

Governance & Information Technology

The Government of Punjab aims to modernize governance techniques through information technology interventions; improving service delivery; and increasing the digital literacy of the citizens. Over the years, the Government of Punjab has introduced strategic interventions keeping Punjab abreast with the global revolution in Information and Communication Technology (ICT).

SECTOR OVERVIEW

Worldwide Information and Communication Technology (ICT) is proving instrumental in modernizing governance, increasing transparency, improving public service delivery, and reducing information costs along the value chain for businesses. The Government of Punjab is mindful of these global changes and is proposing interventions to keep Punjab abreast with these changes. These interventions will keep Punjab a viable and competitive player in the global economic market.

VISION

To make Punjab the hub of Information Technology (IT) by using Information & Communication Technology (ICT) for increasing efficiency in public services delivery; enhancing the digital literacy of the citizens; modernizing governance; attracting investment thereby spurring economic growth.

OBJECTIVES/STRATEGIES

- To embark upon the e-governance program to improve service delivery by minimizing the Turnaround Time (TAT) for various functions of the Punjab Government thus minimizing human intervention and increasing transparency.
- To improve Law & Order System in Punjab
- To improve Criminal Justice System
- To improve Revenue & Tax Collection System for the Punjab Government.
- To improve Financial Management System for development projects across Punjab
- To develop the human resource capabilities and capacities to use IT & data in order to enhance organizational readiness for e-Government.

ACHIEVEMENTS OF FINANCIAL YEAR 2016-17

During 2016-17 an amount of Rs.13,950 million was allocated to the Governance and IT Sector. Major milestones achieved during 2016-17 are:

- The project titled “Land Records Management and Information Systems Project (Phase-I)” has been substantially completed at a cost amounting to Rs.12260.480 million contributing to better management of land revenue record through increased access to land records at lower transaction cost through a client-responsive service (to citizens), increased level of tenure security of land-right holders and increased transparency in transactions of Land
- The project titled “Digitization / Computerization of Public Prosecution Department & Development of Monitoring & Coordination System (Phase-II)” has been completed in remaining six divisions of Punjab at an approved cost of Rs.70 million which shall improve facilitation of general public for provision of Justice as well as improved monitoring within Public Prosecution Department for effective handling of public prosecution & related matters. Replication of Case Flow Management System to whole province will reduce the Turnaround Time (TAT) for cases. This project will be functioning to its optimal upon integration with the police department and the judiciary to improve criminal justice system.
- The “Citizen Feedback Monitoring Program (CFMP)” has been completed at an approved cost amounting to Rs. 98.718 million to monitor the service delivery for all citizen centric services across Punjab through a call centre platform for hosting/executing CFMP services to interact with citizens by providing outbound calls, inbound for field officials, outbound survey calls facility, SMS / MMS query and SMS / MMS broadcasting service (text and / or voice), pre-recorded calls / robot calls with response capture facility, etc.
- The project titled “Establishment of Video Conferencing Facility for Punjab Government” has been completed to provide a fast, secure, efficient and effective way of communication to the senior Govt. officials in Provincial Capital, Divisional headquarters and District headquarters for the timely exchange of information in order to make timely decisions and to increase the productivity through provision of instant Multi Point Communication on each site via Multi Point Control Unit (MCU) so that multiple sites can participate in a single conference

TARGETS & NEW INITIATIVES FOR 2017-18

- Implementation of Case Flow Management System in Lahore High Court (LHC) through the on-going project titled “New IT Initiatives at Lahore High Court, Lahore and District Courts (Phase I)” & a similar new intervention for

District Courts titled “The “Automation of Case and Courts Management System at District Courts Lahore” will help in improved delivery of justice to general public as well as increased efficiency of judiciary & allied staff.

