

GOVTECH



GOVTECH - PRIORITIZING CITIZENS

An approach to public sector modernization and maintenance, GovTech aims to cultivate the standards of the private sector to ensure efficient and effective service delivery with the implementation of technology. Some of the major pillars that can be made efficient through the use of GovTech include accountability, transparency, sustainability and inclusion. The use of digital methods towards poverty reduction, infrastructure development, defense, distribution of income and utility goods, protecting lives and other responsibilities can assist governments to be at par with tech-developed counterparts.

“

GovTech is a whole-of-government approach to public sector modernization that promotes simple, accessible, and efficient government”

- World Bank Group ⁱ

”

International organizations and governments have laid emphasis on investment in GovTech as well as donor funding mechanisms for developing countries. These funding mechanisms are targeted towards the research and development of digital methods of service delivery, infrastructure, training and capacity building of IT companies. In 2019, the World Bank Group launched the GovTech Global Initiative in which, through paid partnerships, beneficiary governments can be supported along the journey towards tech enabled service delivery to citizens and businesses. The mission behind the initiative is to "put people first, to design and deliver services that are accessible, affordable, and inclusive".ⁱⁱ

The COVID-19 pandemic has heightened the need for GovTech solutions and policies. This is because of economic setback, threat-induced need for work-from-home and study from-home-procedures and necessities. The digital transformation that is now expected by the government was predicted for years. Institutions, organizations and government entities had to fulfill this demand within a span of months. Fast forward to 2021, the demand for tech-enabled government solutions is continuing to increase.

“

Global government information technology spending worldwide has been projected to grow to \$483 billion in 2021

- Gartnerⁱⁱⁱ

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In Pakistan, the demand towards the government for improved, efficient and technologically enabled service delivery is predominant. Following global trends, GovTech organizations have risen to the challenge amidst COVID-19 to enhance service delivery mechanisms in the country. The digitally advanced services offered by the private sector are often niche, which raises the demand for similar services to be offered uniformly across the country. However, to fulfill the lack of capacity on behalf of government organizations to provide this services, several startups and SMEs in Pakistan are providing tech-services to the government.

SERVICES GOVTECH OFFERS

<i>Service(s)</i>	<i>Company(s)</i>
CLOUD-COMPUTING & CYBERSECURITY	Megaplus, Security Experts, Premier Systems, Jaffer Business Solutions, Sapphire Technologies, Metis, Tech Access, Inbox Technologies
SECURITY, RISK ASSESSMENT AND DISASTER MANAGEMENT	Tambro, CARE, Commtel, Inaara Technologies, SCT Group
ICT SERVICES AND ERP SOLUTIONS	Security Experts, Evolliegence, Evamp and Sanga, Mercurial Minds, Premier Systems, CARE, Simplicity Tech, ABM Group, Saufik, Tech Access, Inbox Technologies, Centangle, Acrux
DATA MANAGEMENT AND ACCOUNTS	Ovex Technologies, Jaffer Business Solutions, TMRAC, Metis, SCT Group
RESEARCH AND DEVELOPMENT	Tambro, CARE
BRANDING, MARKETING AND DIGITAL MEDIA	Evamp and Sanga, CARE, 360 Technologies, Sapphire Technologies, ABM Group, Centangle
EMBEDDED SYSTEMS	CARE, Sapphire Technologies, Tech Access, SCT Group



GOVTECH ORGANIZATIONS IN PAKISTAN



National Information Technology Board

In 2014, the National Information Technology Board (NITB) was formed with the purpose of tackling all the operational challenges faced by government departments and ministries. The purpose of NITB's services is to enhance the well-being of citizens. For this purpose, the services being offered by NITB include e-governance programs, enterprise resource planning, consulting and advisory services, data center architect and disaster recovery, web hosting, software application and development, national IT policy and more. One of the featured projects by NITB is 'Mera Bacha', which is an App linked to police call centers and Edhi homes. Any complaint made on the App regarding child sexual abuse and violence is alerted at the nearest police station and Edhi home. In 2020, 'We Care' was launched which is a national campaign for protecting and supporting frontline health workers. The app and web portal for We Care was designed and developed by NITB.^{iv}



