



PITB to establish 40 –Khidmat Centers by March 2018-says Dr. Umar Saif

Lahore, June 16, 2017

The Punjab Information Technology Board (PITB) is determined to achieve the target of establishing 40 e-Khidmat Centres in the 36 districts of the Punjab Province under the instructions of the Chief Minister Punjab Muhammad Shebaz Sharif to facilitate the citizens by providing all services under one roof to ensure the services within stipulated timeframe by March 2018. Dr. Umar Saif founding Vice Chancellor, Advisor to CM and Chairman PITB stated while briefing the media persons here today.

He said that so far established Six E-KHIDMAT MARKAZ's in 6- Divisional Headquarters of Punjab i.e. Rawalpindi, Lahore, Sahiwal, Gujranwala, Faisalabad and Sargodha while five more were being made operational by September, 2017. Till now more than 500,000 visitors have visited E-KHIDMAT MARKAZ's and approximately 297,000 applications have successfully been processed with Turnaround time of 98.99%, providing 16 different Services under one roof with **Committed Timelines** and **Utmost Transparency** removing the intermediaries e.g. commission agents, etc., he informed.

Dr. Saif added that we were promoting knowledge as the key resource for economic progress of individuals & institutions and processing to replicate Turkish Model – GIMO City China. PITB was establishing more Ten (10) E-KHIDMAT MARKAZ's in 9 Divisional Headquarters of Punjab by September, 2017 this year, he said. In next one month the same are being replicated in two more cities at Multan and Bahawalnagar.

1. He said that PITB has extended this service to Punjab Police as well and Punjab Police's five (05) KHIDMAT MARKAZ's in Lahore are operational since one and half year and now in next one month the same will be replicated in two more cities at Multan and Bahawalnagar. Ultimately Punjab Police with the help of PITB will replicate these KHIDMAT MARKAZ's across Punjab.
2. Dr. Saif expressed that PITB is going to extend the facility of E-KHIDMAT MARKAZ's in collaboration with different departments in next fiscal year as well and more E-KHIDMAT MARKAZ's will be established across Punjab in collaboration with many departments including Industries, Punjab Board of Investment & Trade (PBIT), Punjab Police, Local Government & Community Development (LG&CD), Punjab Social Protection Authority (PSPA). Other provinces and Federal Government Organizations are also approaching PITB for replicating the model in their jurisdictions.

He expressed that these centers would become front offices for the local government and their area of activity would be expanded to Tehsil level in the future as under the Right To Services, it was the citizens right to get prompt delivery of services through a smooth and transparent process.

The Chairman PITB further stated that the whole system has been computerized, equipped with mobile apps tracking system while private sector involvement after having its franchise would further improve its performance.

Replying to a question he said that there was six time increase for IT in the budget during the last five years from 80 crore to Rs. 6.5 billion, which acknowledges the government's commitment towards the uplift of IT industry.

The Hajj operations automated for every step have impressed the other countries and the Nigerian government sought assistance from PITB for the automation of their Hajj operations while Dubai police was also being assisted in the related areas where as Federal Government's department dealing with the circulation etc. of the national publications, Audit Bureau of Circulation (ABC) being automated was being inaugurated in September this year, he informed.