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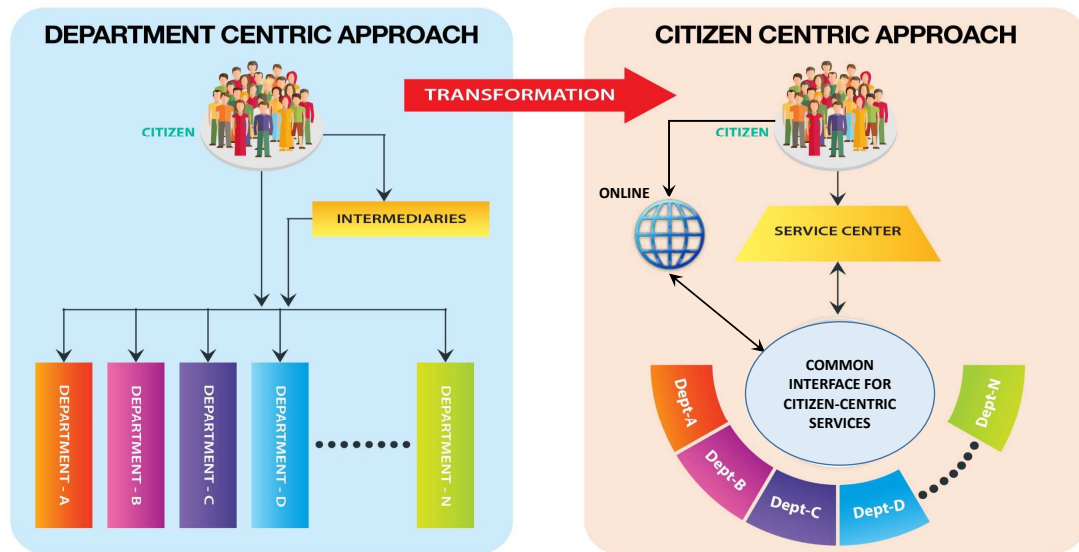
About PITB

- Established on 27th March 1999
- An autonomous body of P&D Department, Government of the Punjab regulated under the Punjab Information Technology Board Ordinance 1999
- Governed by an independent Board comprising members from public & private sectors presided by the Chief Minister Punjab
- As technology arm of the Government of the Punjab - focus has been on execution of province wide ICT projects & initiatives

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Service Delivery Model



3

FLAGSHIP PROJECTS/INTERVENTIONS



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e-Khidmat Markaz

- 10 Centers across Punjab, 1 in each divisional HQ, 2 in Lahore. (DG Khan, Multan to be completed shortly)
- Guaranteed turnaround times, citizen can track applications through SMS, Web, Mobile App and Helpline
- Way forward:
 - Make it self-sustaining
 - Pilot a franchise model to expand reach
 - Develop 1 Centre in each district

خدمت مرکز
Serving The Unserved



78+ Services

Consolidated under one roof

3.2+ Million

Applicants Served

47 Services

Added in Last 2 Years

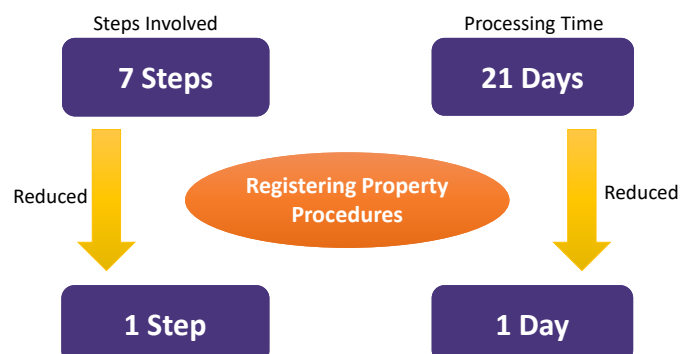
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e-Khidmat Markaz – Improving Ease of Doing Business

- PLRA has signed a SLA with the PITB for provision of following services as part of the Property Registry Process through a one-window operation at e-Khidmat Marakaz:

- 1) Issuance of Fard
- 2) Entry of Deeds
- 3) Passing of Deeds by Sub-Registrar
- 4) Issuance of e-Stamp Paper
- 5) Attestation of Mutation