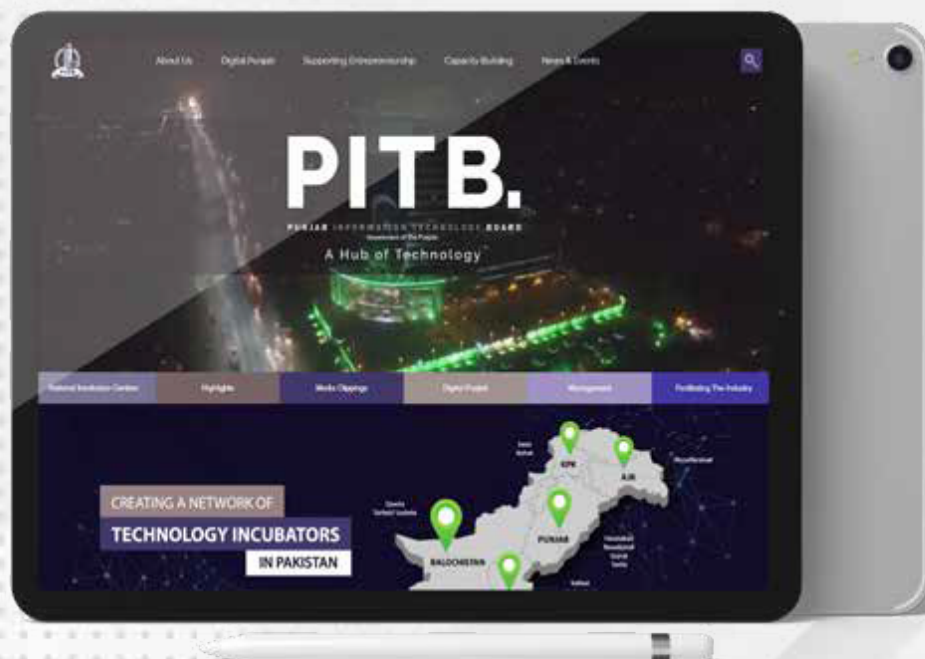
Punjab Information Technology Board

Punjab Information Technology Board (PITB) provides IT services and infrastructure to the Government of Pakistan, businesses and citizens. PITB has conducted several projects under health, law and order, education, agriculture livestock, transport, citizen centric service and support services.

The organization's IT services also go beyond Punjab to cover KP, Sindh and Baluchistan. The IT services that have been provided include, but are not limited to, electronic FIR, Criminal Record Management System, Computerization of Police Stations CMS, Real-time Monitoring of Public Schools Across Punjab, Private Education Provider Registration and Information System (PEPRIS), Disease Surveillance System, Dengue Activity Tracking System and many more.^v



A notable project by PITB is the E-Vaccs program. E-Vaccs is an android-based application conceived by the provincial EPI department and developed by the Punjab Information Technology Board. Using E-Vaccs, vaccinators record each and every child in Punjab that gets vaccinated and share the complete set of geo-tagged data on real-time basis including name, age, address, phone number and immunization history. The initiative has helped overcome the issue of tracking missed and 'not available' children and removed the traditional paper-based record keeping process. On the basis of its huge success in the Punjab province, the other provinces including Khyber Pakhtunkhwa & Baluchistan also requested for PITB's support in replicating E-Vaccs services in their respective areas. It has also been reported by Samaa (2018), that E-Vaccs by PITB has inspired similar programs in Ethiopia, Congo, Mozambique and Afghanistan.^{vi}



Khyber Pakhtunkhwa Information Technology Board (KPITB)

Khyber Pakhtunkhwa Information Technology Board (KPITB) is an autonomous body which was established under an Act of the Khyber Pakhtunkhwa (KP) Assembly in May 2011 for the purpose of enhancing IT in KP. Since its inception, KPITB has completed many projects in IT service delivery and education, digital access, digital skills and digital economy. One of the notable projects by KPITB is 'Durshal' which is a combination of different platforms developed to provide communities the access to opportunities in technological development. So far, different Durshals have been established in Mardan, Swabi, Swat and Peshawar.^{vii}



SGS Group

SGS Group offers sustainable solutions to businesses and governments to ensure that their customer service has a reduced impact on the environment. The organization offers services to a range of industry verticals including agricultural, mineral, environmental, oil, gas and chemical and industrial. For the government and the public sector, SGS Group provides customs management systems, foreign exchange control and single window programs. Additional services include fighting illicit trade, e-waste management, road, safety and traffic and many more.^{viii}

Trust for Democratic Education and Accountability (TDEA)