- The “Local Government Automated Financial Management and Monitoring System,” will increase transparency and visibility of the financial accounts of the Punjab government.
- The “Invoice Monitoring System (IMS) For Services Sector” will contribute to achieve the sectorial objectives by increasing the tax collection from Restaurants, Hotels and Salons etc. pertaining to service sectors.
- The “Digitization, Preservation and Modernization Of Punjab Archives & Libraries Wing, S&GAD” will Modernize and Digitize the Archive Department.
- Computerization of All Police Stations in Punjab (Phase-II) will facilitate in the enablement of Punjab Police to fulfil the modern needs of police record and office management system. It will also help the Government of the Punjab in achieving Police automation goals. The project shall be integrated with other projects being implemented in the law and order sector provided they are ready for integration. The project is aimed to provide the software end of police automation and its integration with other projects is expected to deliver smart information management systems.
- The Prison Management Information System will maintain a comprehensive data base of inmates and staff. This will help in improving the management of District Jails in Punjab.
- Balance allocation has been secured for on-going intervention of Board of Revenue (BOR) titled “Property Registration Systems” project to ensure improved property registration process & security of title to the landowners in Lahore district has been included.
- Balance allocation has been secured for the “GIS Integrated Computerization of Urban Immovable Property Tax (UIPT) in 30 Districts of Punjab” and the “Establishment of 09 Excise & Taxation Service Centers”. These are Excise and Taxation Department’s interventions to enhance government revenue. Moreover, establishment of 09 Excise & Taxation Service Centers of the Excise and Taxation Department will minimize interaction of citizens with government officials by redirecting them to designated customer service representative. This will increase Punjab government’s revenue and improve service delivery to tax payers. The subject projects shall be completed in the CFY.

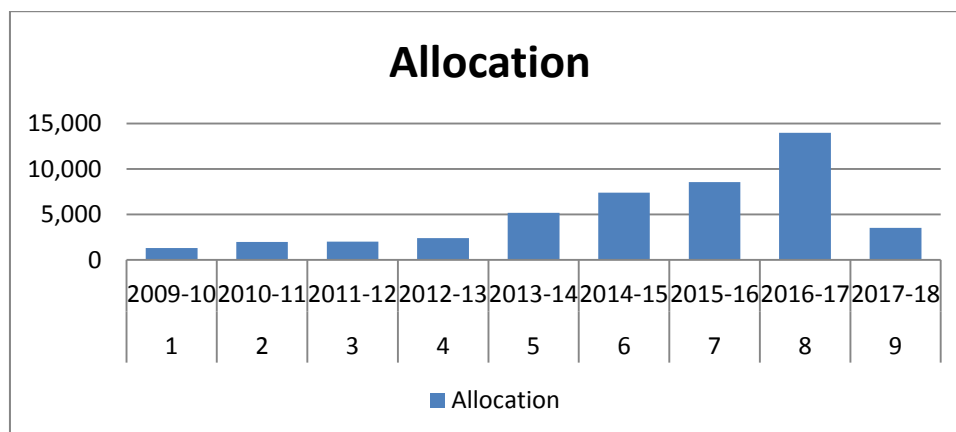
TREND OF ALLOCATIONS

An amount of **Rs.3,500** million has been earmarked for Governance & IT Sector in 2017-18 for implementation of projects sponsored by Punjab Information Technology Board (PITB), P&D Department, Exise & Taxation Department, Homes Department and other Government Departments.

Trend of Allocations

(Millions PKR)

Sr.No	FY	Allocation
1	2009-10	1,300
2	2010-11	1,960
3	2011-12	2,000
4	2012-13	2,400
5	2013-14	5,167
6	2014-15	7,393
7	2015-16	8,540
8	2016-17	13,950
9	2017-18	3,500



MTDF 2017-20
GOVERNANCE & INFORMATION TECHNOLOGY: SUMMARY
DEVELOPMENT PROGRAMME 2017-18

(Million PKR)