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e-Stamping

- Revamped Stamp Duty Collection Process in the province
- Easy and hassle free – 15 minutes processing time
- Automated DC Table Calculation
- ADP 2019-20:
 - Include lower denomination stamp papers
 - Registration of Stamp Vendors
 - Implementation of Blockchain for Data Security



PKR 198 Billion

Revenue Collected

7.91 Million

e-Stamps issued

7

7

e-Stamping – Phase-II

- Phase-II involves automation of the following:
 - Issuance of e-Stamps of value < PKR 500 through stamp vendor
 - Stamp Vendor Management System
 - Generation of Challan 32-A for Adhesive Stamps
 - Generation of Challan for Copying Fee
 - Automation of Refund Process of e-Stamps and Challan Form 32-A
 - Mobile Application for Auditors
 - KML Files Generation
 - Blockchain Implementation

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e-Pay Punjab

- Major step to digitize entire financial ecosystem of Punjab
- Gateway/switch for all B2G & P2G payments
- Citizens across Punjab can pay taxes using multiple payment channels (Internet/Mobile Banking, ATM, Over the Counter(OTC), Jazzcash, Easypaisa, UBL Omni, HBL Konnect etc.)
- Helps minimize leakages from Tax Collection System
- Improved financial inclusion and ease of doing business
- Easy, secure & transparent payment procedures



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e-Pay Punjab

- 16 levies from 6 departments can be paid through e-Pay Punjab

Token Tax	Professional Tax	Property Tax	Fard Fee
Route Permit	Traffic Challan	Vehicle Fitness	Mutation Fee
E-Stamp	Infrastructure Dev. Cess	Business Registration	Transfer of Vehicles
Sales Tax on Services	Vehicle Registration	Cotton Fee	e-Auction

2.9 Million+
Transactions

PKR 13.4 Billion+
Revenue Collection

16 Taxes/Levies



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e-Filing & Office Automation System (e-FOAS)

- PITB launched e-FOAS in line with PM's vision of paperless government
- Departmental workflow automation, receipt & issuance management, e-noting & e-letter management, meeting scheduler etc.
- System is fully operational in office of Ombudsman Punjab
- Road map for automating all provincial departments in a phased manner being implemented
- Web and mobile app



1,433,158
Workflows

996,758
Receipt & Issuance

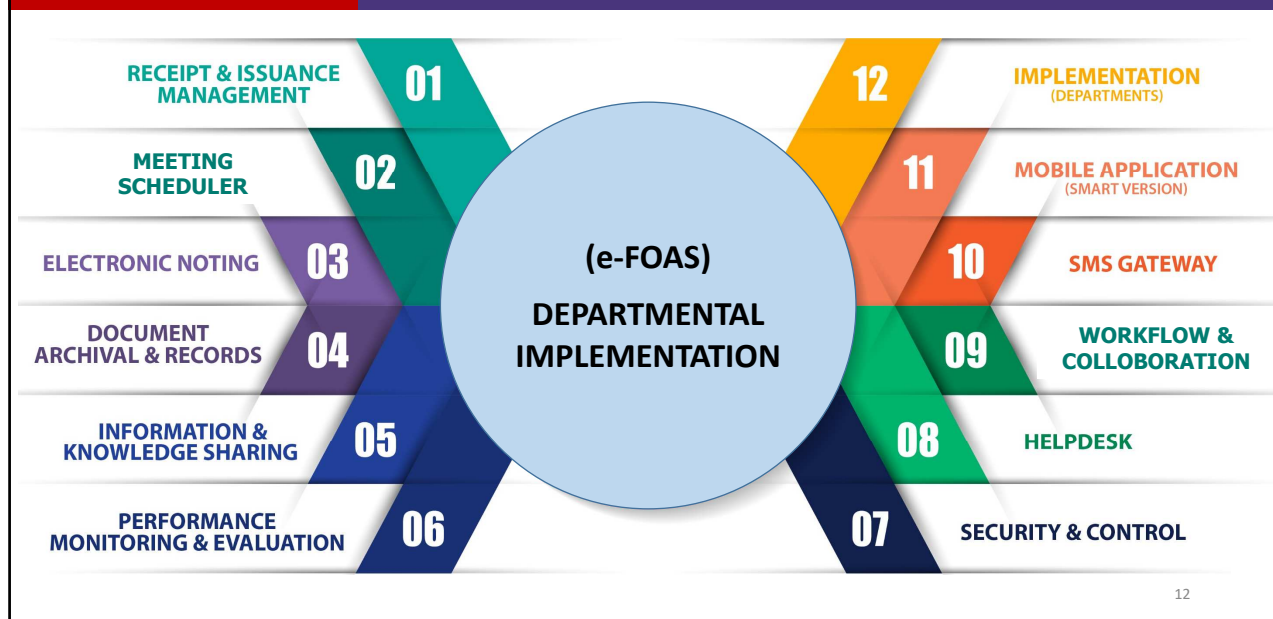
226,734
Note Sheets

23,250
Meetings Scheduled

11

11

e-Filing & Office Automation System (e-FOAS)