Established in 2008, Trust for Democratic Education and Accountability (TDEA) has managed over \$100 million dollar programs with the purpose of strengthening civil society, human rights, and democratic processes in Pakistan. The organization's expertise is using development technology, research, advocacy and coalition building to enhance communities. The projects conducted by TDEA are diverse including, but not limited to, serving as a secretariat for Free and Fair Election Network, USAID Citizens' Voice Project, Enhancing Women Workers' Access to Market (EWAM), Advocacy and Legal Aid for Religious Minorities (ALARM), Local Action for Democratic and Inclusive Response to COVID-19, Promoting the Human Rights and Electoral Participation of People with Disabilities (PWDs), Transgender People, and Women in Pakistan, Promoting Decent Work in Pakistan's Brick Kilns and many more.^{ix}





LMKT

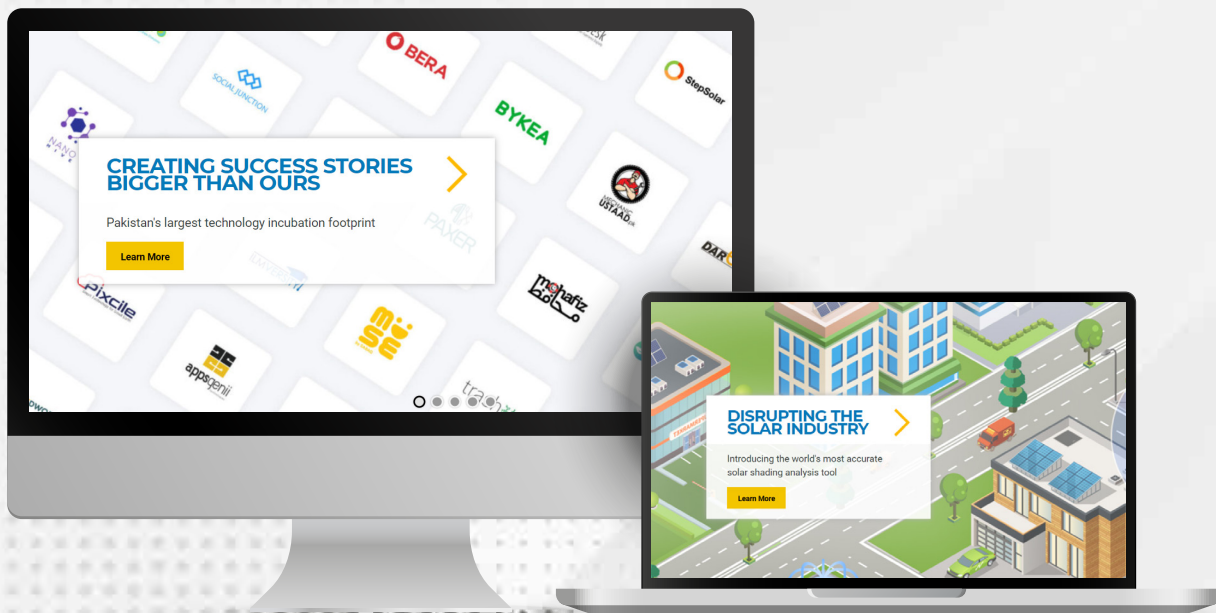
LMKT, a technology company in Pakistan, specializes in e-governance, smart cities, smart buildings, clean technology and agri-tech to provide efficient and effective solutions for the growth of the country's economy.

The organization has over two decades of experience in government-to-government services and government-to-consumer services.

LMKT offers a product called V-office for the provincial, local and federal governments to manage their day-to-day service delivery activities. Some of the notable projects have been the implementation of V-office at the Ministry of Information Technology and the implementation of E-office Suite for the Government of Khyber Pakhtunkhwa.^x

It was a pleasure to work with LMKT's team of diligent and hard-working professionals on the CUP project. In a very short span of time, we built a system that unifies a lot of complex data and functionality into a high quality, easy to use solution.

