

GOVERNMENT OF KHYBER PAKHTUNKHWA
Office of the Chief Secretary

DIGITIZATION OF KP

Provincial FinTech & Digital Services Transformation Blueprint

March 2025

Initiative Launched

34 Depts

Onboarded & Active

Rs 8B+

Digital Transactions

Jun 2026

Target: 100% Digital

ACS GENERAL · FINANCE DEPARTMENT · KPITB · SBP · PMRU



Cashless KP

ANNUAL REPORT 2025 – 2026

Provincial FinTech & Digital Services Transformation Blueprint

Transforming 34 Departments | 795 Services | Rs 8B+ Digital Transactions | Target: 30 June 2026

34

Departments
Onboarded
From 4 in 2025

795

Services Mapped
1,888% growth

Rs 8B+

Digital Tx Processed
Account-1 heads

69

Account-1 Heads Active
From 4 in 2025

CORE POLICY DIRECTIVE

- ✓ All public services shall be delivered digitally.
- ✓ All payments to government shall be digital.
- ✓ Citizens shall make at maximum ONE VISIT (where legally required).
- ✓ Cash handling in government offices shall be ELIMINATED.

TARGET DATE: 30 JUNE 2026

Reform Partners



Technology Partner

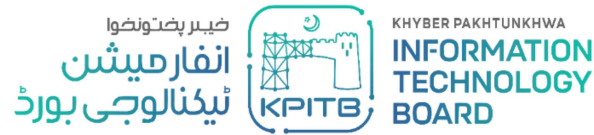


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PART I



OVERVIEW & PROGRESS

A year in review — what was launched, what was built, and what was achieved

Executive Summary · Strategic Vision · Baseline vs Progress

WHAT THIS PART COVERS

01

Executive Summary

02

Strategic Vision

03

Baseline vs Progress

SECTION 01 EXECUTIVE SUMMARY

<p>34 Departments Onboarded Via Joinder Agreements with SBP & 1Link</p>	<p>795 Services Mapped Complete provincial service registry</p>	<p>Rs 7.97B Account-1 Digital Tx Processed March 25 to March 26</p>
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<p>69 Account-1 Heads Active From just 4 at launch in 2025</p>	<p>47 Non-Account-1 Heads Now digitally enabled</p>	<p>1st PAYMIR Pakistan's First Fully Integrated Gateway Provincial payment gateway operational for all KP entities</p>
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01 · CASHLESS KP 2026 Executive Summary

Landmark Reform:

The Government of Khyber Pakhtunkhwa initiated **Cashless Khyber Pakhtunkhwa** in **March 2025**, becoming the first province in Pakistan to adopt a whole-of-government policy direction towards **complete digitization of public services and payments**.

Prior to 2025, government services and payments were largely manual, fragmented, paper-based, and department-specific. Citizens were required to visit multiple offices, submit repeated documentation, and make payments through cash or physical challans. Departments maintained separate systems with limited interoperability, resulting in inefficiencies, delays, leakages, and lack of transparency.

Recognizing the need for a modern governance framework aligned with global best practices, the Government initiated Cashless KP as a foundational reform to transform public service delivery, improve transparency, enhance citizen convenience, and enable real-time financial visibility.

Since March 2025, substantial progress has been achieved through coordinated policy, institutional, and technical interventions, including:

- development of Cashless Action Plan (July 2025)
- onboarding of 34 departments through Joinder Agreements with SBP and 1Link
- development of PAYMIR provincial payment gateway
- mapping of 795 government services

- initiation of Business Process Reengineering (BPR) of approximately 800 services
- preparation of Enterprise Architecture standards
- development of P2G and G2P toolkits
- constitution of 10 digitization teams through resource realignment
- integration with national digital payment infrastructure
- expansion of digital payment coverage across Account-1 heads

The Government now moves to the **Cashless 2.0 scale-up phase**, which focuses on full implementation across all departments.

Government has decided that:

- **All public services shall be delivered digitally**
- **All payments to government shall be digital**
- **Citizens shall make maximum one visit only (where legally required)**
- **Cash handling in government offices shall be eliminated**

Target date:

Digital Payments: 30 June 2026 | Digital Services: 30 December 2026

With Cashless 2.0, Khyber Pakhtunkhwa moves decisively towards a future where government services are simpler, payments are seamless, and governance is transparent, accountable, and citizen-focused.

Year-on-Year Achievement

Indicator	March 2025 — Baseline	March 2026 — Achieved	Growth
Departments (Joinder Agreements)	4	34	750%
Digitally Tagged Services	4	117 active / 195 mapped	1,888%
Account-1 Heads Enabled	4	69	1,625%
Non-Account-1 Heads	7	47	571%
Provincial Payment Gateway	None	PAYMIR — Operational	First in Pakistan
RAAST Integration	Not Enabled	Fully Active	New
P2G Digital Payments	Minimal	Rs 7,969,822,684	New
Non-Acc-1 Digital Payments	Minimal	Rs 11,314,642	New
Enterprise Architecture	None	Standardized & Live	New
Reconciliation Systems	Manual	Fully Automated	New

Key Milestones at a Glance

170 Account-1 Heads to be digital	350+ Non-Account-1 heads to be digital	100% QR Payments	795 Services Identified for Digitization
10 Digitization Teams Constituted	800 Services in BPR Pipeline	117 Services Digitally Tagged	100% Target Digital Services by Dec 26



Strategic Vision & Core Principles

The strategic vision is to transform Khyber Pakhtunkhwa into Pakistan's first fully digital province where every interaction between citizen, business, and government is digital-first, paperless, cashless, traceable, integrated, citizen-friendly, inclusive, secure, and interoperable.

The One Visit Rule

Citizens must not visit multiple offices. Where physical presence is legally required, the citizen may visit ONCE only. All remaining steps are completed digitally within government systems — government coordinates internally.

The Once-Only Principle

A citizen should only provide their data (CNIC, Address, Degree) to Government ONCE in their lifetime. The Provincial Data Exchange Layer (PDEL) ensures departments pull data from each other — no citizen acts as intermediary.

This Principle Reduces:

- Travel cost and time burden on citizens
- Documentation burden and repeated submissions
- Informal payment pressure at counters
- Administrative delays and interdepartmental friction

No Department Shall Ask For:

- CNIC / NTN already held by another department
- Property records held in Revenue systems
- Degree certificates held in HEC database
- Any data already in another government system

Reform Objectives at a Glance

Objective	Target	Mechanism
P2G Digital Payments	100% of all government receipts	PAYMIR + RAAST + 1Link
G2P Digital Disbursements	100% of all government payments	Direct transfer via AMA/BoK
Service Delivery	100% digital delivery of all 795 services	KPITB platforms + BPR
QR Verifiable Certificates	All official documents	Central issuance system
Financial Inclusion	100% adults capable of digital Tx	AMA *786# + BoK agents
Real-Time Revenue Visibility	Finance Department dashboard	PAYMIR data feeds
Elimination of Cash Handling	All government offices	Sunset Clause — Jul 2026

KP Promotion of Digital Payments Bill 2026 — A Historic First

KP Promotion of Digital Payments Bill 2026 — Pakistan's First

The KP Promotion of Digital Payments Bill 2026 is the first legislation of its kind in Pakistan. It was approved by the Provincial Cabinet and is currently before the Khyber Pakhtunkhwa Provincial Assembly for formal enactment into law.

BILL

When enacted, this law will: (i) legally mandate digital payments for all notified government services; (ii) establish the legal framework for PAYMIR as the provincial payment gateway; (iii) define penalties for non-compliance by government officers; and (iv) Compulsory adoption of QR Codes for every merchant in the Markets and shops across Khyber Pakhtunkhwa.

This legislation makes KP not only the first province to adopt a cashless policy — but the first to enshrine it in law.

SECTION 03 BASELINE VS PROGRESS

<p>34/34 Departments Onboarded 100% of target — all 34 onboarded</p>	<p>40→795 Services Mapped Comprehensive provincial registry</p>	<p>4→69 Account-1 Heads Active 1,625% increase in one year</p>
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<p>Rs 8B+ Digital Transactions From Rs 2 to Rs 7.97 Billion</p>	<p>QR Plan District QR Deployment Deployment plan ready — all 35 districts</p>	<p>1st RAAST Enabled Province First ITB in the country to complete Raast Integration</p>
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03 · CASHLESS KP 2026

Baseline vs Progress — March 2025 to March 2026

In the twelve months since the launch of Cashless KP, the Government of Khyber Pakhtunkhwa has achieved a transformation that took comparable reform programmes in other jurisdictions several years to accomplish. The following pages document what existed at baseline (March 2025), what has been achieved (March 2026), and how the data tells that story visually.

Headline Achievements — One Year Scorecard

<p>34 / 34 DEPARTMENTS ONBOARDED 100% of target achieved</p>	<p>Rs 7.97B DIGITAL TRANSACTIONS Up from Rs 0 in March 2025</p>	<p>795 SERVICES MAPPED From 40 tagged at launch</p>
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Visual Comparison — March 2025 vs March 2026

Each indicator below shows the 2025 baseline (gold) and 2026 achievement (teal) as proportional bars, with the actual numbers labelled inside each bar. A grey track represents the maximum target for context.



LEGEND: **Gold bars = March 2025 Baseline** **Teal bars = March 2026 Achieved** *Grey track = headroom to target*

QR District Deployment Plan — All 35 Districts Ready

QR

QR District Deployment Plan — Status: READY

The QR District Deployment Plan has been finalized and is ready for execution across all 35 districts of Khyber Pakhtunkhwa. The plan covers the placement of QR-code payment displays at every public interaction counter in district and tehsil offices, hospitals, police stations, excise checkpoints, and Citizen Facilitation Centers.

Each QR station will be linked directly to PAYMIR — allowing citizens to scan and pay for any government service using any mobile payment method (wallet, RAAST, bank app, *786#) without cash. Real-time payment confirmation flows automatically to the relevant department.