12

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e-FOAS Implementation Levels

Levels	Description
Level 0 7 Departments	Prerequisite Analysis <ul style="list-style-type: none"> Organization does not have requisite "IT Infrastructure" & "Trained End Users". AS-IS & TO-BE analysis needs to be carried out to identify deficiencies in IT Infrastructure and HR Skills.
Level 1 12 Departments	Training and Grounding <ul style="list-style-type: none"> Organization has acquired IT Infrastructure. Functional trainings given for HR capacity building.
Level 2 14 Departments	e-FOAS Startup Features (Receipt & Issuance – File Tracking e-Record Room Workflow Meeting Scheduler) <ul style="list-style-type: none"> Organization has acquired level 1. e-FOAS startup features implemented.
Level 3 7 Departments	Organizational Readiness for Enhanced Features <ul style="list-style-type: none"> Organization has acquired Level 2. Organization is willing to implement e-FOAS enhanced features.
Level 4 2 Department	e-FOAS Enhanced Features (Digital Archiving Workflow Collaborations Noting Executive Dashboard Reporting Tools) <ul style="list-style-type: none"> Organization has acquired level 3 and using e-FOAS enhanced features in all wings. Manual work carried out parallel to e-FOAS eliminated.
Level 5 No Department	Creating Paperless Environment <ul style="list-style-type: none"> Level 4 acquired, complete paperless environment assimilated, manual work fully eliminated.

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Human Resource Management Information System (HRMIS)

- Human Resource MIS developed to automate Government HR operations
- Digitization of key government HR processes (Entire service history, Department cadres, posts & vacancy charts etc.)
- Smart search to identify suitable candidates from employee database
- Customized reports generation
- Integration with other Govt. entities such as Anti-Corruption, Establishment Division, CRO & FIR etc.

578,800+
Profiles Digitized

3,287
Transfer Notifications Issued

Way Forward

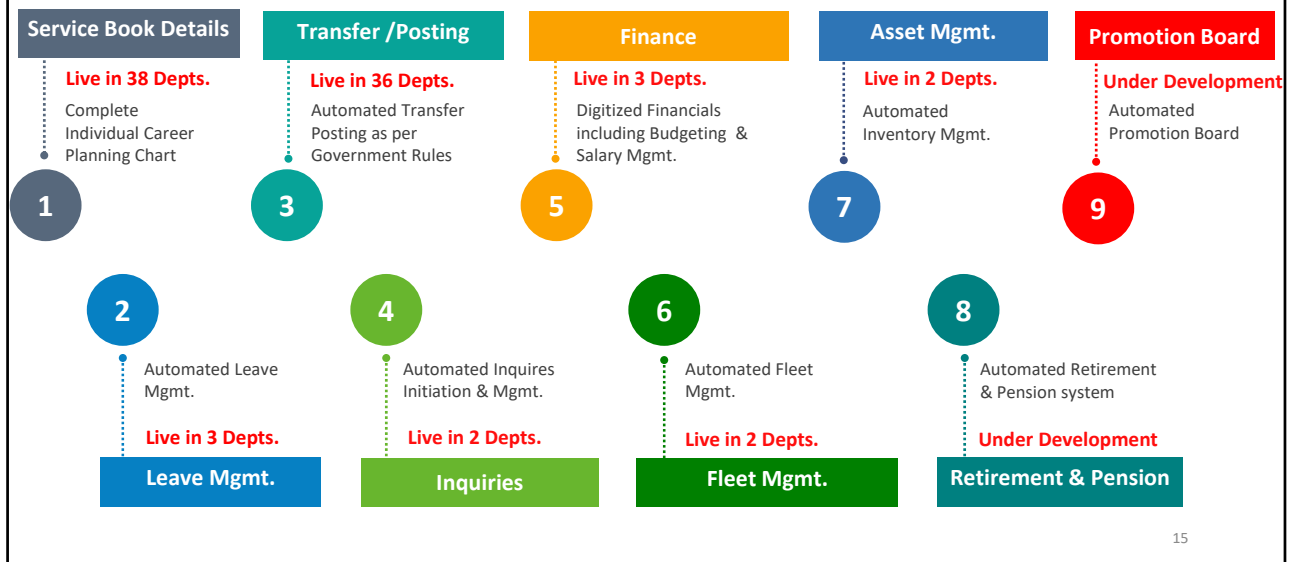
- Integration of PIFRA with HRMIS
- Retirement & Pension Module Development
- Implementation of relevant modules to the departments

