitt.gov.pk/Detail/YjVmNzU0MWMtYzBkMC00Yjg5LTk1ODktOTJiODYzZTY5ZWVk>

FRAMEWORK FOR PUBLIC CONSULTATION ON REGULATORY MATTERS – PTA

[https://www.pta.gov.pk/assets/media/consultation\\_framework\\_for\\_impact\\_assesment\\_10-11-2022.pdf](https://www.pta.gov.pk/assets/media/consultation_framework_for_impact_assesment_10-11-2022.pdf)

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

Education

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

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

Environment

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

health

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

KPK

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

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or 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/>

Safar Saheli app

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

Humraaz app is an initiative by Government of Pakistan that offers various approaches to improve mental health of citizens. The main features are symptom tracking, calming videos, connect with therapists, interpersonal support etc.

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

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

[https://mohr.gov.pk/SiteImage/Misc/files/Pamphlet\\_2\\_web-eng.pdf](https://mohr.gov.pk/SiteImage/Misc/files/Pamphlet_2_web-eng.pdf)

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

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

Establishment of Telecenters is an initiative being launched by Universal Service Fund to provide and expand the benefits of ICT facilities to the people in rural areas.

<https://www.usf.org.pk/programs/projects/establishment-of-telecenters>

The e-Government services including NADRA and E-Khidmat centres cater women and other vulnerable groups as required through guidelines from Government. Furthermore, home e-Government services (vans) are available. Mobile Apps are also launched for ease-of-access.

Balochistan Women Safety App

<https://play.google.com/store/apps/details?id=com.pasca.ppic3.womensafetybalochistan&pli=1>

42. Does the Government provide any specific e-service(s) for women and/or 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>

The Rail Muhafiz App is the initiative of Government of Pakistan in collaboration with Pakistan Railway for the safety of bona fide passengers (especially women) of Pakistan Railways who face any panic or emergency situation during their journey.

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

Mashoom App

To educate expectant mothers and household heads in the Merged Areas (MA) about maternal health and strengthen the medical referral system, the Government of Khyber Pakhtunkhwa (KP) has launched the Mashoom Health Application as part of its Special Emphasis Programmes (SEP) to reduce maternal and infant mortality rates in the region with an innovative use of mobile technology.

This initiative has been designed and implemented with technical assistance from the United Nations Development Programme's (UNDP) Merged Areas Governance Project (MAGP).

Balochistan Women Safety App

<https://play.google.com/store/apps/details?id=com.pasca.ppic3.womensafetybalochistan&pli=1>

43. Does the Government provide any specific e-participation measure(s) for women and/or 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>

Safar Saheli app

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

[Gender Data Portal \(ngdp-ncsw.org.pk\)](https://ngdp-ncsw.org.pk/)

**Balochistan**

<https://wddbalochoistan.gob.pk/>

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

Yes  No

If yes, please provide link and detail.

Yes. 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.

[DigiSkills Training Program | Free online training in Pakistan](https://MoITT.gov.pk/NewsDetail/ZWFhZTEyMzgtODI3Yi00NzMwLWJhNTctOTI1YjZhY2I5ZmVk)

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

**AJK**

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

**KP**

President initiative for training

<https://kpyep.kpitb.gov.pk/>

Government has come up with several initiatives that offer trainings to build digital literacy/skills for women and other groups:

[e-Rozgaar - Freelancing Training Program \(pitb.gov.pk\)](https://pitb.gov.pk/)



[NFTP | National Freelance Training Program \(pitb.gov.pk\)](http://pitb.gov.pk)

**Balochistan**

<https://digibizz.gob.pk/> (Freelancing Program)

<https://wddbaloachistan.gob.pk/> (Women Internship Program)

45. 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:

MoITT

[https://www.linkedin.com/posts/ministry-of-it-and-telecom-pakistan\\_academia-aipolicypk-digitalpakistan-activity-7065216327258357760-OYKK?utm\\_source=share&utm\\_medium=member\\_android](https://www.linkedin.com/posts/ministry-of-it-and-telecom-pakistan_academia-aipolicypk-digitalpakistan-activity-7065216327258357760-OYKK?utm_source=share&utm_medium=member_android)

Education

<https://twitter.com/hecpkofficial/status/1352312206038360065?lang=en>  
<https://twitter.com/EduMinistryPK/status/1612022464225357826?lang=en>  
<https://pk.linkedin.com/company/hec-pakistan>

Social media for Employment

<https://twitter.com/officialfpssc?lang=en>  
<https://pk.linkedin.com/company/federal-public-service-commission>  
<https://www.facebook.com/Fpsc.official.page/>

PPSC

[https://twitter.com/ppscpunjab?ref\\_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor](https://twitter.com/ppscpunjab?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)

Social media for social Protection

[https://twitter.com/mophrd?ref\\_src=twsrc%5Etfw](https://twitter.com/mophrd?ref_src=twsrc%5Etfw)  
<https://www.facebook.com/MOPHRD/>