QR Deployment Component	Coverage	Status
District Government Offices	All 35 districts — main counter per office	Plan Ready — Deployment Pending Budget Release
Tehsil Offices	All 104 tehsils — payment counters	Plan Ready — Phased rollout Q2 2026
Public Hospitals (DHQ/THQ)	35 DHQ + 92 THQ hospitals — OPD, pharmacy, lab	Plan Ready — Priority deployment
Police Stations	All district HQ police stations	Plan Ready — QR at challan & fine counters
Excise Checkpoints	All 35 district Excise offices	Partially Live — Expanding to all districts
Citizen Facilitation Centers	All existing CFCs — primary channel	Partially Live — being extended to CFC 2.0 network
Schools & Colleges	Fee payment QR at public institutions	Plan Ready — Academic year 2026–27

Before & After — What Changed in 12 Months

MARCH 2025 — BASELINE	MARCH 2026 — ACHIEVED
✗ Only 4 departments onboarded	✓ 34 / 34 departments fully onboarded
✗ Only 40 services digitally tagged	✓ 795 services mapped — 117 tagged & active
✗ No provincial payment gateway	✓ PAYMIR — Pakistan's first gateway operational
✗ No RAAST integration	✓ RAAST fully active — real-time settlements
✗ Zero P2G digital payments	✓ Rs 7.97 Billion in Account-1 transactions
✗ Zero Non-Account-1 digital payments	✓ Rs 11.3M Non-Account-1 transactions
✗ No enterprise architecture	✓ Standardized architecture deployed province-wide
✗ Manual reconciliation only	✓ Fully automated reconciliation via PAYMIR
✗ No standardized APIs	✓ Complete API framework published & in use
✗ No QR payments at any counter	✓ QR deployment plan ready — all 35 districts
✗ No digital certificates	✓ QR-verifiable certificates being issued
✗ No digitization teams	✓ 10 dedicated teams across all departments

KEY INSIGHT

Every single department that was targeted for onboarding has been onboarded — 34 out of 34.

The QR District Deployment Plan is ready and covers all 35 districts of KP.

Digital transactions grew from a negligible base to Rs 7.97 Billion in 12 months.

This is not a pilot. This is a province-wide transformation — at scale, on schedule.

PART II



SYSTEMS & INFRASTRUCTURE

The platforms, gateways and architecture powering Pakistan's first digital province

PAYMIR Gateway · Services & BPR · Financial Inclusion · Technology Stack

WHAT THIS PART COVERS

01

PAYMIR Gateway

02

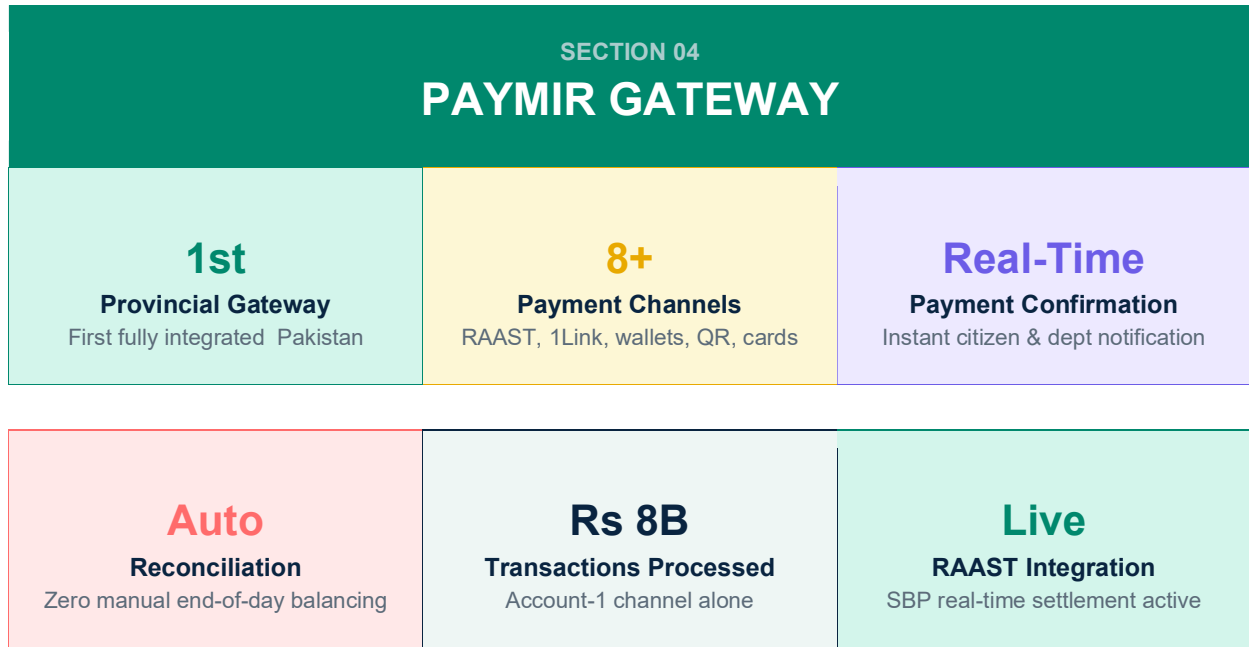
Services & BPR

03

Financial Inclusion

04

Technology Stack



04 • CASHLESS KP 2026

PAYMIR — Pakistan's First Provincial Payment Gateway

PAYMIR is Pakistan's first provincial-level unified payment gateway — replacing all fragmented, department-level cash collection systems with a single, centralised, real-time, fully reconciled digital infrastructure. Every citizen payment to any government department or any of its subordinate entity flows through PAYMIR. Its fully integrated from a minor service to a major service fee.

Integrated Payment Channels

SBP RAAST	Real-time national settlement
1Link ADC	ATM & inter-bank network
Mobile Wallets	Easypaisa, JazzCash
QR Payments	Scan-and-pay at counters
Debit/Credit Cards	POS terminals
Branchless Banking	Over-the-counter agents
Asaan Mobile Account	*786# USSD — no smartphone needed

PAYMIR Capabilities

- Real-time payment confirmation to citizen & department
- Automated reconciliation — no manual balancing
- Service-level tagging — every Rs tagged to a specific head
- API integration with all departmental systems
- Centralised monitoring dashboard for Finance & PMRU
- Fraud detection and immutable audit logs
- Real-time provincial revenue visibility for Finance Dept
- Dispute resolution integrated into payment SMS

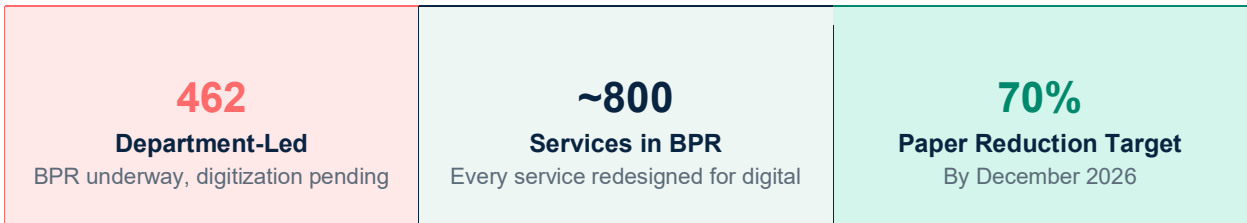
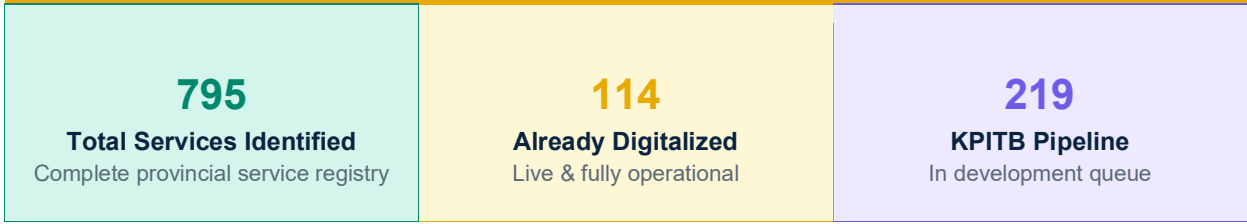
PAYMIR represents a fundamental shift in how government revenue is collected and tracked. Prior to PAYMIR, each department maintained its own payment collection mechanism — often manual, prone to leakage, and impossible to reconcile in real time. PAYMIR replaces this fragmented landscape with a single gateway that every department uses, with every transaction instantly visible to the Finance Department.

The gateway's integration with SBP's RAAST network is particularly significant — it means that a citizen paying from any bank in Pakistan, or even from a basic mobile phone via *786#, can settle a KP government payment of any department or any office in real time with automatic credit to the correct revenue head.

Transaction Volume — FY 2025-26

Channel	Period	Total Volume	Notes
Account-1 (Govt Revenue Heads)	Mar 2025 – Mar 2026	Rs 7,969,822,684	Primary revenue channel
Non-Account-1 (Other Heads)	Mar 2025 – Mar 2026	Rs 11,314,642	Recently enabled
Combined Total	Mar 2025 – Mar 2026	Rs 7,981,137,326	Approx. Rs 8 Billion
RAAST Onboarding Documentation	See Annexure II	—	KPITB RAAST Onboarding Kit

SECTION 05
SERVICES MAPPING & BPR



05 · CASHLESS KP 2026

Government Services — Mapping & Business Process Reengineering

BPR Mandate:

Digitization without simplification creates inefficient digital systems. Therefore Government has initiated BPR of approximately 800 services — every service is redesigned for digital-first delivery before development begins.

Services Distribution

Category	Count	% of Total	Status
Already Digitalized	114	14.3%	Live & Operational
Feasible for Digitization by KPITB	219	27.5%	In KPITB Pipeline
Remaining — Department-Led Digitization	462	58.1%	BPR Underway
TOTAL SERVICES MAPPED	795	100%	Complete Registry

Category	Count	% of Total	Status
Full Services List	See Annexure I	—	Complete 795-service register with dept, category & status

The 795-service registry is a landmark achievement in itself — never before has the Government of KP had a complete, authoritative catalogue of all services it provides to citizens. This registry is the foundational document for every subsequent digitization decision: what to build first, what requires legal amendment, and what can be handled through simple workflow changes.

The 462 services categorized as 'Department-Led Digitization' are not being ignored — they are progressing through the BPR pipeline simultaneously. KPITB provides technical support and standardized templates; departments execute with their own teams, guided by the enterprise architecture framework.

See Annexure I:

The complete register of all 795 government services — including service name, department, category, digitization status, BPR status, and target date — is available as Annexure I to this report.

