



PUNJAB INFORMATION TECHNOLOGY BOARD

DEPARTMENT Profile:

Government of the Punjab is one of the pioneers in promotion of ICT and ICT based governance in Pakistan. It has been at forefront in implementing e-governance initiatives that focus on citizens' needs and ensure superior service delivery. Greater transparency and access to information on public administration processes has been the thrust area of ICT implementation in the province. Over the past 5 years or so, Government of the Punjab has taken many initiatives pertaining to Information Technology and for bridging the digital divide between the rural and urban population of Punjab. The e-readiness index of the rural and urban population of Punjab has increased many folds with such initiatives. The information technology is being utilized for the capacity building of various institutions while modern technology is being used for improving service delivery system. Moreover, full benefit is being taken of digital technology for the improvement of education, health, infrastructure, law and order, police and other social sectors.

The Punjab Information Technology Board, an autonomous body set by Government of the Punjab, provides the foundation for Punjab's innovation economy. The Board aims at not only modernizing the governance techniques through transparency induced methods but also at increasing the digital literacy of the citizens- among many other services. PITB is committed to effectively and efficiently provide IT services and infrastructure to the government and local and international businesses. As the Province's technology spearhead, PITB is responsible for maintaining the foundational IT infrastructure and system of Punjab. This organization has provided systems and solutions that have positively impacted the Health, Education and Law & Order sectors of the province. Moreover, PITB's immense efforts towards better and transparent mobile governance reforms have been acknowledged globally as well. Additionally, PITB is striving to promote entrepreneurship culture in the country along with capacity building of both professionals (public and private sector) and students from across Pakistan.

Over the past five years, the Punjab Information Technology Board (PITB) has deployed "smart monitoring" to address several well-known challenges of service delivery. Making use of the 76% mobile-phone penetration and fast growing smartphone usage, PITB has developed a cellular phone-based technological framework that helps public departments monitor their own work and by proactively reaching out to citizens for feedback on the quality of service delivery.

PITB has played a significant role in the achievements of Government of the Punjab that is, to enhance the performance of Government departments and with the introduction of latest IT equipment and installation of licensed software and IT training. The World Bank-funded Punjab Public Management Reform Program has widely mainstreamed these innovations across the provincial government. PPMRP covers technological interventions in seven key departments: Agriculture, Livestock and Dairy Development, School Education, Health, Excise and Taxation, Irrigation and the Board of Revenue. PITB has launched several key technological initiatives under PPMRP along with the recent Establishment of Public Call Centers for delivery of citizen centric. Incubator Centres and Tech Hub-Co-Working Space at Arfa Software Technology Park have been established for manpower development of IT startup firms/ freelancers.

Area of Interest/Sector:

INFORMATION TECHNOLOGY

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