Peter O'Regan, IT Specialist and CUP Project Manager, Saudi Aramco



Benazir Income Support Program

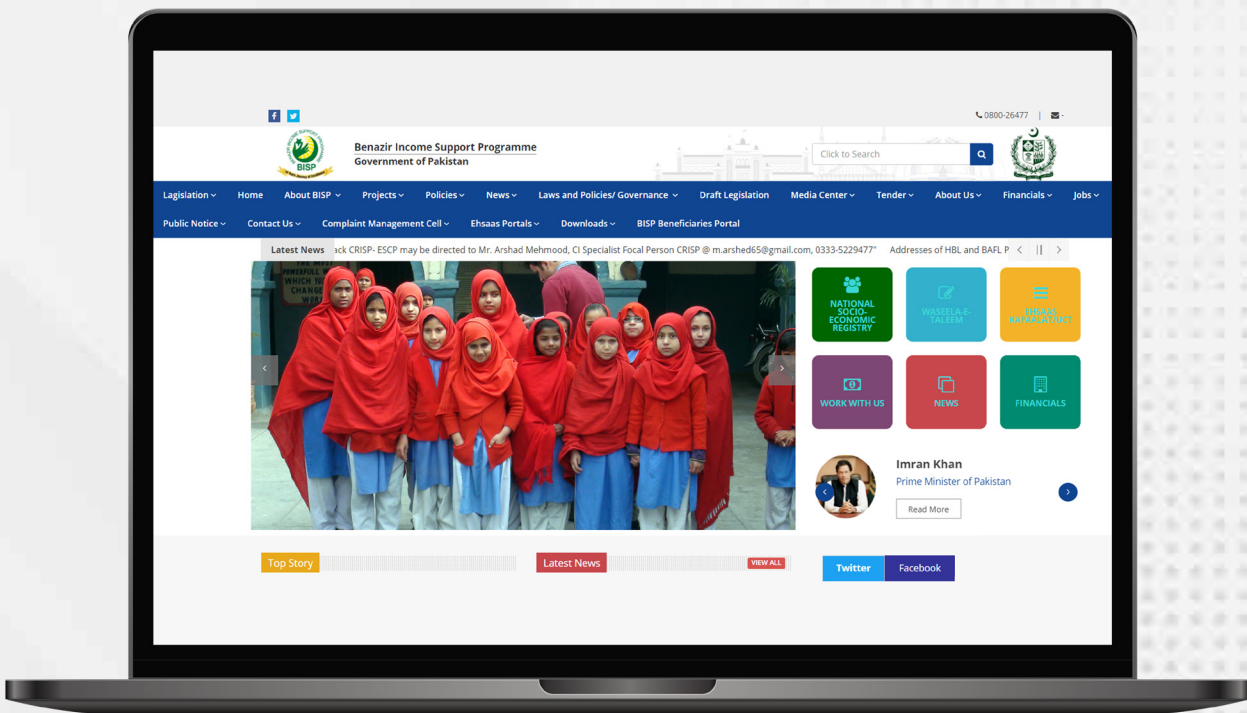
Benazir Income Support Program (BISP) is a well-known poverty eradication enterprise that provides instruments including unconditional cash transfers, poverty alleviation programs and women empowerment initiatives.

The program uses a computerized National Socio-Economic Registry and targets households using a Proxy Means Test which provides an estimation of income levels. BISP uses a beneficiary's portal which gathers data across AJK, Punjab, Sindh, Baluchistan, KPK and Islamabad for household size, number of rooms, age, gender, employment status, disability status, electricity and gas availability, sanitation and hygiene conditions. This portal is openly available on BISP's website for the public.^{xi}



BISP is doing tremendously good. It is helping the poorest segment of the society in reducing their poverty and improving their living standards