BPR Methodology — What Gets Redesigned

Each Service Review Covers:

- Documentation requirements — eliminate redundant papers
- Approval layers — streamline multi-step processes
- Processing timelines — set binding SLA standards
- Verification mechanisms — system-to-system, no citizen courier
- Redundant steps — remove anything with no citizen value

Digital Certificate Standards:

- All output certificates must be QR-verifiable
- Issued through central system — no manual signing
- Citizen can verify certificate at any scan point
- Eliminates forgery — every certificate has unique QR

BPR Approval Process:

- Department submits redesigned process to BPR Committee
- Committee checks standardization across departments
- Committee verifies minimum visit requirement
- Approved process proceeds to KPITB development queue

Zero-Paper Goal:

Departments must submit a Paper Reduction Plan targeting 70% reduction in physical documentation by December 2026. Physical, hand-signed certificates are being phased out province-wide.

SECTION 06
FINANCIAL INCLUSION

<p>61% Rural Population Limited smartphone & internet access</p>	<p>*786# Asaan Mobile Account No smartphone. No internet. Full access.</p>	<p>100% Adults — Target All KP adults capable of digital Tx</p>
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<p>CFC 2.0 Assisted Digital Points Human-assisted, digital backend</p>	<p>BoK Bank of Khyber Mandate AMA expansion, agent network, literacy</p>	<p>4G→2G Inclusive by Design Smartphone to basic phone supported</p>
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06 · CASHLESS KP 2026
Financial Inclusion Strategy

The Inclusion Challenge:

Approximately 61% of KP's population resides in rural areas where smartphone penetration and internet connectivity remain limited. Digital government must therefore be **INCLUSIVE** digital government — no citizen left behind.

The inclusion strategy is built on a crucial insight: the digital divide in KP is not primarily about willingness — it is about access. Citizens in Battagram, Kohistan, or South Waziristan are not opposed to digital payments; they simply do not have smartphones or reliable internet. The *786# USSD channel solves this problem completely — any GSM mobile phone, on any network, anywhere in KP, can make a government payment.

The CFC 2.0 model addresses the second inclusion gap: digital literacy. Citizens who have phones but are unfamiliar with digital interfaces can visit any CFC and be assisted by trained staff. Crucially, even when a citizen is assisted physically, the entire backend process is digital — the CFC is a bridge to the digital system, not a parallel manual system.

Asaan Mobile Account — *786#

Accessible via USSD from any basic mobile phone. No smartphone required. No internet required. Citizens can:

CFC 2.0 — Citizen Facilitation Centers

CFCs function as Human Assisted Digital Points — ensuring inclusion of citizens who lack digital

- Make P2G payments without a smartphone
- Use feature phones with no internet connection
- Transact through branchless banking agents
- Access full government payment services

Bank of Khyber Mandate:

- Expand AMA accounts across all 35 districts
- Integrate AMA with PAYMIR gateway
- Expand agent banking network in rural areas
- Facilitate G2P disbursements (pensions, salaries)
- Conduct financial literacy campaigns province-wide

literacy, smartphones, or require assisted submission. Backend remains fully digital.

CFC Component	Function
Assisted Interface	Staff assist with digital application, payment, QR verification
Franchise Model	Private sector expands CFC network across districts
Home Delivery	Certificates & services delivered at doorstep
Govt Digital Nodes	Access points at district, tehsil, hospital, school

Target:

100% of KP adults capable of making digital transactions.

PART III



DELIVERY & GOVERNANCE

The roadmap, institutions, technology and accountability framework driving implementation

Implementation Roadmap · Technology & Architecture · Governance & Roles · Mandatory Directives

WHAT THIS PART COVERS

01

Implementation
Roadmap

02

Technology &
Architecture

03

Governance &
Roles

04

Mandatory
Directives



07 · CASHLESS KP 2026
Implementation Roadmap — 4 Phases to Digital KP

PHASE 1 Foundation	PHASE 2 Digitization	PHASE 3 Full Implementation	PHASE 4 Optimization & AI
<p><i>Completed — 0 to 3 months</i></p> <ul style="list-style-type: none"> • Department onboarding • PAYMIR integration • BPR initiation • Service validation • Focal person designation • Enterprise architecture 	<p><i>In Progress — 3 to 9 months</i></p> <ul style="list-style-type: none"> • Service digitization (219+) • API integration all depts • QR verifiable certificates • BPR approvals completion • AMA / BoK expansion • CFC 2.0 rollout 	<p><i>Upcoming — 9 to 18 months</i></p> <ul style="list-style-type: none"> • Eliminate manual payments • Full RAAST connectivity • All 34+ depts integrated • 100% QR certificates • Real-time PMRU dashboards • Cash handling eliminated 	<p><i>Post June 2026</i></p> <ul style="list-style-type: none"> • AI-driven revenue analytics • Tax evasion detection • Open data portal • FinTech innovation • Citizen feedback loops • Predictive governance

Key Milestones Timeline

DONE	March 2025	<p>Cashless KP Initiative Launched Pakistan's first province-wide cashless policy. Initial 4 departments onboarded.</p>
DONE	July 2025	<p>Cashless Action Plan Developed Formal action plan. PAYMIR development initiated. 10 digitization teams formed.</p>
DONE	Late 2025	<p>34 Departments Onboarded Joinder Agreements with SBP & 1Link. 795 services mapped. Enterprise architecture live.</p>
DONE	March 2026	<p>Cashless 2.0 Scale-Up Announced Rs 7.97B transactions achieved. 69 Account-1 heads active. Full BPR underway.</p>
NOW	30 June 2026	<p>100% Digital Payments — TARGET All payments digital. One Visit Rule enforced. Cash eliminated.</p>
NOW	30 December 2026	<p>100% Digital Province — TARGET All services digital. One Visit Rule enforced. Assistive Services</p>
2026	1 July 2026	<p>Sunset Clause Takes Effect E&D disciplinary action for any official accepting cash for a notified digital service.</p>
2026	Post 2026	<p>Phase 4 — AI, Analytics & Open Data PAYMIR data for AI revenue analytics. Open data portal for private FinTech innovation.</p>

SECTION 08
TECHNOLOGY & ARCHITECTURE

<p>API</p> <p>Gateway Standards</p> <p>RESTful APIs for all 34+ departments</p>	<p>QR</p> <p>Digital Certificates</p> <p>All output docs QR-verifiable, forgery-proof</p>	<p>AES-256</p> <p>Encryption Standard</p> <p>All data encrypted in transit & at rest</p>
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<p>PKI</p> <p>Digital Signatures</p> <p>PKI-based signing for all certificates</p>	<p>TLS 1.3</p> <p>Transport Security</p> <p>All PAYMIR connections secured</p>	<p>PDEL</p> <p>Data Exchange Layer</p> <p>Provincial Data Exchange Layer — once-only</p>
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08 • CASHLESS KP 2026

Technology & Enterprise Architecture

KPITB has developed a standardized enterprise architecture framework ensuring full interoperability across all government departments. The framework covers every layer of the digital government stack — from citizen identity to payment settlement.

Architecture Layer	Standard / Specification	Responsible
Service Architecture	Standardized service delivery workflows across all departments	KPITB
Application Architecture	Platform-agnostic application standards for citizen portals	KPITB
Data Architecture (PDEL)	Provincial Data Exchange — once-only data provision	KPITB + All Depts
Integration Architecture	RESTful API gateway with versioning and documentation	KPITB
Identity Architecture	MFA, SSO, biometric verification standards	KPITB + NADRA

Architecture Layer	Standard / Specification	Responsible
Payment Architecture	PAYMIR, RAAST, 1Link, AMA integration standards	KPITB + Finance
Cybersecurity Framework	AES-256 encryption, TLS 1.3, audit logs, threat detection	KPITB
QR Certificate Standard	PKI-based signing, unique QR per document	KPITB

P2G Toolkit:

Integration templates, payment workflows, reconciliation formats, API standards for all citizen-to-government payment scenarios.

G2P Toolkit:

Disbursement workflows, beneficiary verification protocols, and direct transfer standards for all government-to-citizen payment scenarios.

Digital Certificates Standard:

- All certificates issued through central system only
- Every certificate carries unique QR code
- Scannable at any government or private counter
- Cryptographically signed — impossible to forge
- Physical, hand-signed certificates being phased out
- Revocable and trackable by issuing department

See Annexures for Detailed Solutions Manual of KPITB, P2G and G2P Onboarding Toolkit

SECTION 09
GOVERNANCE & ROLES

<p>ACS-General Reform Lead ACS General — policy & coordination</p>	<p>KPITB Tech Implementation Architecture, PAYMIR, API, development</p>	<p>Finance Revenue Digital PAYMIR integration, Account-1 management</p>
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<p>PMRU Monitoring Real-time dashboards, KPIs, adoption data</p>	<p>SBP RAAST Integration National payment system oversight</p>	<p>BoK Inclusion AMA, agents, rural onboarding</p>
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09 · CASHLESS KP 2026

Institutional Governance & Roles

Institution	Primary Mandate	Key Deliverable
ACS (General)	Reform oversight, policy coordination, interdepartmental alignment	Cashless & Digital Services Unit
Finance Department	Digital receipts, PAYMIR, Account-1 management, revenue visibility	100% digital receipts by Jul 2026
KPITB	System dev, enterprise architecture, API standards, PAYMIR operations	All services on digital platform
PMRU	Monitoring dashboards, KPIs, citizen adoption tracking	Real-time provincial dashboard
Law Department	Legal amendments to enable digital-only processes	Remove all statutory cash requirements
State Bank of Pakistan	RAAST integration, national payment regulatory oversight	Full RAAST connectivity

Institution	Primary Mandate	Key Deliverable
1Link	ADC connectivity, inter-bank payment routing	All bank accounts PAYMIR-enabled
Bank of Khyber	AMA expansion, rural inclusion, agent network, financial literacy	100% adult digital capability
Joinder Agreement Documents	See Annexure III	SBP & 1Link Contracts with KP Government

See Annexure III:

The executed Joinder Agreements between the Government of KP and SBP / 1Link — covering all 34 departments — are maintained by the Finance Department and the Law Department. See Annexure III for the full contract documentation.

Digitization Teams

10 Teams Constituted:

10 dedicated digitization teams have been formed through realignment of existing government resources — comprising IT Cadre Officers (technical leads), Department Focal Persons (subject matter experts), and KPITB Technical Teams (development, integration, testing). Each team is assigned end-to-end responsibility for specific departments.