Sub-Sector	Local	F. Aid	Total
On-going Schemes			
Board of Revenue	349.903	0.000	349.903
Excise & Taxation	750.108	0.000	750.108
Health Department	67.946	0.000	67.946
Home Department	40.000	0.000	40.000
Lahore High Court (LHC)	100.000	0.000	100.000
P&D	323.354	0.000	323.354
PITB	382.837	0.000	382.837
Police	22.960	0.000	22.960
Public Prosecution	13.002	0.000	13.002
S&GAD	76.985	0.000	76.985
Total: On-going Schemes	2,127.095	0.000	2,127.095
New Schemes			
Board of Revenue	20.000	0.000	20.000
Finance Department	200.000	0.000	200.000
Home Department	100.000	0.000	100.000
Lahore High Court (LHC)	104.285	0.000	104.285
Law and Parliamentary Affairs	61.620	0.000	61.620
P&D	525.000	0.000	525.000
Police	237.000	0.000	237.000
S&GAD	125.000	0.000	125.000
Total: New Schemes	1,372.905	0.000	1,372.905
Total (Ongoing + New + ODP)	3,500.000	0.000	3,500.000

DEVELOPMENT PROGRAMME 2018-19

(Million PKR)

Sub-Sector	Local	F. Aid	Total
On-going Schemes			
Board of Revenue	0.000	0.000	0.000
Excise & Taxation	0.000	0.000	0.000
Health Department	0.000	0.000	0.000
Home Department	0.000	0.000	0.000
Lahore High Court (LHC)	99.606	0.000	99.606
P&D	1,122.803	0.000	1,122.803
PITB	311.500	0.000	311.500
Police	0.000	0.000	0.000
Public Prosecution	0.000	0.000	0.000
S&GAD	0.000	0.000	0.000
Total: On-going Schemes	1,533.908	0.000	1,533.908
New Schemes			
Board of Revenue	0.000	0.000	0.000
Finance Department	147.000	0.000	147.000
Home Department	104.000	0.000	104.000
Lahore High Court (LHC)	275.715	0.000	114.714
Law and Parliamentary Affairs	382	61.620	61.620

MTDF 2017-20

GOVERNANCE & INFORMATION TECHNOLOGY: SUMMARY

P&D	300.000	0.000	300.000
Police	110.000	0.000	110.000
S&GAD	60.000	0.000	60.000
Total: New Schemes	1,058.335	0.000	1,058.335
Total (Ongoing + New + ODP)	2,592.244	0.000	2,592.244

DEVELOPMENT PROGRAMME 2019-20

(Million PKR)

Sub-Sector	Local	F. Aid	Total
On-going Schemes			
Board of Revenue	0.000	0.000	0.000
Excise & Taxation	0.000	0.000	0.000
Health Department	0.000	0.000	0.000
Home Department	0.000	0.000	0.000
Lahore High Court (LHC)	0.000	0.000	0.000
P&D	0.000	0.000	0.000
PITB	0.000	0.000	0.000
Police	0.000	0.000	0.000
Public Prosecution	0.000	0.000	0.000
S&GAD	0.000	0.000	0.000
Total: On-going Schemes	0.000	0.000	0.000
New Schemes			
Board of Revenue	0.000	0.000	0.000
Finance Department	0.000	0.000	0.000
Home Department	0.000	0.000	0.000
Lahore High Court (LHC)	0.000	0.000	0.000
Law and Parliamentary Affairs	0.000	0.000	0.000
P&D	0.000	0.000	0.000
Police	114.000	0.000	114.000
S&GAD	0.000	0.000	0.000
Total: New Schemes	0.000	0.000	0.000
Total (Ongoing + New + ODP)	114.000	0.000	114.000

MTDF 2017-20 : Grand Total

6,206.244

GOVERNANCE & INFORMATION TECHNOLOGY: SUMMARY

(Million PKR.)