Social media for justice

<https://twitter.com/molawjusticeof1?lang=en>

Social media for health

<https://twitter.com/nhsrcofficial/status/1536673804843360256?lang=en>  
<https://www.facebook.com/NHSRCOfficial/>

Social media for environment

<https://twitter.com/MoCCPak>

Social media Finance division

<https://twitter.com/FinMinistryPak>

<https://twitter.com/eadgop?lang=en>

Social media cabinet division

<https://twitter.com/GovtofPakistan>

<https://twitter.com/PakPMO>

National incubation center

[https://twitter.com/nic\\_pakistan?lang=en](https://twitter.com/nic_pakistan?lang=en)

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

<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/punjab_hed?s=11)

<https://twitter.com/ETNCDGOP>

[https://twitter.com/NationalITBoard?ref\\_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauth](https://twitter.com/NationalITBoard?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauth)

or

<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**

Science & Information Technology [www.twitter.com/@ScienceIT\\_GoB](http://www.twitter.com/@ScienceIT_GoB)

Law & Parliamentary Department [www.twitter.com/Lawdeptgob?s=09](http://www.twitter.com/Lawdeptgob?s=09)

Higher Education Department <https://twitter.com/@HigherDept>

Agriculture & Cooperatives Balochistan [www.twitter.com/@Agriculturebal2](http://www.twitter.com/@Agriculturebal2)

Principal Balochistan Agriculture College [www.twitter.com/@BACOfficial1](http://www.twitter.com/@BACOfficial1)

Directorate General, Research [www.twitter.com/@ari\\_balochistan](http://www.twitter.com/@ari_balochistan)

Directorate General, Extension [www.twitter.com/@dgextensionbal1](http://www.twitter.com/@dgextensionbal1)

Directorate General, Engineering [www.twitter.com/@dgengineeringb1](http://www.twitter.com/@dgengineeringb1)

Directorate General, OFWM [www.twitter.com/@dgofwm](http://www.twitter.com/@dgofwm)

Registrar, Cooperatives Societies [www.twitter.com/@rcsbalochistan](http://www.twitter.com/@rcsbalochistan)

Director CRS [www.twitter.com/@BalochistanCrS](http://www.twitter.com/@BalochistanCrS)

<https://twitter.com/healthdeptblo?lang=en>

**AJK**

<https://www.facebook.com/AJKPID>,

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

<https://twitter.com/PMOAJK>

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

**KP**

<https://kp.gov.pk/page/socialmediapages>

**Punjab**

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

[https://twitter.com/energy\\_gopb?lang=en](https://twitter.com/energy_gopb?lang=en)

<https://twitter.com/PdmapunjabO>

<https://twitter.com/BoardRevenue>

<https://twitter.com/lgcddpunjab>

<https://twitter.com/DgprPunjab>

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

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

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

<https://twitter.com/SindhCMHouse>

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

If yes, 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 media platforms.

Social media platforms are used to publish updated information regarding services, news, and Initiatives taken by the government

Circular from cabinet division

<https://establishment.gov.pk/SiteImage/Misc/files/Letter%20for%20instructions%20on%20use%20of%20social%20media.pdf>

THE GAZETTE OF PAKISTAN related to Service Provider, Social Media Company.

[https://www.pta.gov.pk/assets/media/notification\\_sro\\_18112020.pdf](https://www.pta.gov.pk/assets/media/notification_sro_18112020.pdf)

46. Does the Government publish information on how people's voices, including those among women and/or 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/SitelImage/Misc/files/ROW%20Policy%20Directive%20.pdf>  
Financial inclusion opinion- IPG government and commercial enterprise / citizens  
<https://MoITT.gov.pk/Detail/OTJIYjhjZGEtNGlwMS00YzFjLTg1MzQtMTVIY2NhODA0NDRj>

## F. Usage, User Satisfaction and Evaluation

47. 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

<https://msw.establishment.gov.pk/Detail/YTM4MGNjY2ltODIxYy00YTljLWE4YjUtNWQxYmExY2U5NThk>

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

48. Does the Government measure usage data with dis-aggregation by gender?\*

Yes. It is an important component of all the e-government services. [Government of Pakistan has approved a policy titled as “National Gender Policy Framework”](#) in which collection of data with disaggregation by gender is a key part.

<https://www.pc.gov.pk/uploads/report/NGPF.pdf>

<https://www.pc.gov.pk/uploads/plans/Ch10-Gender-and-women-development1.pdf>

The citizen portal has a specific component of user satisfaction where citizens can file/record their collection of usage data.

<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>

49. 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. Every application/portal have administrative control panels, where such kind of user satisfaction of all available services are being monitored.

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

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

<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

<https://msw.establishment.gov.pk/Detail/YTM4MGNjY2ItODIxYy00YTNjLWE4YjUtNWQxYmExY2U5NThk>

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

Does the Government collect user satisfaction data with dis-aggregation by gender?\*

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.