Monitoring & Performance KPIs

Metric	Monitored By	Frequency	Target
Number of digital services deployed	PMRU Dashboard	Real-time	795 by Jun 2026
Digital transaction volumes by dept	PMRU + Finance	Real-time	100% of receipts
Service processing time vs SLA	PMRU Dashboard	Daily	Within defined SLA
Citizen satisfaction (CSAT rating)	Automated SMS surveys	Per transaction	Avg 4+ stars
Digital adoption rate by department	PMRU Dashboard	Weekly	100% by Jun 2026

SECTION 10
MANDATORY DIRECTIVES

<p>A</p> <p>Admin Actions</p> <p>BPS-18 leads, service validation, bank onboarding</p>	<p>B</p> <p>BPR Mandate</p> <p>Eliminate redundancy, QR certs, 70% paper cut</p>	<p>C</p> <p>Payment Compliance</p> <p>No manual receipts from Jul 2026 onward</p>
------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------

<p>D</p> <p>HR & Capacity</p> <p>Digital literacy training + ACR KPIs</p>	<p>E</p> <p>Sunset Clause</p> <p>E&D action for cash acceptance</p>	<p>F</p> <p>First Deadline</p> <p>All admin actions within 30 days</p>
---------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------

Mandatory Departmental Directives

To ensure the 30 June 2026 deadline is met, all Administrative Secretaries and Heads of Attached Departments are hereby directed to execute the following five mandatory workstreams:

A Immediate Administrative Actions — Within 30 Days

- Appoint a BPS-18+ officer as Digital Transformation Lead for every department
- Validate final service list from 795 mapped — categorize as Ready / Needs Legal Amendment / Legacy
- Integrate all departmental bank accounts with PAYMIR gateway via Finance Department
- All Sub-Autonomous bodies to sign P2G agreement with 1-Link and KPITB in 30 days.
- Commence digitization of all services using own sources, PPP model or by leveraging in-house strength.

B Business Process Reengineering Mandate

- Eliminate physical file movement wherever digital data already exists. 100% adoption of KP Digital Workspace and elimination of all physical files.
- Phase out all physical, hand-signed certificates — all outputs must be QR-Verifiable

- Submit Paper Reduction Plan targeting 70% reduction in physical documentation by December 2026

C

Digital Payment Compliance — Effective 1 July 2026

- No department shall issue manual paper receipts for any fee or tax — effective 1 July 2026
- Every department must install QR-code displays at ALL public counters till June 2026.
- Propose department-specific digital incentives (e.g. priority processing for digital applicants) to BPR Committee

D

Human Resource & Capacity Building

- Mandatory digital literacy training for ALL front-end staff in Dastak modules
- Digital Service Adoption Rate to be included in Performance Evaluation Reports (PER) of all departmental heads
- Clerical staff retrained as 'Digital Service Facilitators' — no forced redundancy

Legislative Backing — KP Digital Payments Bill 2026:

The KP Promotion of Digital Payments Bill 2026 — first of its kind in Pakistan — was approved by the Provincial Cabinet and is currently before the KP Provincial Assembly for formal enactment. This law will provide the statutory foundation for all directives above, including the Sunset Clause. Departments must prepare for full legal compliance upon enactment.

E — THE SUNSET CLAUSE | Effective 1 July 2026

Any government official accepting physical cash or issuing a manual paper receipt for a notified digital service shall be liable for disciplinary action under Efficiency & Discipline (E&D) Rules.

This clause is non-negotiable and represents the Government's firm commitment to the complete elimination of cash from public service delivery across KP.

PART IV

IV

PEOPLE, OUTCOMES & FUTURE

Change management, citizen impact, expected outcomes and the path to Pakistan's first digital province

Change Management · Expected Outcomes · Final Policy Direction · Annexures

WHAT THIS PART COVERS

01

Change Management

02

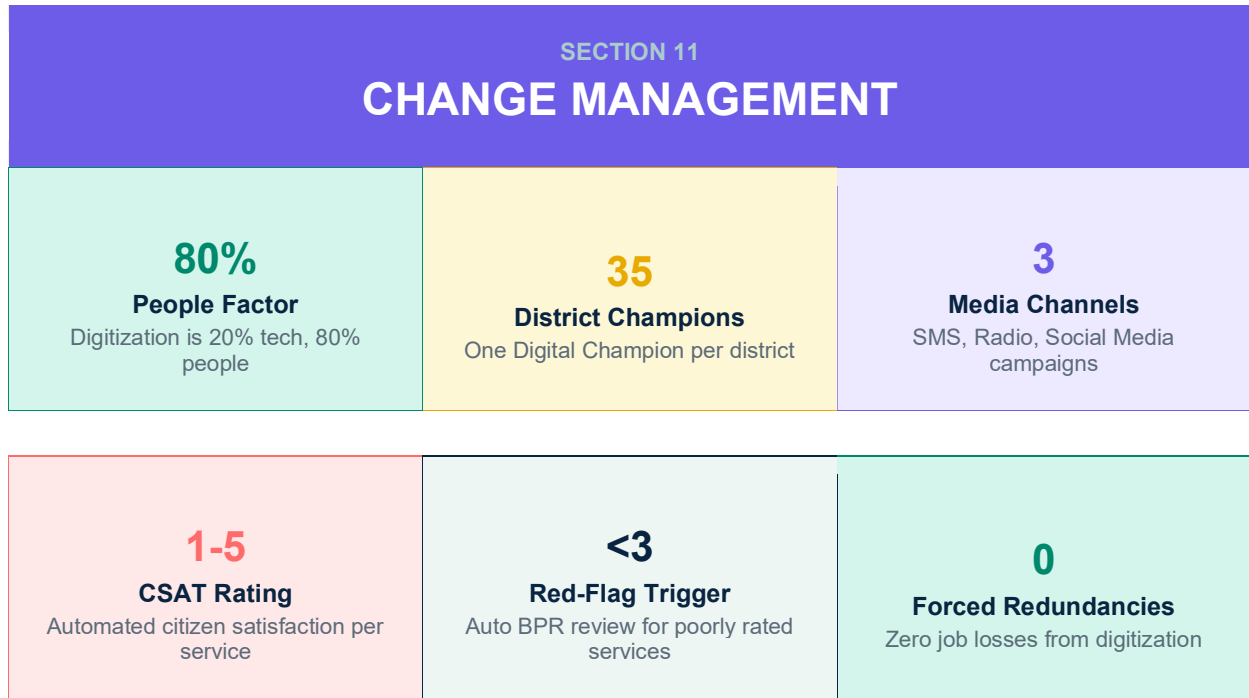
Expected Outcomes

03

Final Policy Direction

04

Annexures



Change Management & Citizen Feedback

Core Insight:

Digitization is 20% technology and 80% people. The Cashless KP initiative explicitly addresses the human dimension through a structured change management program covering both internal staff and external citizens.

Internal Change Management

Addressing Staff Resistance:

- Reskilling Program: all clerical staff retrained as 'Digital Service Facilitators'
- No Forced Redundancy Policy: zero involuntary separations from digitization
- Digital skills certification linked to ACR grading and promotion

Citizen Feedback & Grievance Systems

Dispute Resolution:

- 'Dispute' button integrated in every PAYMIR payment SMS
- Citizens initiate disputes instantly — no office visit needed
- Auto-escalation to department head within 48 hours

District Digital Champions:

- Deputy Commissioner per district designated as Digital Champion
- Champion drives local digital adoption at community level by having **Digital Bethaks** where citizens are digitally onboarded.
- Coordinates CFC 2.0 rollout and citizen outreach events
- Reports monthly adoption metrics directly to PMRU

Mass Awareness Campaign:

- Province-wide SMS broadcast to all KP-registered mobile numbers
- Urdu & regional language spots on state and community radio
- Targeted social media on Facebook, WhatsApp, YouTube

Core Message:

Stop paying cash. Use *786# or PAYMIR.

CSAT Satisfaction Rating:

- Every digital service delivery triggers automated SMS
- Citizen rates service on 1-5 star scale
- Rating data flows live into PMRU dashboards
- Scores published in departmental performance reports

The Red-Flag System:

Auto-Triggered BPR:

Any service consistently rated below 3 stars automatically triggers a mandatory BPR review by PMRU — creating a self-correcting quality loop where poor service forces process improvement.

SECTION 12 EXPECTED OUTCOMES

<p>100% Digital Services All 795 services accessible 24/7</p>	<p>Zero Informal Payments Digital trail eliminates unofficial collections</p>	<p>Rs 15B+ Revenue Transparency Finance sees every rupee in real time</p>
-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------

<p>Fast Service Processing Weeks reduced to hours for most services</p>	<p>QR Fraud-Proof Certs Cryptographic QR — impossible to forge</p>	<p>AI Predictive Governance PAYMIR data powers policy intelligence</p>
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12 • CASHLESS KP 2026

Expected Outcomes & Impact

For Citizens

Outcome	Impact
Service Access	All 795 services available 24/7 — no office queues
Cost Savings	Eliminate travel, photocopying & informal payments
Time Savings	Processing: weeks → hours for most services
Transparency	Real-time tracking of every application

For Government

Outcome	Impact
Revenue Visibility	Finance Dept sees income in real time
Leakage Reduction	Digital audit trail eliminates diversion
Policy Intelligence	AI analytics on PAYMIR transaction data
Coordination	System-to-system data exchange
Accountability	Every Tx traceable to officer & citizen

Rural Inclusion	*786# gives full access without smartphone	FinTech Ecosystem	Open data enables private innovation
Certificate Security	QR-verifiable — forgery-proof documents	Cost Reduction	Digital services cost less to deliver
Home Delivery	Select services delivered at doorstep		

Reform Targets — Status Dashboard

Reform Area	June 2026 Target	Current Status
P2G Digital Payments	100%	In Progress — scaling up
G2P Digital Payments	100%	In Progress — expanding
Government Services Digital	100% of 795	In Progress — 338 done
QR Verifiable Certificates	100% of outputs	Rolling Out
PAYMIR Gateway	Fully Operational	Live
Manual Cash Handling	Eliminated	Phasing Out
RAAST Integration	Full connectivity	Active
Financial Inclusion	100% adults	In Progress
Enterprise Architecture	Standardized	Deployed
PMRU Dashboards	All departments	Operational