Tahir Mehmood Khokhar

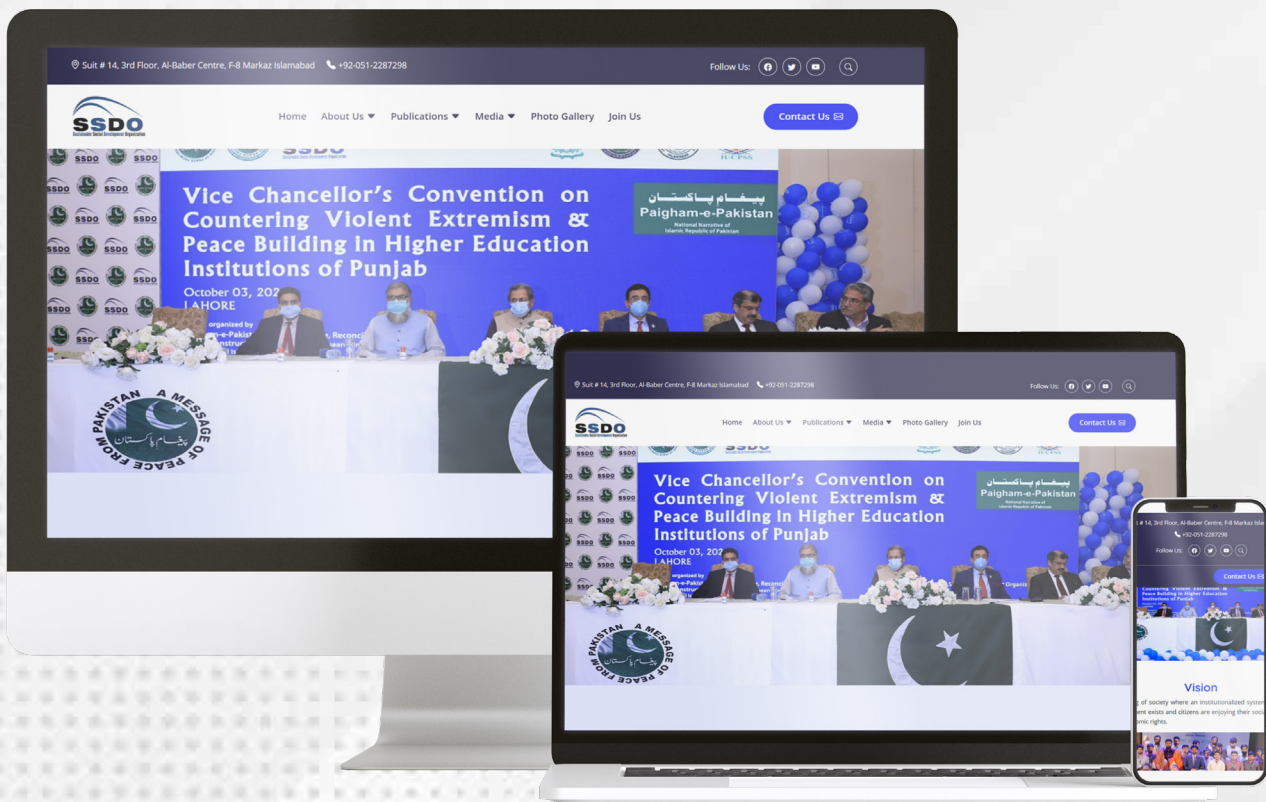


Sustainable Social Development Organization (SSDO)



Founded in 2015, Sustainable Social Development Organization (SSDO) is a non-governmental organization that conducts projects and programs to promote well-being, social development and inclusion along with advocating for responsible citizenship. SSDO tackles problem areas in democracy, accountability, peace and justice, gender equality, equitable health and education.^{xii}

In 2020, SSDO worked with the UNESCO, Epiphany and App in Snap to digitize the complaint management system of Pakistan Information Commission. The digital platform helps users to lodge a complaint if their right to information request has not been entertained by government institutions. Through a system-generated appeal number, users can check the status of their appeals. On the other hand, the entire process has been digitized thereby creating efficiency and transparency for Pakistan Information Commission.^{xiii}





NADRA

NADRA's National Identity Program has digitized the identity system of Pakistan. The introduction of smart cards has been able to protect citizens from identity theft, hence ensuring transparency, security and accountability. Other e-governance solutions offered by NADRA apart from the National Identity Program include Social Grant Programs, Authentication Applications, Financial Inclusion Programs, Smart National Identity Card, Juvenile Smart Card, Pension Disbursement Program, Deceased Identification, Electoral Roll, Border Management & Passport Issuance System, Disaster Planning and Disaster recovery Site Development.^{xiv}

Water & Sanitation Services Company Peshawar

Water & Sanitation Services Company Peshawar (WSSP) is a public utility company established in 2014, the aim of which is to improve the water quality and lessen land pollution in Peshawar. Categorically, the services offered by WSSP include clean water supply, garbage collection and disposal and provides sewerage and drainage management systems. Citizens can also report any water and sanitation issues through the "Safa Pekhwar" app by WSSP, available on Google Play. The organization also launched the Citizen Legion Cell (CLC), which is a network of like-minded people for the purpose of brainstorming solutions, allocating resources and for building partnerships between WSSP and the community.^{xv}



CDS and ITMinds

Central Depository System (CDS) handles Pakistan Stock Exchange's electronic transactions through the use of an electronic book-entry system used to record and maintain securities and to register the transfer of securities. Benefits of CDS include reduction in manual labor, instantaneous transfer of ownership, no stamp duty on transfers in CDS, no risk of damaged, lost, forged or duplicate certificates, no impact in case of the sudden increase of settlement volumes, instant credit of corporate entitlements, secure custody of securities etc.^{xvi} The system digitally changes the ownership of securities and facilitates equity, debt and other financial instruments in the Pakistani Capital Market. CDS also manages Ordinary & Preference shares, TFCs, WAPDA Bonds, Sukuk, Open-End & Closed-End funds and Modaraba Certificates.^{xvii} ITMinds is a subsidiary of CDC providing enterprise management solutions and security and compliance, productivity and collaboration solutions. ITMinds developed a platform called "Emlaak Financials", which provides low-cost and efficient solutions to investors, and assisted in the development of RAAST – Pakistan's Instant Payment system. ITMinds also developed user-friendly pension and fund management systems.^{xviii}