1,107,627
Leaves Approved

14

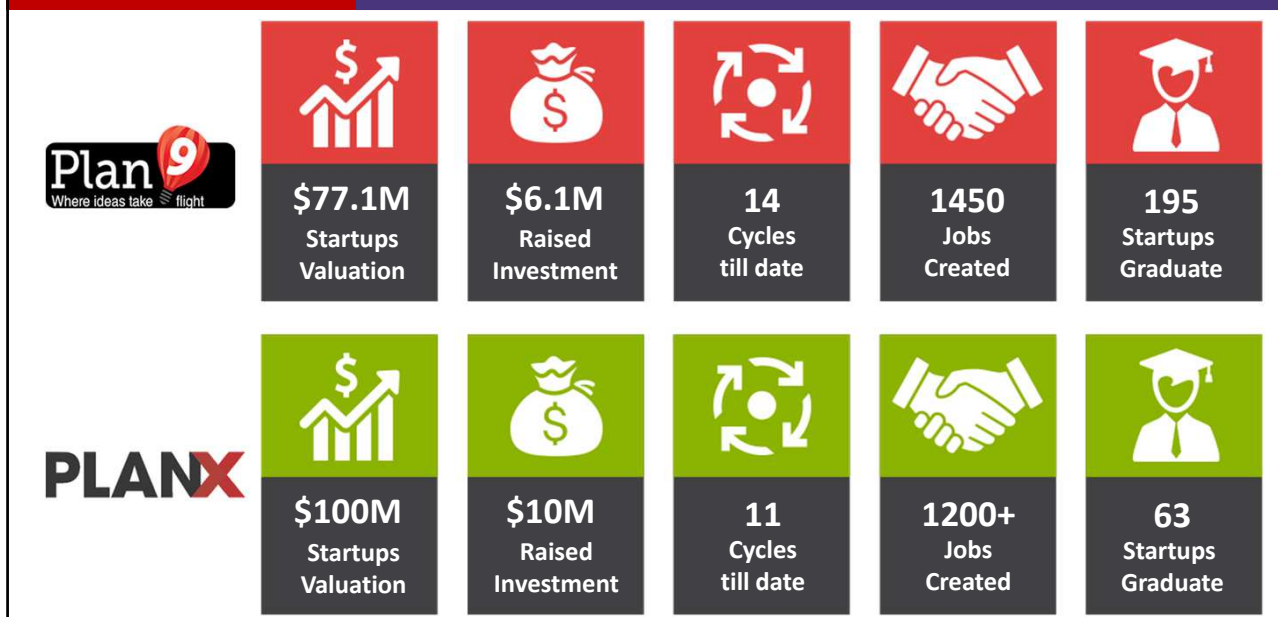
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HRMIS Modules



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Entrepreneurial Ecosystem – Plan 9, Plan X Programs



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e-Rozgaar / Freelance Training Program

- Empowers youth by training them for self-employment using internet-based freelancing
- 31 active training centers across Punjab and online training available in all 36 districts of Punjab
- Project has a target to train 35,000 youth in freelancing and open 41 training centers in Punjab till 2021
- 5 dedicated centers for women