SECTION 13
FINAL POLICY DIRECTION

<p>100% Digital Services Target: 30 June 2026</p>	<p>100% Digital Payments All P2G and G2P</p>	<p>1 Visit Maximum Citizen Visits Where legally required only</p>
-------------------------------------------------------------------------	--------------------------------------------------------------------	-----------------------------------------------------------------------------------------

<p>Zero Cash in Offices Effective 1 July 2026</p>	<p>KP Pakistan's First Fully Digital Province</p>	<p>2026 Deadline Year The year KP changes forever</p>
-------------------------------------------------------------------------	-------------------------------------------------------------------------	-----------------------------------------------------------------------------

13 · CASHLESS KP · 2026

Final Policy Direction

GOVERNMENT OF KP — FINAL DIRECTIVE

The Government of Khyber Pakhtunkhwa shall achieve:

- ✓ 100% digital delivery of all public services
- ✓ 100% digital processing of all government payments
- ✓ Full enforcement of the One Visit Rule
- ✓ Complete elimination of cash from all government offices

TARGET DATE: 30 JUNE 2026

KHYBER PAKHTUNKHWA — PAKISTAN'S FIRST FULLY DIGITAL PROVINCE

This transformation is not simply a technological upgrade. It is a **fundamental reimagining of the relationship between the Government of KP and the 40 million citizens it serves**. A citizen who once had to travel hours, stand in queues, submit stacks of papers, and pay informal dues to receive a basic government certificate — will soon access that same service from their phone, in minutes, with a QR-verifiable digital output, and a payment trail that flows directly into the provincial treasury in real time.

The Cashless KP initiative — backed by the unwavering policy direction of the Chief Minister's Office, coordinated by the Chief Secretary and the ACS (General), built by KPITB, and enabled by partnerships with SBP, 1Link, and Bank of Khyber — represents Pakistan's most ambitious provincial digital governance transformation. It sets the benchmark for every province to follow.



ANNEXURES

ANN

SUPPORTING DOCUMENTS

Full reference documents, legal agreements and technical kits referenced in this report

795 Services List · RAAST Onboarding Kit · SBP & 1Link Contracts · Digital Payments Bill

WHAT THIS PART COVERS

01

795 Services List

02

RAAST
Onboarding Kit

03

SBP & 1Link
Contracts

04

Digital Payments
Bill

ANN · CASHLESS KP 2026

Annexures — Supporting Documentation

The following documents form an integral part of this Annual Report. They are maintained by the relevant institutions and are available upon request through the Cashless & Digital Services Unit, ACS (General), Government of Khyber Pakhtunkhwa.

I Complete Register of 795 Government Services

A comprehensive register of all 795 government services identified through the province-wide mapping exercise. The register includes service name, responsible department, current digitization status (Already Digitalized / KPITB Pipeline / Department-Led), BPR status, associated Account-1 head, and target digitization date. This register serves as the master planning document for all digitization activity under Cashless KP.

Custodian: KPITB | Reference: CK-SVC-2025-001 | Format: Excel / PDF | Classification: Public

II KPITB RAAST Onboarding Kit

The official technical onboarding kit prepared by KPITB for the integration of all government departments with SBP's RAAST real-time payment system. The kit includes: (i) API integration specifications for P2G and G2P payment flows; (ii) test environment credentials and sandbox configuration; (iii) reconciliation format templates; (iv) step-by-step onboarding checklist for departmental IT teams; and (v) troubleshooting and support escalation procedures. All 34 departments were onboarded using this standardized kit.

Custodian: KPITB | Reference: CK-RAAST-2025-002 | Format: PDF / Technical Pack | Classification: Restricted

III Joinder Agreements — SBP and 1Link with Government of KP

The executed Joinder Agreements establishing the legal and operational framework for the Government of Khyber Pakhtunkhwa's participation in the national digital payment infrastructure. These agreements cover: (i) KP Government's accession to the SBP RAAST network for real-time interbank payments; (ii) KP Government's integration with the 1Link ATM/ADC network for broad banking coverage; (iii) data sharing and reconciliation obligations of each party; (iv) liability framework for failed or disputed transactions; and (v) service level commitments by SBP and 1Link. A total of 34 departments have been onboarded under these framework agreements.

Custodian: Finance Department / Law Department | Reference: CK-AGR-2025-003 | Format: Legal Document | Classification: Official

IV KP Promotion of Digital Payments Bill 2026 — Pakistan's First

The KP Promotion of Digital Payments Bill 2026 is the first piece of legislation of its kind in Pakistan. Approved by the Provincial Cabinet, the Bill is currently before the Khyber Pakhtunkhwa Provincial Assembly for formal enactment into law.

Key provisions of the Bill include:

- Legal mandate for digital payments for all notified government services
- Statutory establishment of PAYMIR as the official provincial payment gateway
- Legal penalties for government officers who accept cash or issue manual receipts for notified services
- Statutory basis for QR-verifiable certificates as the official form of government-issued documents
- Legal framework for the One Visit Rule — limiting citizens to a single visit per service application
- Provisions enabling digital-only BPR of government service rules
- Oversight and enforcement role for the Finance Department and KPITB

The enactment of this Bill will transform Cashless KP from a policy directive into enforceable law — the gold standard for digital government in Pakistan.

Custodian: Law Department / KP Assembly Secretariat | Reference: CK-BILL-2026-004 | Status: Before Provincial Assembly | Classification: Public

NOTE ON ANNEXURES

All annexures referenced in this report are maintained by their respective custodian institutions.

Copies may be obtained through the Cashless & Digital Services Unit, Office of ACS (General),
Government of Khyber Pakhtunkhwa.

Email: cashlesskp@kp.gov.pk | Reference ID must be cited when requesting documents.

Cashless & Digital Services Unit

Under the Office of ACS (General)
Government of Khyber Pakhtunkhwa

Annual Report 2026

PAYMIR | KPITB | SBP | 1Link | BoK

Target: 30 June 2026

PROVINCIAL ASSEMBLY OF KHYBER PAKHTUNKHWA

B I L L

Khyber Pakhtunkhwa Promotion of Digital Payments Act,
2026

*A Bill to provide for the promotion, regulation and adoption of digital payment systems
in the Province of Khyber Pakhtunkhwa*

PREAMBLE

WHEREAS, it is expedient to provide for the promotion, regulation and adoption of digital payment systems, including Quick Response Codes, across the commercial and service sectors of the Province of Khyber Pakhtunkhwa;

AND WHEREAS, it is necessary to enhance transactional transparency and security, ensure financial inclusion of all segments of society, and modernize the commercial ecosystem for ease of doing business;

It is hereby enacted by the Provincial Assembly of Khyber Pakhtunkhwa as follows:

CHAPTER I — PRELIMINARY

1. Short title, extent and commencement.

- (1) This Act may be called the Khyber Pakhtunkhwa Promotion of Digital Payments Act, 2026.
- (2) It shall extend to the whole of the Province of Khyber Pakhtunkhwa.
- (3) It shall come into force at once.

2. Definitions.

In this Act, unless there is anything repugnant in the subject or context:

- "Authorized Service Provider"** means a bank, financial institution, digital bank, electronic money institution, payment system operator or payment service provider, duly licensed or authorized by the State Bank of Pakistan to provide digital payment services and issue Quick Response Codes;
- "business entity"** means any person, firm, company, association of persons or undertaking, whether incorporated or not, in the public or private sector, engaged in any business activity and includes, but is not limited to, any permanent or temporary shop, commercial outlet, market, shopping center, medical store, educational institution, clinic, hospital, transport service, utility payment point, street vendor, kiosk, or any other person engaged in a commercial activity for profit or gain;
- "customer"** means any person who, in the course of purchasing goods or availing services from a business entity, makes or attempts to make a payment through a digital payment

system, including but not limited to payments made by scanning a QR Code or using any other specified digital channel;

- (d) **"Designated Officer"** means the Assistant Commissioner, Additional Assistant Commissioner of the concerned district or any other officer, not below the rank of BPS-17, designated by the relevant Department of Government, in consultation with the Department, by notification in the official Gazette, to exercise the powers and perform the functions under this Act;
- (e) **"Department"** means the Finance Department of Government;
- (f) **"digital payment"** means a payment transaction, through a digital channel, that results in a credit or debit to a financial account, mobile wallet or stored-value account, without the use of physical cash;
- (g) **"Government"** means the Government of Khyber Pakhtunkhwa;
- (h) **"prescribed"** means prescribed by rules;
- (i) **"Province"** means the Province of Khyber Pakhtunkhwa;
- (j) **"QR Code"** means a Quick Response Code, which is a machine-readable optical label containing information that facilitates a digital payment transaction through an authorized payment system, interoperable as per the standards set by the State Bank of Pakistan; and
- (k) **"rules"** mean rules made under this Act.

CHAPTER II — MANDATORY ADOPTION OF DIGITAL PAYMENTS

3. Mandatory display of QR Code.

(1) Every business entity operating within the territorial jurisdiction of the Province shall obtain from an Authorized Service Provider at least one QR Code and display it at its premises.

(2) The QR Code shall be prominently displayed in good condition at the point of sale, payment counter, or another conspicuous location, in a manner that is clearly visible and easily scannable by customers at all times during business hours.

4. Obligation to accept digital payments.

(1) Every business entity shall be obligated to accept digital payments from any customer who chooses to pay through the displayed QR Code.

(2) No business entity shall levy any additional charge, fee or surcharge on a customer for making a digital payment under this Act.

(3) Refusal to accept a digital payment, without a valid technical reason, shall be deemed a violation of this Act.

5. Applicability.

The provisions of this Act shall, without prejudice to the generality of section 3, mandatorily apply to all business entities in the Province.

CHAPTER III — FACILITATION, AWARENESS, STANDARDIZATION AND ENFORCEMENT

6. Facilitation and capacity building.

(1) The Department shall, in collaboration with other relevant Departments of Government and Authorized Service Providers, establish or designate facilitation centers at the district or tehsil level to assist business entities with:

- (a) registration and issuance of QR Codes;*
- (b) opening of mobile wallets or bank accounts; and*
- (c) training on the use of digital payment systems.*

(2) The Department shall, in collaboration with the Information and Public Relations Department and other relevant Departments of Government, conduct comprehensive awareness and digital financial literacy campaigns for the general public and business entities through mass media and other means.