Pakistan Revenue Automation (PVT) Limited

PRAL's solution for customs clearance reduces physical contact between traders and customers, ensures transparency and has reportedly increased revenue collection through its usage. Other areas of expertise that the PRAL team holds include software development, project management, technical advisory and consulting services, managing data centers, large databases management, network administration, software implementations, training and data entry services.^{xix}



Securities and Exchange Commission of Pakistan

The Securities and Exchange Commission of Pakistan (SECP) was established in 1999 with the purpose of regulating the corporate sector, capital markets, insurance companies, non-banking finance companies, pension funds and the oversight of external service providers. The SECP provides e-services for company registrations, running, closing of a company and also hosts a service desk management system for queries and complaints. In addition to the mentioned services, the SECP also provides startups of Pakistan handholding and support as well as company and corporate law guides translated into Urdu.^{xx}

Code for Pakistan

Code for Pakistan creates open-source solutions for the citizens of Pakistan that aim to make daily-life processes simpler and convenient. Through its network, the non-profit organization works to build a civic innovation ecosystem in Pakistan. The open data repository by Code for Pakistan allows crowdsourcing of data which is then used to build apps for citizens. The organization also conducts civic innovation labs, fellowship programs and civic hackathons. Furthermore, Code for Pakistan supports Women in Tech through different outreach initiatives and networking programs.^{xxi}



A recent project by Code for Pakistan is the digitization of pharmaceutical licenses for the Department of Health in Khyber Pakhtunkhwa. The fellowship team built an online platform through which pharmacies can easily apply for and update existing licenses, verify them, cross-check them for authenticity and track their progress for obtaining a license. Other projects for civic innovation by Code for Pakistan have been Digitization of Funds Disbursements for Benevolent Fund Cell, Laboratory Information Management System for DG Livestock and Dairy Research Department KP, Monitoring and Evaluation Referral System for Planning and Development Department KP and ICT Companies Registration Portal for KPITB.^{xxii}



360 Technologies

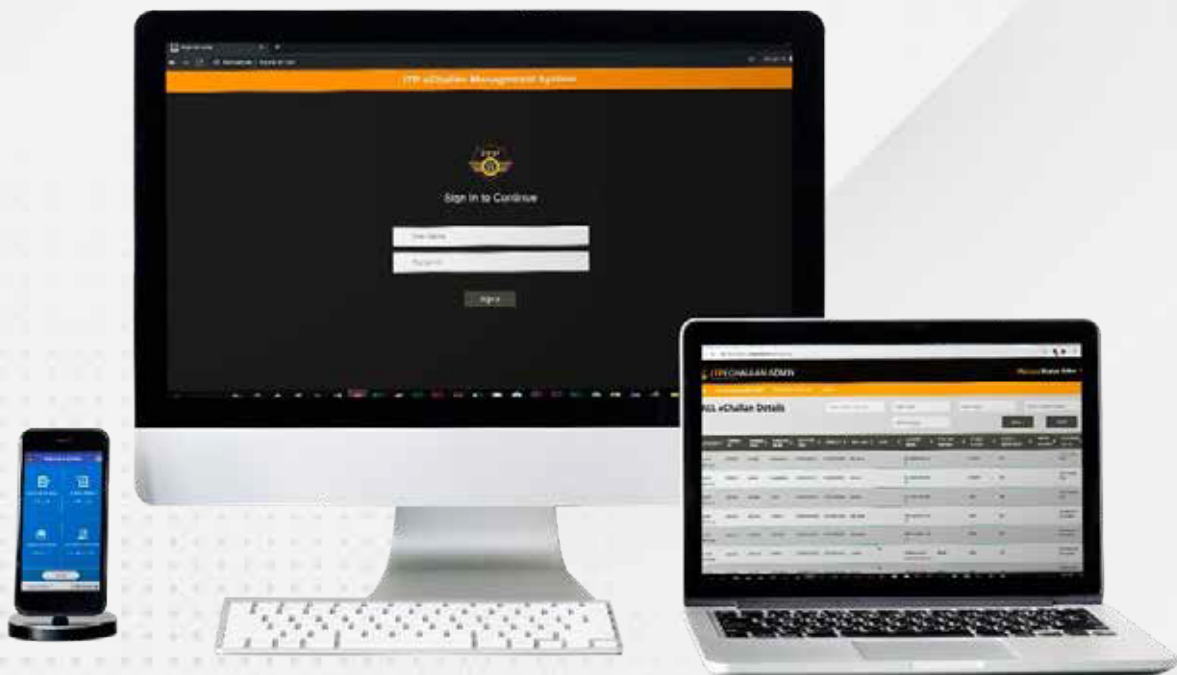
360 Technologies provides business solutions including business strategy, content strategy, data analysis, web and app development, concept and idea generation. One of the notable projects by 360 Technologies is the development and implementation of a Military Pension Payment & Counter Automation Systems for Pakistan Post. For the Pakistan Post, 360 technologies also installed and configured the International Postal System, it's delivery and automation.^{xxiii}