<http://pakrtidata.org/2020/04/17/pakistan-citizen-portalperformance/>

<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>

Automation of performance agreement certificates

[http://kp.gov.pk/page/feedback\\_us](http://kp.gov.pk/page/feedback_us)

<https://lookerstudio.google.com/s/na7ltwrEvmf>

<https://lookerstudio.google.com/s/gIcQegmtjJs>

<https://lookerstudio.google.com/s/nQTrv3frsYk>

<https://lookerstudio.google.com/s/ltvn2vnngo4c>

## G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]

Pakistan's Digital media Development program

Digital Media Development Programme (DMDP), a flagship initiative of the Government of Pakistan was inaugurated by Digital Media Wing (DMW), Ministry of Information & Broadcasting in partnership with the United Nations Development Program (UNDP). The Digital Media Development Programme will bridge the gap between the students, Government of Pakistan and the digital media industry by training the youth.

Over the past few years, UNFPA Pakistan has worked with partners on projects that have seen the introduction of telemedicine facilities to allow women and girls to access reproductive health care easily and the introduction of an animated chatbot using artificial intelligence and preprogrammed content to educate young girls on menstruation and other women's health issues. Other digital platforms created and improved with support from UNFPA Pakistan include gender-based violence helplines with the government and police in Punjab, Balochistan and KP.

A program in collaboration with UNDP titled, "Advance Digital Skills and Certifications" was implemented in 2019-2020, to train a total of 1225 youth from Khyber Pakhtunkhwa in advance and emerging technologies including Cloud Computing and Big Data. As a result a total of 1250 individuals were trained with an employability ratio of 49% (among the trained youth). Average monthly income was PKR 51,000 taking the estimated annual earnings of the learners to PKR 374.85 million.

Punjab Resource Improvement and Digital Effectiveness

<https://projects.worldbank.org/en/projects-operations/project-detail/P171417>

Punjab: MOU with UNICEF on social protection

<https://projects.worldbank.org/en/projects-operations/project-detail/P174402>

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

<https://www.globalpartnership.org/>

<https://pdma.gos.pk/sindh-private-sector-partnership-strategy-on-disaster-risk-reduction/>

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

The "ITU-Pakistan Digital Inclusion Week: Meaningful ICT for All" is organized by the Ministry of Information Technology and Telecommunication, Pakistan and the International Telecommunication Union (ITU) on **12-13 December November 2022 in Islamabad Serena Hotel, Pakistan**. These event is supported by the Government of Australia, represented by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) in their support to the ITU Regional Office for Asia and the Pacific to implement the ITU Asia Pacific Regional Initiatives.

KFW development Bank (e-governance initiative in Khyber Pakhtunkhwa)

- Establishment of Data center
- Establishment of Citizens Facilitation Centers (One Window Operations Center)
- Institutional Capacity Building
- Interoperability Framework
- Fragile group initiatives.

The Government has initiated Google Career Certificates Program. Initially 1000 scholarships were awarded which were extended to 3000. Google Career Certificates provide job seekers with access to in-demand skills through job training without the need for a college degree or prior experience in the fields of data analytics, digital marketing & e-commerce, IT support, project management, or user experience (UX) design.

Almost 5,000 certificates are offered to the youth of Khyber Pakhtunkhwa.

## THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Various initiatives are undertaken by the Khyber Pakhtunkhwa Government to enhance the e-government. These initiatives range from digitalizing the citizen facing services to government processes. This will not only ensure transparency but also efficiency and accountability.

Some of these initiatives are:

- Establishment of Citizen Facing Services wherein 82 G2C services of government departments of the Khyber Pakhtunkhwa are going to be digitalized.
- Paperless government in which 171 G2G government services of government departments of the Khyber Pakhtunkhwa are going to be digitalized including summary approval from Chief Minister, Manual of Secretariat instruction, cabinet proceeding.
- Assan Karobar Portal (One Stop Shop Business Portal for Business Community) wherein 16 G2B government services of government departments of the Khyber Pakhtunkhwa are digitalized.

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

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

[http://moib.gov.pk/Downloads/Policy/DIGITAL\\_PAKISTAN\\_POLICY%2822-05-2018%29.pdf](http://moib.gov.pk/Downloads/Policy/DIGITAL_PAKISTAN_POLICY%2822-05-2018%29.pdf)

[http://moib.gov.pk/Downloads/Policy/DIGITAL\\_PAKISTAN\\_POLICY%2822-05-2018%29.pdf](http://moib.gov.pk/Downloads/Policy/DIGITAL_PAKISTAN_POLICY%2822-05-2018%29.pdf)

Balochistan: In order to improve the service delivery, facilitate the public, increase transparency and hassle free environment, the government has initiated several interventions which include but not limited to:

- The provincial Public Sector Development Program (PSDP) has been automated which includes the submission of proposal to finalization and further monitoring & inspection of the development schemes
- Establishment of e-Service Centre in six districts of the province
- Automation of admissions of Colleges and Higher Education
- Automation of Balochistan Public Service Commission wherein Form submission to getting results were made digitalized

Owing to the provision of quality education without any barrier to the students and public of far flung areas of province, both the lecturers and practical of Class IX to XII were digitalized and made availability online

### Consent to publish this Questionnaire

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

Yes  No

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