7. Obligations of Authorized Service Providers.

Every Authorized Service Provider operating in the Province shall:

- (a) ensure seamless and timely onboarding of business entities;*
- (b) provide necessary technical assistance and support to business entities;*
- (c) ensure the reliability, security and uptime of their payment systems; and*
- (d) comply with the service standards and reporting requirements as may be prescribed.*

8. Standardization of QR Codes.

The Department may, in consultation with the State Bank of Pakistan and other stakeholders, prescribe the standards for the size, material, branding and placement of QR Codes to ensure uniformity and ease of use.

9. Integration with business registration and licensing.

It shall be mandatory for all Administrative Departments, authorities or agencies responsible for the registration, licensing, certification or renewal of any business entity, commercial service, trade activity or transport operation within the Province to ensure that proof of QR Code display and digital payment readiness is furnished as a precondition for issuance or renewal of any such registration, license, certificate or permit, as the case may be.

10. Powers of Designated Officer.

A Designated Officer shall have the powers to:

- (a) enter and inspect, during business hours, any premises or vehicle where a business activity is being conducted to verify compliance with the provisions of this Act;*
- (b) require the production of any document or record relevant for the purpose of such verification;*
- (c) record any non-compliance in writing, supported by photographic or other digital evidence; and*
- (d) issue a written notice of violation to a business entity found to be in contravention of the provisions of this Act, requiring compliance within a specified time frame.*

CHAPTER IV — MONITORING, INCLUSION AND MISCELLANEOUS

11. Monitoring system.

The Department shall, with the assistance of the Science and Technology and Information Technology Department of Government, establish and maintain a centralized Management

Information System or dashboard to monitor the implementation of this Act, including issuance of QR Codes, transactional activity and compliance data across the Province.

12. Financial inclusion and safeguards.

- (1) All relevant Departments of Government may implement financial incentives, such as credits, rebates or benefits, for QR-enabled businesses to promote the inclusion of informal and marginalized business entities, in the manner as may be prescribed.
- (2) For a period of two (2) years from the commencement of this Act, digital payments received by a previously undocumented business entity through a QR Code registered under this Act shall not constitute a basis for the imposition of any new direct sales tax liability, so as to encourage formalization, in the manner as may be prescribed.

13. Data protection.

All personal and transactional data collected and processed under the authority of this Act shall be handled in strict compliance with applicable data protection laws of Pakistan. Such data shall only be used for the purposes specified in this Act and shall not be shared with any unauthorized person or entity.

14. Grievance redressal mechanism.

Government shall establish a grievance redressal mechanism to address complaints from customers or business entities regarding system errors, fraudulent transactions or other related matters.

15. Power to make rules.

- (1) Government may, by notification in the official Gazette, within ninety (90) days from the commencement of this Act, make rules for carrying out the purposes of this Act.
- (2) Without prejudice to the generality of sub-section (1), such rules may provide for:
 - (a) *onboarding timelines;*
 - (b) *QR technical specifications;*
 - (c) *establishment of grievance redressal procedures; and*
 - (d) *regional or sectoral exemptions.*

16. Overriding effect.

The provisions of this Act shall have effect notwithstanding anything to the contrary contained in any other law for the time being in force.

17. Indemnity.

No suit, prosecution or other legal proceeding shall lie against Government, any Designated Officer or any other person for anything which is done or intended to be done in good faith under this Act or rules made thereunder.

18. Power to remove difficulties.

If any difficulty arises in giving effect to any of the provisions of this Act, Government may make such orders, not inconsistent with the provisions of this Act, as may appear necessary for the purpose of removing the difficulty.

STATEMENT OF OBJECTS AND REASONS

1. Pakistan's economy continues to rely predominantly on cash transactions, with a substantial volume of money circulating outside the formal banking system. This heavy dependence on cash leads to inefficiency, reduced transparency, leakages in revenue collection and exclusion of marginalized groups such as women, small vendors and informal workers from the financial system.
2. At the same time, the internal systems and financial operations of the provincial Government remain largely outdated, continuing to rely on cash-based and traditional payment mechanisms. In light of the Province's e-governance and digitization agenda, it is imperative that all functions of Government are digitized and that payments into Government accounts are received digitally and settled in real time, thereby reducing reliance on physical cash and providing greater ease and convenience to all citizens of the Province of Khyber Pakhtunkhwa.
3. Recognizing these challenges, the Government of Khyber Pakhtunkhwa has launched the Provincial Action Plan for Cashless Khyber Pakhtunkhwa as a cornerstone of its digital transformation agenda. The Action Plan seeks to modernize service delivery, improve efficiency in governance and position the Province of Khyber Pakhtunkhwa as a pioneer province in the transition to a cashless economy.
4. The Action Plan focuses on enabling a comprehensive digital payments ecosystem, encompassing Government-to-Person (G2P) disbursements, Person-to-Government (P2G) collections and Person-to-Merchant (P2M) transactions through interoperable digital channels. It also emphasizes cybersecurity and fraud response mechanisms, institutional capacity building, public-private collaboration, district-level enforcement, facilitation of public Wi-Fi access in bazaars and markets, and integration of financial and digital literacy in school curricula.
5. This Bill, therefore, forms the legal backbone of the Provincial Action Plan for Cashless Khyber Pakhtunkhwa. It provides a structured framework to mandate the adoption of interoperable digital payment systems across Government Departments, businesses and service sectors. It establishes enforcement mechanisms, grievance redressal processes, transparency reporting obligations and provisions for extending the framework to emerging technologies.
6. By creating an enabling legal and regulatory environment, this Bill aims to accelerate financial inclusion, strengthen transparency in transactions, reduce revenue leakages, empower marginalized groups and foster inclusive economic growth. It safeguards the interests of small businesses by providing phased adoption, awareness campaigns and targeted support programs, while simultaneously paving the way for innovation and modernization of the provincial economy.
7. Ultimately, this Bill shall transform the way Government payments are made, services are delivered and businesses operate in the Province of Khyber Pakhtunkhwa, aligning the Province with global best practices in digital finance and positioning it at the forefront of Pakistan's digital economy.

**Chief Minister Khyber Pakhtunkhwa/
Minister-In Charge
15th February 2026**

Register of Services - Digital Catalogue

Dr. Anam Latif,
Deputy Secretary Chief Minister's Secretariat

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
Administration Department							
1	Administration Department	Welfare Grants	Welfare Grants (Dealt by Provincial Benevolent Fund Cell Khyber Pakhtunkhwa HQ)	Retirement Grants - (BS-16 & Above) - (Attached Deptt)	No	No	Digitized
2	Administration Department	Welfare Grants	Welfare Grants (Dealt by Provincial Benevolent Fund Cell Khyber Pakhtunkhwa HQ)	Lump Sum Grants - (BS-16 & Above) - (Attached Deptt)	No	No	Digitized
3	Administration Department	Welfare Grants	Welfare Grants (Dealt by Provincial Benevolent Fund Cell Khyber Pakhtunkhwa HQ)	Merit Scholarship - (BS-01 to BS-22) - (All Employees)	No	No	Digitized
4	Administration Department	Welfare Grants	Welfare Grants (Dealt by Provincial Benevolent Fund Cell Khyber Pakhtunkhwa HQ)	Interest Free Loan - (BS-01 to BS-22) - (All Employees)	No	No	Digitized
5	Administration Department	Welfare Grants	Welfare Grants (Dealt by Deputy Commissioner Concerned)	Retirement Grants - (BS-1 to BS-15) - (Attached Deptt)	No	No	Digitized
6	Administration Department	Welfare Grants	Welfare Grants (Dealt by Deputy Commissioner Concerned)	Lump Sum Grants - (BS-1 to BS-15) - (Attached Deptt)	No	No	Digitized
7	Administration Department	Welfare Grants	Welfare Grants (Dealt by Deputy Commissioner Concerned)	Funeral Charges - (BS-1 to BS-15) - (Attached Deptt)	No	No	Digitized
8	Administration Department	Welfare Grants	Welfare Grants (Dealt by Civil Secretariat Benevolent Fund Section)	Retirement Grants - (BS-1 to BS-22) - (Civil Sectt)	No	No	Digitized
9	Administration Department	Welfare Grants	Welfare Grants (Dealt by Civil Secretariat Benevolent Fund Section)	Lump Sum Grants - (BS-1 to BS-22) - (Civil Sectt)	No	No	Digitized
10	Administration Department	Welfare Grants	Welfare Grants (Dealt by Civil Secretariat Benevolent Fund Section)	Funeral Charges - (BS-1 to BS-22) - (Civil Sectt)	No	No	Digitized
11	Administration Department	Booking	Room Booking	Permit	No	No	Inhouse
12	Administration Department	Auction	Auction	Vehicle/Assets	No	No	KPITB & KPRM /Netsol
Agriculture Department							
13	Agriculture Department	Land Development	Land Reclamation	Land Reclamation	No	No	KPITB
14	Agriculture Department	Solarization	Solarization of Existing/New Tubewells	Solarization of Existing/New Tubewells	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
15	Agriculture Department	Machinery Distribution	Provision of Agricultural Machinery to Farmers at Subsidized Rates	Subsidized Local Agricultural Machinery Provision	No	No	KPITB
16	Agriculture Department	Machinery Distribution	Provision of Agricultural Machinery to Farmers at Subsidized Rates	Subsidized Imported Agricultural Machinery Provision	No	No	KPITB
17	Agriculture Department	Tubewell	Development of New Agricultural Tubewell	Development of New Agricultural Tubewell	No	No	KPITB
18	Agriculture Department	Soil Conservation	Agriculture Land Stabilization Structures	Protection Wall/ Retaining Wall/ Spur	No	No	Outsourcing
19	Agriculture Department	Soil Conservation	Control of Soil Erosion (Water/Wind)	Terracing	No	No	Outsourcing
20	Agriculture Department	Soil Conservation	Control of Soil Erosion (Water/Wind)	Gully Plugging	No	No	Outsourcing
21	Agriculture Department	Soil Conservation	Control of Soil Erosion (Water/Wind)	Inlet Outlet/ Spillway	No	No	Outsourcing
22	Agriculture Department	Soil Conservation	Control of Soil Erosion (Water/Wind)	Agronomic Low Cost Activity	No	No	Outsourcing
23	Agriculture Department	Soil Conservation	Control of Soil Erosion (Water/Wind)	Sand Dune Stabilization	No	No	Outsourcing
24	Agriculture Department	Water Conservation/ Harvesting	Water Retaining Facility	Water Pond	No	No	Outsourcing
25	Agriculture Department	Water Conservation/ Harvesting	Water Retaining Facility	Water Reservoir/ Delay Action Dam	No	No	Outsourcing
26	Agriculture Department	Water Conservation/ Harvesting	Water Retaining Facility	Water Seepage Infiltration Gallery	No	No	Outsourcing
27	Agriculture Department	Water Conservation/ Harvesting	Water Retaining Facility	Check Dam	No	No	Outsourcing
28	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Protection Wall/ Retaining Wall/ Spur	No	No	Outsourcing
29	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Terracing	No	No	Outsourcing
30	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Check Dam	No	No	Outsourcing