App in Snap

App in Snap provides various tech solutions including e-ticketing solutions, emergency management systems, educational software, election monitoring and other solutions and services. The organization has been able to serve several government institutions and has designed incident reporting apps and software for the KP police, Islamabad Traffic Police, Islamabad Capital Territory Police, Rawalpindi's government department and Sindh Police.^{xxiv}



For Islamabad and KP, App in Snap developed a traffic e-ticketing system in which a web-based portal is linked to an android application to manage all payments and tickets. For the Islamabad and Karachi police, the company developed a police management system for seamless communication regarding terrorist activities, theft and other crimes. For Islamabad Traffic Police, App in Snap developed real-time location sharing to conveniently track traffic wardens and officer's movement throughout the city.^{xxv}



Tambro



Islamabad-based Tambro is a risk management and consultancy firm. The organization provides digital tools, project support, research, analysis and GIS services for development projects and programs. The team at Tambro works on the ground depending upon the nature of the project and provides technological solutions to accelerate these projects. Some of the notable projects delivered by Tambro include risk management for United Energy Pakistan, crisis management for Democracy Reporting International and Information Services for Protovia.^{xxvi}

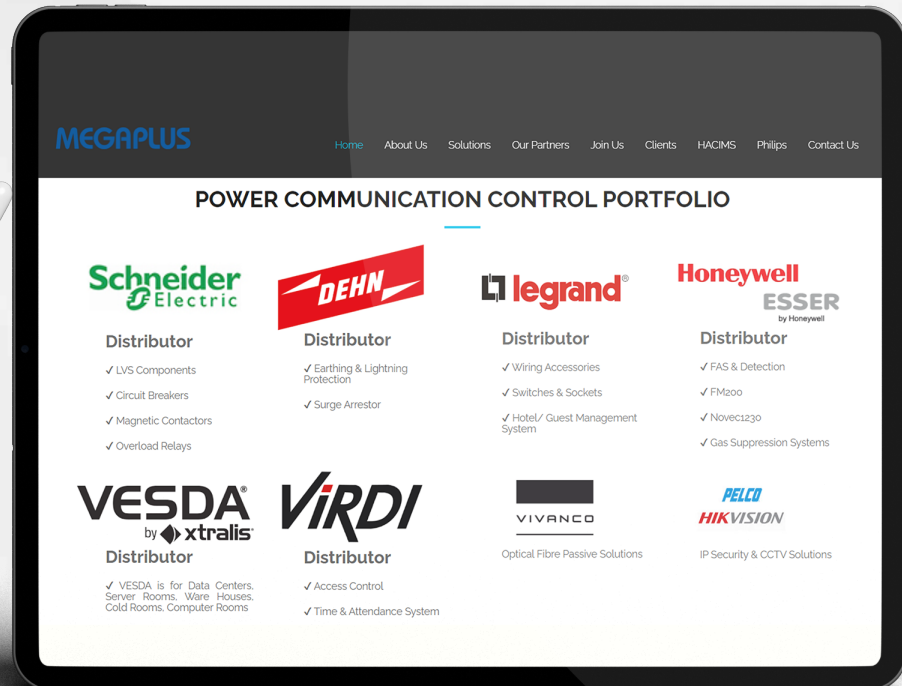
Megaplus

Megaplus has been providing IT services in Pakistan for over 25 years. The organization provides solutions related to servers and storage, ERP systems and cloud computing. Megaplus also provides their in-house hospital management system called 'HACIMS', which has been implemented by many government and private hospitals. Megaplus's clients include the University of the Punjab, Pakistan Meteorological Department, PIFRA, Roshan, Employee's Old-Age Benefits Institution and many more. ^{xxvii}



In our complex environment it as a very tough decision to select a partner for cloud implementation. We were concerned about managing the cost and time with a team of experts who can deliver it successfully. Today after choosing MEGAPLUS & DELL, we are happy to announce that we made the right decision