Type / Sub Sector	No. of Schemes	Provision for 2017-18				Projection for 2018-19	Projection for 2019-20
		Capital	Revenue	Foreign Aid	G. Total (Cap+Rev)		
<u>ON-GOING SCHEMES</u>							
Board of Revenue	2	0.000	349.903	0.000	349.903	0.000	0.000
Excise & Taxation	2	0.000	750.108	0.000	750.108	0.000	0.000
Health Department	1	0.000	67.946	0.000	67.946	0.000	0.000
Home Department	1	0.000	40.000	0.000	40.000	0.000	0.000
Lahore High Court (LHC)	1	0.000	100.000	0.000	100.000	99.606	0.000
P&D	3	0.000	323.354	0.000	323.354	1,122.803	0.000
PITB	4	0.000	382.837	0.000	382.837	311.500	0.000
Police	1	0.000	22.960	0.000	22.960	0.000	0.000
Public Prosecution	1	0.000	13.002	0.000	13.002	0.000	0.000
S&GAD	2	0.000	76.985	0.000	76.985	0.000	0.000
Total: ON-GOING SCHEMES	18	0.000	2,127.095	0.000	2,127.095	1,533.909	0.000
<u>NEW SCHEMES</u>							
Board of Revenue	1	0.000	20.000	0.000	20.000	0.000	0.000
Finance Department	2	0.000	200.000	0.000	200.000	147.000	0.000
Home Department	1	0.000	100.000	0.000	100.000	104.000	0.000
Lahore High Court (LHC)	1	0.000	104.285	0.000	104.285	275.715	0.000
Law and Parliamentary Affairs	1	0.000	61.620	0.000	61.620	0.000	0.000
P&D	3	300.000	225.000	0.000	525.000	300.000	0.000
Police	3	0.000	237.000	0.000	237.000	110.000	114.000
S&GAD	2	0.000	125.000	0.000	125.000	60.000	0.000
Total: NEW SCHEMES	14	300.000	1,072.905	0.000	1,372.905	996.715	114.000
Grand Total	32	300.000	3,200.000	0.000	3,500.000	2,530.624	114.000

GOVERNANCE & INFORMATION TECHNOLOGY

(Million PKR.)

GS No	Scheme Information Approval Date / Location	Est. Cost	Accum. Exp June,17	Provision for 2017-18			MTDF Projections		Throw fwd Beyond June, 2020
				Cap	Rev	G. Total (Cap+Rev)	2018-19	2019-20	
1	2	3	4	5	6	7	8	9	10

ON-GOING SCHEMES

Board of Revenue

9207	Property Registration Project Approved DDSC 2016/10/28 Lahore	312.060	90.000	0.000	222.000	222.000	0.000	0.000	0.000
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9208	Automation of Stamp Paper (E Stamping) Approved DDSC 2016/01/14 Punjab	342.062	214.159	0.000	127.903	127.903	0.000	0.000	0.000
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Sub-Total: Board of Revenue		654.122	304.159	0.000	349.903	349.903	0.000	0.000	0.000
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Excise & Taxation

9209	GIS Integrated Computerization of Urban Immovable Property Tax (UIPT) System in 30 Districts of Punjab Approved PDWP 2015/11/11 Punjab	947.803	302.000	0.000	645.803	645.803	0.000	0.000	0.000
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9210	Establishment of 9 E&T Service Centers Approved DDSC 2016/07/15 Punjab	193.938	89.633	0.000	104.305	104.305	0.000	0.000	0.000
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Sub-Total: Excise & Taxation		1,141.741	391.633	0.000	750.108	750.108	0.000	0.000	0.000
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Health Department

9211	District Health Information System Approved DDSC 2016/05/06 Okara	148.180	80.234	0.000	67.946	67.946	0.000	0.000	0.000
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Sub-Total: Health Department		148.180	80.234	0.000	67.946	67.946	0.000	0.000	0.000
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Home Department

9212	Management Information System (MIS) of Home Department Approved DDC/DDWP 2016/05/09 Punjab	53.021	8.465	0.000	40.000	40.000	0.000	0.000	0.000
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Sub-Total: Home Department		53.021	8.465	0.000	40.000	40.000	0.000	0.000	0.000
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Lahore High Court (LHC)

9213	New IT Initiatives at Lahore High Court, Lahore and District Courts (Phase I) Approved DDSC 2016/01/04 Punjab	380.000	180.394	0.000	100.000	100.000	99.606	0.000	0.000
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Sub-Total: Lahore High Court (LHC)		380.000	180.394	0.000	100.000	100.000	99.606	0.000	0.000
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P&D