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
31	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Inlet Outlet/ Spillway	No	No	Outsourcing
32	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Plantation	No	No	Outsourcing
33	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Water Reservoir	No	No	Outsourcing
34	Agriculture Department	Culturable Waste-Land Management	Micro-Watershed Development	Water Pond	No	No	Outsourcing
35	Agriculture Department	Culturable Waste-Land Management	Terracing	Terrace Formation	No	No	Outsourcing
36	Agriculture Department	Soil Survey	Land Resource Surveys	soil series Identification	No	No	Outsourcing
37	Agriculture Department	Soil Survey	Land Resource Surveys	Reconnaissance soil survey	No	No	Outsourcing
38	Agriculture Department	Soil Survey	Land Resource Surveys	Semi-detailed and detailed soil survey	No	No	Outsourcing
39	Agriculture Department	Soil Survey	Feasibility Survey/ Soil classification and description	Soil profile description and Soil/Land Classification	No	No	Outsourcing
40	Agriculture Department	Soil Survey	Feasibility Survey/ Soil classification and description	Physico-Chemical properties of soil	No	No	Outsourcing
41	Agriculture Department	Soil Survey	Feasibility Survey/ Soil classification and description	Mapping	No	No	Outsourcing
42	Agriculture Department	Water courses	Improvement/ lining of water courses	Improvement/ lining of water courses	No	No	KPITB
43	Agriculture Department	Storage Tanks	Construction of Medium size Storage Tanks	Construction of Medium size Storage Tanks	No	No	KPITB
44	Agriculture Department	High Efficiency System	Installation of High Efficiency System (HEIS)	High Efficiency System (HEIS)	No	No	KPITB
45	Agriculture Department	Land Leveling	Precision Land Leveling (PLL)	Precision Land Leveling (PLL)	No	No	KPITB
46	Agriculture Department	pre identification of Material Supplier Firms	Issuance of Licence	Issuance of Fresh to pre identification of Material Supplier	No	No	KPITB
47	Agriculture Department	Pre identification of Material Supplier Firms	Issuance of Licence	Issuance of Renewal to pre identification of material Supplier	No	No	KPITB
48	Agriculture Department	Fertilizer	Fertilizer License	New Fertilizer Manufacturer License	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
49	Agriculture Department	Fertilizer	Fertilizer License	Renewal Fertilizer Manufacturer License	No	No	KPITB
50	Agriculture Department	Fertilizer	Fertilizer License	Additional Fertilizer Product Manufacturing (Inclusion of additional products under the existing registration)	No	No	KPITB
51	Agriculture Department	Fertilizer	Fertilizer Licenses	New Fertilizer Distribution License	No	No	KPITB
52	Agriculture Department	Fertilizer	Fertilizer License	Renewal Fertilizer Distribution License	No	No	KPITB
53	Agriculture Department	Fertilizer	Fertilizer License	Additional Fertilizer Products Distribution (Inclusion of additional products under the existing registration)	No	No	KPITB
54	Agriculture Department	Fertilizer	Fertilizer License	Change of Fertilizer Product name from Generic to Brand or otherwise	No	No	KPITB
55	Agriculture Department	Fertilizer	Fertilizer License	Change of Fertilizer Ware-House	No	No	KPITB
56	Agriculture Department	Fertilizer	Fertilizer License	Change in Fertilizer Company's Name	No	No	KPITB
57	Agriculture Department	Fertilizer	Fertilizer License	New Fertilizer Dealership License	No	No	KPITB
58	Agriculture Department	Fertilizer	Fertilizer License	Renewal Fertilizer Dealership License	No	No	KPITB
59	Agriculture Department	Pesticides	Pesticides License	New Pesticides Distribution License	No	No	KPITB
60	Agriculture Department	Pesticides	Pesticides License	Renewal Pesticides Distribution License	No	No	KPITB
61	Agriculture Department	Pesticides	Pesticides License	Additional Pesticides Products Distribution (Inclusion of additional products under the existing registration)	No	No	KPITB
62	Agriculture Department	Pesticides	Pesticides License	Change of Pesticide Product name from Generic to Brand or otherwise	No	No	KPITB
63	Agriculture Department	Pesticides	Pesticides License	Change of Pesticide Ware-House	No	No	KPITB
64	Agriculture Department	Pesticides	Pesticides License	Change in Pesticide Company's Name	No	No	KPITB
65	Agriculture Department	Pesticides	Pesticides License	New Pesticides Dealership License	No	No	KPITB
66	Agriculture Department	Pesticides	Pesticides License	Renewal Pesticides Dealership License	No	No	KPITB
Auqaf, Hajji, Religious and Minority Affairs Department							
67	Auqaf, Hajji, Religious and Minority Affairs Department	Registration of Holy Quran Publishers	Registration of Holy Quran Publishers	Registration of Holy Quran Publishers	No	No	Inhouse
68	Auqaf, Hajji, Religious and Minority Affairs Department	Minority Affairs	Welfare Package for Minorities	Widow Grant	No	No	Inhouse
69	Auqaf, Hajji, Religious and Minority Affairs Department	Minority Affairs	Welfare Package	Marriage Grant	No	No	inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
70	Auqaf, Hajj, Religious and Minority Affairs Department	Minority Affairs	Welfare Package for Minorities	Orphan Grant	No	No	inhouse
71	Auqaf, Hajj, Religious and Minority Affairs Department	Minority Affairs	Welfare Package for Minorities	Special Person Grant	No	No	KPITB
72	Auqaf, Hajj, Religious and Minority Affairs Department	Minority Affairs	Scholarships	Scholarships to Minority Students	No	No	KPITB
73	Auqaf, Hajj, Religious and Minority Affairs Department	Religious Affairs	Scholarships	Muslim Students Scholarship	No	No	KPITB
Board of Revenue							
74	Board of Revenue	Land Records & Registration	Mutation	Mutation via Sale/Purchase	Yes	Yes	Inhouse
75	Board of Revenue	Land Records & Registration	Mutation	Mutation via Inheritance	Yes	Yes	Inhouse
76	Board of Revenue	Land Records & Registration	Mutation	Mutation via Gift (Hiba)	Yes	Yes	Inhouse
77	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Record	Yes	Yes	Inhouse
78	Board of Revenue	Land Records & Registration	Mutation	Mutation via Sale/Purchase	Yes	Yes	Inhouse
79	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Bail	Yes	Yes	Inhouse
80	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Court	Yes	No	Inhouse
81	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Registry	Yes	Yes	Inhouse
82	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Mutation	Yes	Yes	Inhouse
83	Board of Revenue	Land Records & Registration	Issuance of Fard (Record of Rights)	Fard for Power of Attorney	Yes	Yes	Inhouse
84	Board of Revenue	Land Records & Registration	Property Registration	Registration	No	Yes	KPITB
85	Board of Revenue	Land Records & Registration	E-Stamp Papers	Issuance of E-Stamp papers	Yes	Yes	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
86	Board of Revenue	Land Records & Registration	E-Stamp Papers	Challan Generation for E-Stamp papers	Yes	Yes	KPITB
87	Board of Revenue	Land Records & Registration	E-Stamp Papers	Challan re-print/verification via website	Yes	Yes	KPITB
88	Board of Revenue	Land Records & Registration	E-Stamp Papers	Deficiency Challan generation for E-Stamp papers	Yes	Yes	KPITB
89	Board of Revenue	Land Records & Registration	E-Stamp Papers	Challan for Continuation Sheets	Yes	Yes	KPITB
90	Board of Revenue	Land Records & Registration	E-Stamp Papers	Verification of E-Stamp Paper	Yes	Yes	KPITB
91	Board of Revenue	Land Records & Registration	E-Stamp Papers	Generate Refund Application	Yes	Yes	KPITB
92	Board of Revenue	Land Records & Registration	E-Stamp Papers	Verification of Refund Application	Yes	Yes	KPITB
93	Board of Revenue	Land Records & Registration	E-Stamp Papers	Refund of E-stamp paper	Yes	Yes	KPITB
Communication and Works Department							
94	Communication and Works Department	Contractor Enlistment	Contractor Enlistment	Registration of Contractor	Yes	Yes	Digitized
95	Communication and Works Department	Contractor Enlistment	Contractor Enlistment	Upgradation of contractor category	Yes	Yes	Digitized
96	Communication and Works Department	Contractor Enlistment	Contractor Enlistment	Contractor Renewal	Yes	Yes	Digitized
97	Communication and Works Department	Applying for NO Objection Certificate (Road) for Petrol Pumps	Applying for NO Objection Certificate (Road) for Petrol Pumps	NOC for Petrol Pump	No	No	Inhouse
98	Communication and Works Department	Renewal of NO Objection Certificate (Road) for Petrol Pumps	Renewal of NO Objection Certificate (Road) for Petrol Pumps	NOC for Petrol Pump	No	No	Inhouse
99	Communication and Works Department	E-Standardization of Engineering Products	E-Standardization of Engineering Products	Registration Of E-Standardization of Engineering Products	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
100	Communication and Works Department	E-Standardization of Engineering Products	E-Standardization of Engineering Products	Renewal of Engineering Products	No	No	Inhouse
Culture, Archealogy and Tourism Department							
101	Culture, Archealogy and Tourism Department				No	No	Inhouse
102	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Travel and Tours	New Licenses	No	No	Inhouse
103	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Travel and Tours	Renewals	No	No	Inhouse
104	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Hotels	New Licenses	No	No	Inhouse
105	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Hotels	Renewals	No	No	Inhouse
106	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Restaurants	New Licenses	No	No	Inhouse
107	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Restaurants	Renewals	No	No	Inhouse
108	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist	Rent A Car	New Licenses	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
		Guide, and Guest Houses					
109	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Rent A Car	Renewals	No	No	Inhouse
110	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Tourist Guide	New Licenses	No	No	Inhouse
111	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Tourist Guide	Renewals	No	No	Inhouse
112	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Guest Houses	New Licenses	No	No	Inhouse
113	Culture, Archealogy and Tourism Department	Travel and Tours, Hotels, Restaurants, Rent A Car, Tourist Guide, and Guest Houses	Guest Houses	Renewals	No	No	Inhouse
114	Culture, Archealogy and Tourism Department	NOC's	Building Plan	Building Plan Approval	No	No	Inhouse
115	Culture, Archealogy and Tourism Department	NOC	Adventure Tourism	Rafting and Ziplining	No	No	Inhouse
116	Culture, Archealogy and Tourism Department	Municipality Services	Sanitation Services	Solid Waste Collection and Disposal	No	No	Inhouse
117	Culture, Archealogy and Tourism Department	Municipality Services	Water Supply	Water Supply Connections	No	No	Inhouse
118	Culture, Archealogy and Tourism Department	NOC	General/Seasonal NOC's	Advertising & Brands NOC's	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
119	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	New Building plan Approval	No	No	Inhouse
120	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	Revised Building Plan Approval	No	No	Inhouse
121	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	Site Plans Preparation	No	No	Inhouse
122	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	Demarcation	No	No	Inhouse
123	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	NOC's (Renovation , Excavation , Electricity)	No	No	Inhouse
124	Culture, Archeology and Tourism Department	Building Plan	Building Plan Approval	Sanitation	No	No	Inhouse
125	Culture, Archeology and Tourism Department	Recreation	Ticketing	Museum ticket	No	No	Inhouse
126	Culture, Archeology and Tourism Department	Recreation	Ticketing	Park tickets	No	No	Inhouse
127	Culture, Archeology and Tourism Department	Fines	Fines	Fines of UADAs	No	No	Inhouse
128	Culture, Archeology and Tourism Department	Reservation	Booking	Camping Pods/Hotel rooms	No	No	Inhouse
Elementary & Secondary Education Department							
129	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 No)	Academic Certificate	Issuance of Original Certificate	No	No	Outsourcing
130	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Verification of DMC/ Certificate	No	No	Outsourcing
131	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Correction in Name, Father's Name and Date of Birth	No	No	Outsourcing
132	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Issuance of Duplicate Certificate	No	No	Outsourcing