31

Active Centers

54%

Female Participation

24,000+

Candidates Trained

PKR 350 Million+

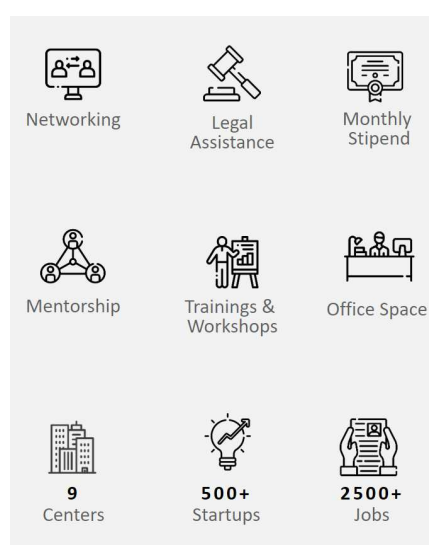
Reported/Verified Income

17

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Way Forward – Innovate Punjab

- In line with the vision to promote public-private partnerships in the start-up ecosystem, following projects are being initiated as part of Innovate Punjab Program
- **Establishment of Regional Tech Incubation Centers**
 - All 9 Divisional Headquarters
 - Collaboration with local universities
 - Regional Focus Tech Startups
- **National Expansion of NICs (A project of MOITT)**
 - 13 NICs across Pakistan (4 Punjab, 3 Sindh, 2 Balochistan, 2 KPK, 1 GB, 1 AJK)
 - Collaboration with local universities in other provinces
- **e-Earn, Establishment of co-working spaces**
 - Covering all 36 districts of Punjab
 - Collaboration with private sector entities

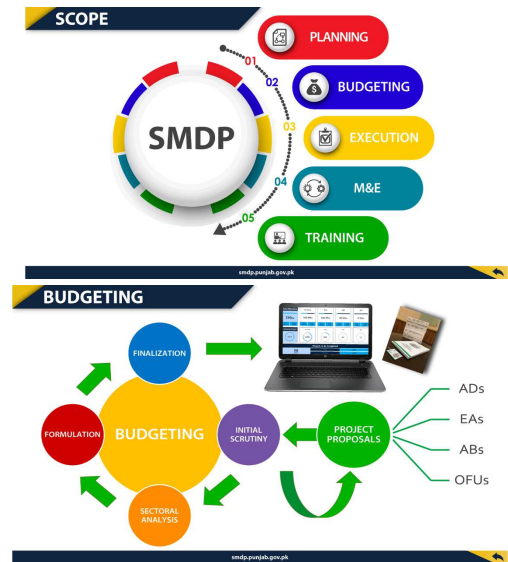


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Smart Monitoring of Development Projects (SMDP)

- End to end Planning, Budgeting, Execution and M&E Tool
- ADP Formulation, Tracking and Budget Book Formulation
- Head Wise Funds Management, Releases, Expenses, Surrenders & Re-Appropriations as per PIFRA head codes
- Automation of PC-I, PC-II, PC-III, PC-IV & PC-V
- Online ADP Formulation & Review, PC-I, PC-III (MPR) submission and processing by 42 Departments & 36 Districts

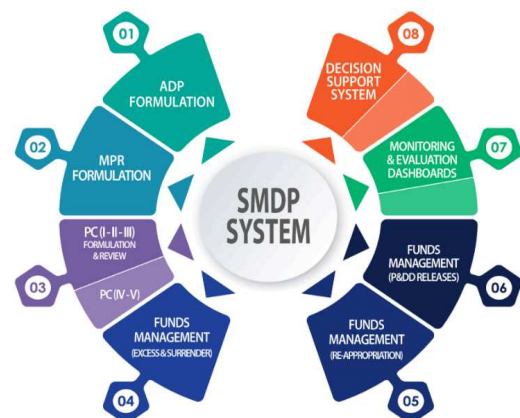


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SMDP – Way Forward

- Integration with PIFRA
- Expansion across Punjab
- Capacity building across all departments & districts
- Funds Release Advice Mgmt. & Issuance across all departments & districts
- Development of Module for Training of Officers in MPDD etc.



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Citizen Feedback Monitoring Program (CFMP)

- Feedback collected from citizens who utilize certain public services
- Feedback analyzed to identify problem areas and help officials take corrective measures
- Program covers **32 public services** across Punjab
- **Recognition by World Bank:**
 - One of the 5 winning case studies in a global competition sponsored by World Bank regarding innovative use of technology to improve public service delivery (2019)

32.3 Million

Citizens Contacted

4.5 Million

Citizens Responded

21

21

Services Monitored by CFMP

Revenue

Sub-registrar Office

1. Property Registration
 - I. Registration of Deeds
 - II. Property Fard (ownership document)
 - III. Property Intiqal (ownership transfer)