9214	IT Centric Intervention & Smart Monitoring Under Punjab Public Management Reform Program. (PPMRP) Approved PDWP 2015/04/17 Punjab	1,930.708	681.808	0.000	126.097	126.097	1,122.803	0.000	0.000
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9215	Establishment of Citizen Facilitation and Service Centres Approved DDSC 2014/01/29 Punjab	1,109.812	947.554	0.000	162.257	162.257	0.000	0.000	0.000
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9216	Smart Monitoring of Development Projects across Punjab Approved DDSC 2016/02/10 Punjab	75.967	40.542	0.000	35.000	35.000	0.000	0.000	0.000
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Sub-Total: P&D		3,116.487	1,669.904	0.000	323.354	323.354	1,122.803	0.000	0.000
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GOVERNANCE & INFORMATION TECHNOLOGY

(Million PKR.)

GS No	Scheme Information Approval Date / Location	Est. Cost	Accum. Exp June,17	Provision for 2017-18			MTDF Projections		Throw fwd Beyond June, 2020
				Cap	Rev	G. Total (Cap+Rev)	2018-19	2019-20	
1	2	3	4	5	6	7	8	9	10
9217	Citizen Engagement and Public Perception Analysis for Improving Governance and Service Delivery in Punjab (PC-II) Approved PDWP 2016/01/14 Punjab	460.000	98.298	0.000	50.000	50.000	311.500	0.000	0.000
9218	Setting-up WiFi Hotspots Approved DDSC 2015/09/01 Punjab	194.206	78.750	0.000	115.456	115.456	0.000	0.000	0.000
9219	E-Filing and Office Automation in 10 Departments Approved DDSC 2015/11/01 Punjab	170.853	89.181	0.000	81.672	81.672	0.000	0.000	0.000
9220	IT based profiling of Govt. Employees Approved DDSC 2014/12/10 Punjab	232.440	77.649	0.000	135.709	135.709	0.000	0.000	0.000
Sub-Total: PITB		1,057.499	343.878	0.000	382.837	382.837	311.500	0.000	0.000
Police									
9221	Computerization of all Police Stations in Punjab Approved DDSC 2016/04/01 Lahore	194.645	169.660	0.000	22.960	22.960	0.000	0.000	0.000
Sub-Total: Police		194.645	169.660	0.000	22.960	22.960	0.000	0.000	0.000
Public Prosecution									
9222	Operationalization of Center for Professional Development of Public Prosecutors Approved DDSC 2017/01/12 Lahore,Rawalpindi,Bahawalpur	36.002	23.000	0.000	13.002	13.002	0.000	0.000	0.000
Sub-Total: Public Prosecution		36.002	23.000	0.000	13.002	13.002	0.000	0.000	0.000
S&GAD									
9223	Strategic Reforms Unit (SRU), S&GAD Approved DDSC 2016/06/07 Lahore	86.300	29.282	0.000	57.018	57.018	0.000	0.000	0.000
9224	E Procurement Interventions for PPR under PPMRP Approved DDSC 2016/07/15 Punjab	99.990	33.945	0.000	19.967	19.967	0.000	0.000	0.000
Sub-Total: S&GAD		186.290	63.227	0.000	76.985	76.985	0.000	0.000	0.000
Total: ON-GOING SCHEMES		6,967.987	3,234.554	0.000	2,127.095	2,127.095	1,533.909	0.000	0.000
NEW SCHEMES									
Board of Revenue									
9225	Feasibility Study for Strengthening, Restructuring & Digitization / Computerization of Board of Revenue, Punjab including S&R Wing (PC-II) Un-Approved Lahore	20.000	0.000	0.000	20.000	20.000	0.000	0.000	0.000
Sub-Total: Board of Revenue		20.000	0.000	0.000	20.000	20.000	0.000	0.000	0.000
Finance Department									
9226	Local Government Automated Financial Management & Monitoring System (AFMMS) Approved DDSC 2017.04.30 Punjab	179.000	1.000	0.000	100.000	100.000	79.000	0.000	0.000

GOVERNANCE & INFORMATION TECHNOLOGY

(Million PKR.)