Employee's Old-Age Benefits Institution, Pakistan



Premier

Premier was founded in 1993 as an ICT service provider. To date, Premier has serviced clients in the local and international telecom, finance, defense, education, oil and gas, shipping, pharmaceutical, health and media industry. Premier provides cloud computing, network infrastructure convergence, disaster recovery, storage solutions, preempting loss services, managed services and industrial power solutions. The organization has served several government departments and ministries of Pakistan including the Directorate General Immigration & Passports, Election Commission of Pakistan, Electronic Government Directorate, FATA Secretariat, Federal Board of Revenue, Ministry of Foreign Affairs, Ministry of IT, NADRA, PEMRA, PIFRA and the Sui Southern Gas Company.^{xxviii}



Commtel



Established in 2010, Commtel is a technological solutions provider that deals with clients from a variety of industries including governance, education, health, armed forces and the judiciary. The solutions that Commtel provides include visual communication services, security solutions, network & SOC, risk assessment and penetration testing, disaster recovery, turnkey solutions and others. Some of the public sector organizations that Commtel has provided services to include the Sindh Police, Sindh Prison, NADRA, High Court Sindh, National Bank of Pakistan and the Dubai Police.^{xxix}



Care

CARE has over 10 years of experience in business intelligence, embedded systems, digital communications, cybersecurity and net-centric systems. The organization has served clients in the military, manufacturing, academia and healthcare industry. Some of the public sector organizations that CARE has provided ICT services include the Government of Pakistan, Pakistan Navy, Pakistan Army, National Radio and Telecommunication Corporation, Higher Education Commission, Pakistan Aeronautical Complex.^{xxx}



We were able to see straight away how the system would look and work. That's another reason why CARE is a highly appreciated solutions provider, within and outside our organization.

Pakistan Navy



THE RISING NEED FOR GOVTECH

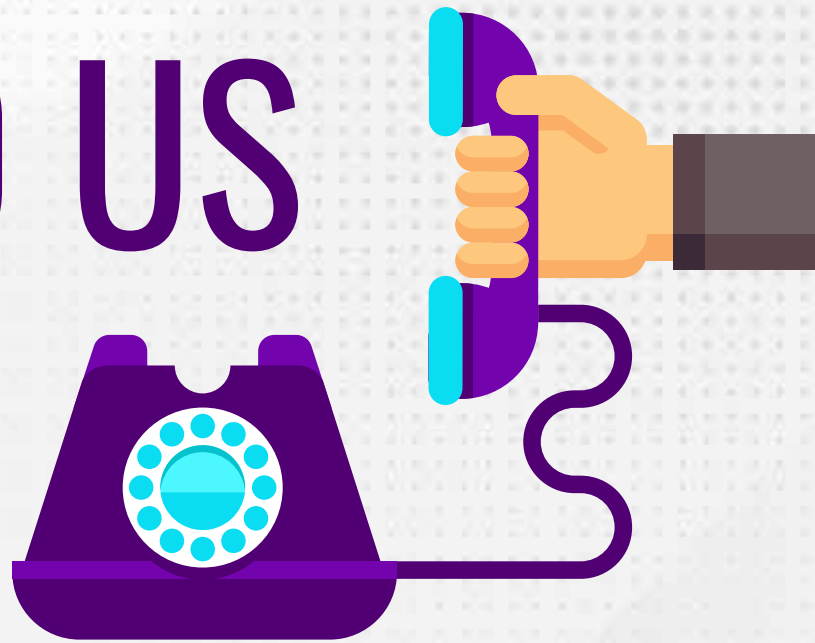
The need for transforming the public sector and digitizing government initiatives and responsibilities always existed. However, COVID-19 has enhanced this need as countries now aim for survival and sustainability. The ones with the most advanced digital tools and techniques to service delivery are more likely to be able to protect their citizens from the pandemic's disastrous effects. Innovation in technology during the pandemic and post-pandemic world is encouraging governments and organizations towards recovery. Pakistan has produced tech-enabled solutions in service delivery which have taken care of some of the imperative sectors of the country including Education, Health and Agriculture and Finance. These services have been commendable and also achieved international attention, including the initiatives in monitoring education, healthcare service delivery and law and order. The continued growth in the GovTech market and the development of new and innovative digital solutions for service delivery at affordable rates in Pakistan is an opportunity for international institutions to tap into the Pakistani market.



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ABOUT THIS INDUSTRY ROUNDUP

Pakistan Software Export Board developed this paper by hiring services of an independent consulting firm to prepare this roundup on Pakistan's GovTech sector. The paper focuses on Pakistan-based companies in this vertical and appraises the reader of the expertise available in Pakistan in the GovTech domain.

DISCLAIMER

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