Punjab Land record Authority (PLRA)

1. Computerized Fard
2. Computerized Intiqal

Domicile Management System

1. Domicile

Health

1. Emergency (DHQs / THQs)
2. Indoor (DHQs/THQs)
3. Outdoor (DHQs/THQs)
4. Rural Health Centers (Indoor)

Rescue

1. Rescue 1122

Police

1. Rescue 15
2. Dolphin Squad - Lahore
3. PRU Squad - Lahore
4. FIRs (Theft cases under 15)
5. Character Certificate
6. Driving License

LDA

1. Building Plans Approval
2. Transfer Request
3. Completion Certificate

MDA

1. Town Planning (18 sub-services)
2. Estate & Land Mgmt. (35 sub-services)

Food

1. Bardana Distribution & Wheat Procurement (Seasonal)

Qeemat Punjab

1. Complainant Feedback

e-Khidmat Markaz

1. Domicile
2. Learner Driving License
3. Character Certificate
4. Building Plan Approval
5. Completion Certificate
6. Change of Land Use
7. Approval of Pvt. Housing Scheme

PDMA

1. Flood Relief (Seasonal)

Total Services Monitored

32

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Taleem Ghar

- Online education of children confined to their homes during COVID-19
- Target audience included **10 million+ children** enrolled across Punjab in ~50,000 schools
- “Taleem Ghar” launched to help the students of all grades through online distance learning
- Engaging multimedia lectures designed for Science & Mathematics as per syllabus & made available through Cable TV, Mobile App (Taleem Ghar) & Website (taleemghar.punjab.gov.pk)
- **850+ cable operators** across Punjab are broadcasting Taleem Ghar
- If a lecture is missed, it can be viewed on the mobile app or website

10 Million+
Website Hits



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e-Transfer System for Teachers

- e-Transfer module allows teachers to apply for the transfer from one school to another via registered mobile phone
- Transfer eligibility matrix for each post (sanctioned, filled & vacant)
- Easy application & tracking through a mobile app
- Transparent & merit-oriented criteria, scores & lists posted online
- QR-code based Transfer Orders
- Minimal human interference to tackle nepotism & corruption
- System automatically blocks transfer to schools with surplus teachers

375,000+
Teachers Registered

100,000+
Applications Processed

380,000+
Preferences

55,000+
QR Based Transfers

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TechPura (ٹیک پورہ) – A Tech Village Initiative

- A dedicated area in Punjab for ICT led verticals with well developed infrastructure & facilities
- To be developed by Govt. or under the PPP model for ICT companies, Startups, Incubators, Freelancers, MNC HQs, Hardware Manufacturing/ Assembly Plants
- International Examples
 - **Atlanta Tech Village (Atlanta, Georgia)**
 - 103,000 sq. ft. complex located in Buckhead County
 - Preferred destination for incubators, tech firms, startups, freelancers
 - **Embassy Tech Village (Bangalore, Karnataka, India)**
 - 106 acre Software IT Park with around 18,000 professionals
 - Tenants include CitiusTech, Fractal Analytics, Cisco, EXL Service, Moody's Analytics, Wells Fargo, Sony, LG, Xiaomi, Flipkart etc.