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				Cap	Rev	G. Total (Cap+Rev)	2018-19	2019-20	
1	2	3	4	5	6	7	8	9	10
9227	Invoice Monitoring System (IMS) for Services Sector Un-Approved Sargodha,Okara,Gujranwala,Gujrat,Hafizabad,Sialkot,Kasur,Lahore,Sheikhupura,Multan,Attock,Chakwal,Jhelum,Rawalpindi	168.000	0.000	0.000	100.000	100.000	68.000	0.000	0.000
Sub-Total: Finance Department		347.000	1.000	0.000	200.000	200.000	147.000	0.000	0.000
Home Department									
9228	Prisons Management Information System (PMIS) at 20 Jails of Punjab (Phase-II) Un-Approved Punjab	204.000	0.000	0.000	100.000	100.000	104.000	0.000	0.000
Sub-Total: Home Department		204.000	0.000	0.000	100.000	100.000	104.000	0.000	0.000
Lahore High Court (LHC)									
9229	Automation of Court & Case Management System at District Courts Lahore Un-Approved Lahore	380.000	0.000	0.000	104.285	104.285	275.715	0.000	0.000
Sub-Total: Lahore High Court (LHC)		380.000	0.000	0.000	104.285	104.285	275.715	0.000	0.000
Law and Parliamentary Affairs									
9230	Upgradation of Legal Frame Work System Unapproved Punjab Approved PDWP 2016.07.01 Punjab	61.620	0.120	0.000	61.620	61.620	0.000	0.000	0.000
Sub-Total: Law and Parliamentary Affairs		61.620	0.120	0.000	61.620	61.620	0.000	0.000	0.000
P&D									
9231	Study for Development / Improvement of Financial Management System of Development Projects across Punjab (PC-II) Un-Approved Lahore	10.000	0.000	0.000	10.000	10.000	0.000	0.000	0.000
9232	Establishment of Citizen Facilitation & Service Centres in remaining 27 Districts of Punjab Un-Approved Punjab	800.000	0.000	300.000	200.000	500.000	300.000	0.000	0.000
9233	Evaluation of Development of Governance & Information Technology Sector in Punjab Un-Approved Punjab	15.000	0.000	0.000	15.000	15.000	0.000	0.000	0.000
Sub-Total: P&D		825.000	0.000	300.000	225.000	525.000	300.000	0.000	0.000
Police									
9234	Automation of Traffic Violation Issuance System in City Traffic Police, Lahore Un-Approved Lahore	55.000	0.000	0.000	55.000	55.000	0.000	0.000	0.000
9235	Inventory Management System for Assets of Police Deptt PC II Approved DDSC 2016.04.01 Lahore	16.000	0.000	0.000	16.000	16.000	0.000	0.000	0.000
9236	Computerization of all Police Stations in Punjab Phase II Un-Approved Punjab	390.000	0.000	0.000	166.000	166.000	110.000	114.000	0.000
Sub-Total: Police		461.000	0.000	0.000	237.000	237.000	110.000	114.000	0.000

GOVERNANCE & INFORMATION TECHNOLOGY

(Million PKR.)

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				Cap	Rev	G. Total (Cap+Rev)	2018-19	2019-20	
1	2	3	4	5	6	7	8	9	10
S&GAD									
9237	Digitization, Preservation and Modernization of Punjab Archives & Libraries Wing, S&GAD Un-Approved Lahore	160.000	0.000	0.000	100.000	100.000	60.000	0.000	0.000
9238	e-Procurement (Feasibility) Un-Approved Punjab	25.000	0.000	0.000	25.000	25.000	0.000	0.000	0.000
Sub-Total: S&GAD		185.000	0.000	0.000	125.000	125.000	60.000	0.000	0.000
Total: NEW SCHEMES		2,483.620	1.120	300.000	1,072.905	1,372.905	996.715	114.000	0.000
Grand Total		9,451.607	3,235.674	300.000	3,200.000	3,500.000	2,530.624	114.000	0.000