Atlanta Tech Village



Embassy Tech Village

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e-Services

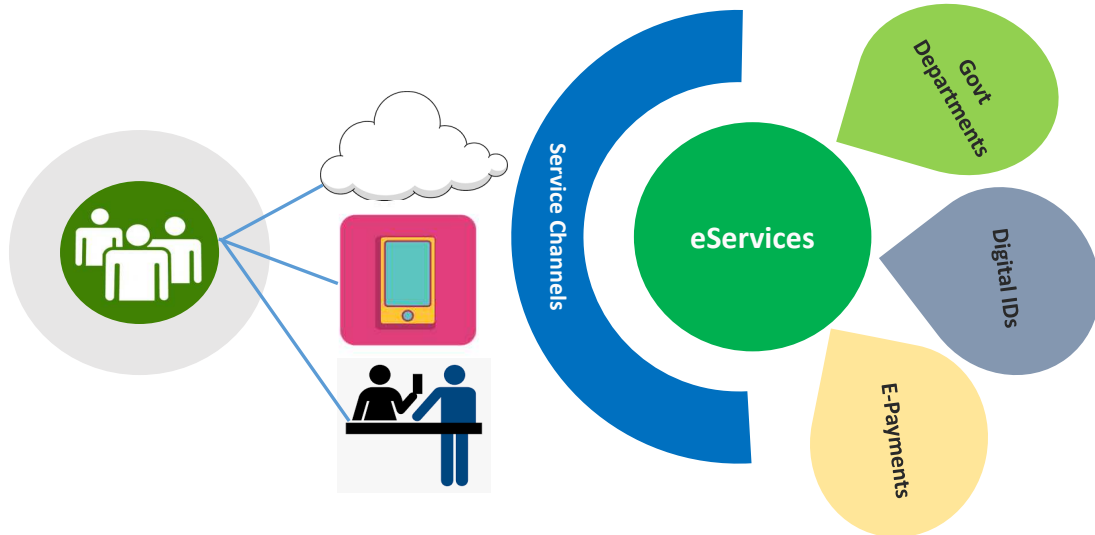
- One platform for all types of citizen services through mobile phones, kiosks, over-the-counter (OTC), e-Khidmat Centers, etc. ensuring easy access
- PITB to work with Government Departments enabling them to integrate technology for:
 - Improved service quality
 - Increased data security
 - Improved turnaround times
 - Cost minimization through BPR
 - Improved citizen satisfaction
- Direct linkages e-Identity (Digital IDs) and e-Pay Punjab



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e-Services



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Digital Identity Management System (DIMS)

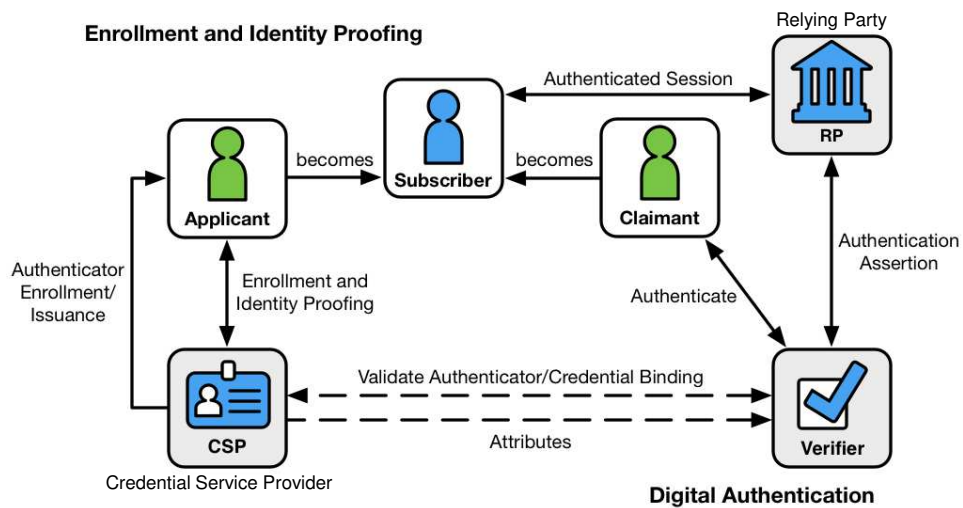
- Multiple mobile/web-based citizen-centric applications
- Identification of individuals interacting with public services has always been a problem
- Need for a robust Identity Management Infrastructure for the country backed by a legal and administrative regime
- Integrated with NADRA, Telcos
- Single electronic identification system for the whole country to interact with public & private sector IT-based systems



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Digital Identity Management (DIM)



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DIM Framework



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DIM Framework

- **Digital Signatures** – Mechanisms will be developed in collaboration with all relevant stakeholders for acceptance of digital signatures as a form of valid verification/identification
- **Digital Lockers** – Regulations pertaining to digital lockers will be devised in consultation with experts to eliminate reliance on paper-based documents. Through this, all govt. departments will be able to access citizens' and businesses' documents digitally, if and when needed.
- **Data Protection** – Data Protection Regulations shall be introduced/adopted to deal with security concerns of online data & information in both public & private spheres

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DIM Framework

- **Data Sharing** – Data sharing protocols will be developed/adopted for safe & secure sharing of data & information in public & private sectors
- **Special Technology Zones (STZs)** – A framework will be developed to facilitate the establishment of special economic zones & special technology zones for IT/ITeS/Tech Startups in the province in order to unleash the export potential of the local industry

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Thank You



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