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
133	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Issuance of Migration Certificate	No	No	Outsourcing
134	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Issuance of DMC	No	No	Outsourcing
135	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Issuance of Duplicate DMC	No	No	Outsourcing
136	Elementary & Secondary Education Department	Certificate BISE Khyber Pakhtunkhwa (08 BISE)	Academic Certificate	Applications for Re-totalling	No	No	Outsourcing
137	Elementary & Secondary Education Department	Certificate Directorate of Curriculum & Teacher Edu:	Teaching Certificate	Issuance of Original Certificate	No	No	KPITB
138	Elementary & Secondary Education Department	Certificate Directorate of Curriculum & Teacher Edu:	Teaching Certificate	Correction in Name, Father's Name and Date of Birth	No	No	KPITB
139	Elementary & Secondary Education Department	Certificate Directorate of Curriculum & Teacher Edu:	Teaching Certificate	Issuance of Duplicate Certificate	No	No	KPITB
140	Elementary & Secondary Education Department	School Academic Certificate	School Certificates, SLC, Receipts, Fines		No	No	KPITB
Energy and Power Department							
141	Energy and Power Department	Regulation of Electrical works	Licenses and Certifications	Issuance of Electrical Contractor's License	No	No	KPITB
142	Energy and Power Department	Regulation of Electrical works	Licenses and Certifications	Renewal of Electrical Contractor's License	No	No	KPITB
143	Energy and Power Department	Regulation of Electrical works	Licenses and Certifications	Change of Supervisor	No	No	KPITB
144	Energy and Power Department	Regulation of Electrical works	Licenses and Certifications	Change of Name of Firm	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
145	Energy and Power Department	Regulation of Electrical works	Licenses and Certifications	Issuance of competency Certificate	No	No	KPITB
146	Energy and Power Department	Electricity Dispute Resolution	Adjudication upon Electricity Dispute Between and Consumers & DISCOs	Billing Dispute Resolution	No	No	KPITB
147	Energy and Power Department	Electricity Dispute Resolution	Adjudication upon Electricity Dispute Between and Consumers & DISCOs	Electricity Metering Dispute Resolution	No	No	KPITB
148	Energy and Power Department	Regulatory Enforcement	Electric Safety & Energy Conservation	Initial Inspection, testing and permission for Energization of Electrical Installation	No	No	KPITB
149	Energy and Power Department	Regulatory Enforcement	Electric Safety & Energy Conservation	Periodic Inspection and testing for Electric safety & Energy Conservation	No	No	KPITB
150	Energy and Power Department				No	No	KPITB
Establishment Department							
151	Establishment Department	Recruitment	Appointment KP PSC	KPPSC Examination Fees	Yes	No	Digitized
152	Establishment Department				No	No	Digitized
Excise, Taxation & Narcotics Control Department							
153	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Self Assessment	No	No	Inhouse
154	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Assessment of Tax	No	No	Inhouse
155	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Issuance of Demand Notice & Tax Challan	No	No	Inhouse
156	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Re-Assessment Procedure	No	No	Inhouse
157	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Appeal to Director General (DG) against Assessment	No	No	Inhouse
158	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Hotel Bed Tax	Review Request to Secretary	No	No	Inhouse
159	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Professional Tax	Assessment of Tax	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
160	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Professional Tax	Issuance of Challan	No	No	Inhouse
161	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Professional Tax	Re-Assessment Procedure	No	No	Inhouse
162	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Professional Tax	Appeal to DG against Assessment	No	No	Inhouse
163	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Real Estate Agents & Motor Vehicle Dealers	Assessment of application and issuance of license	No	No	Inhouse
164	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Real Estate Agents & Motor Vehicle Dealers	Renewal Of License	No	No	Inhouse
165	Excise, Taxation & Narcotics Control Department	Regulation cum Taxation	Urban Immovable Property Tax	Property Assessment	No	No	KPITB
166	Excise, Taxation & Narcotics Control Department	Regulation cum Taxation	Urban Immovable Property Tax	Application for Re-assessment	No	No	KPITB
167	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Urban Immovable Property Tax	Provision of PT-1 Record (Property details)	No	No	KPITB
168	Excise, Taxation & Narcotics Control Department	Regulation Cum Taxation	Urban Immovable Property Tax	Tax Challan Service	No	No	KPITB
169	Excise, Taxation & Narcotics Control Department	Registration & Taxation	Registration of vehicles	New Registration	Yes	Yes	KPITB
170	Excise, Taxation & Narcotics Control Department	Registration and Taxation	Registration of Vehicles	Transfer of Ownership	Yes	No	KPITB
171	Excise, Taxation & Narcotics Control Department	Registration and Taxation	Registration of Vehicles	Token tax Collection	Yes	No	KPITB
172	Excise, Taxation & Narcotics Control Department	Registration and Taxation	Registration of Vehicles	Alteration /Conversion	No	No	KPITB
173	Excise, Taxation & Narcotics Control Department	Registration and Taxation	Registration of Vehicles	Re-registration of other province vehicles	No	No	KPITB
174	Excise, Taxation & Narcotics Control Department	Regulation cum Taxation	Regulation of Spirits	Assessment of application for spirit licenses	No	No	Inhouse
175	Excise, Taxation & Narcotics Control Department	Regulation cum Taxation	Regulation of Spirits	Renewal of spirit license	No	No	Inhouse
176	Excise, Taxation & Narcotics Control Department	Regulation cum Taxation	Regulation of Spirits	Application for spirit permit	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
Finance Department							
177	Finance Department	Grievance Redressal Mechanism	Disposal of Appeal under Khyber Pakhtunkhwa Public Procurement Grievance Redressal Rules, 2017	Scrutinize the Appeal(s)	No	No	KPITB
178	Finance Department	Grievance Redressal Mechanism	Disposal of Appeal under Khyber Pakhtunkhwa Public Procurement Grievance Redressal Rules, 2017	Appeal Admission and Nomination of Technical Assistant	No	No	KPITB
179	Finance Department	Grievance Redressal Mechanism	Disposal of Appeal under Khyber Pakhtunkhwa Public Procurement Grievance Redressal Rules, 2017	Submit Recommendations	No	No	KPITB
180	Finance Department	Tender Upload Fee	Tender Upload Fee	Tender Upload Fee	Yes	No	KPITB
Food Department							
181	Food Department	Wheat Supply	Supply of Wheat/Flour	Price control of Essential Commodities	No	No	Outsourcing
182	Food Department	Licensing of Food Business	Issuance Of Food Business License	New License of Food Business	Yes	Yes	KPITB
183	Food Department	Licensing of food business	Issuance of Food Business License	Renewal of Food Business License	Yes	Yes	KPITB
184	Food Department	Licensing of Food Business	Issuance of Food Business License	Duplicate License	Yes	Yes	KPITB
185	Food Department	Licensing of Food Business	Issuance of Food Business Licenses	License Category Change Request	Yes	Yes	KPITB
186	Food Department	Licensing of Food Business	Issuance of Food Business License	change of ownership or Business Name/Business Address Request	Yes	Yes	KPITB
187	Food Department	Product Registration	Issuance of Product Registration Certificate	New/Fresh Product Registration Certificate	Yes	Yes	KPITB
188	Food Department	Product Registration	Issuance of Product Registration Certificate	Renewal of Product Registration	Yes	Yes	KPITB
189	Food Department	Product Registration	Issuance of Product Registration Certificate	Duplicate Product Registration Certificate	Yes	Yes	KPITB
190	Food Department	Food Grain	Issuance of Food Grain License	Issuance of Food Grain License	No	Yes	KPITB
191	Food Department	Food Grain	License	Renewal of Food Grain License	No	Yes	KPITB
192	Food Department	Food Grain	Food Grain License	New Food Grain License	No	Yes	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
193	Food Department	Food Grain	Food Grain License	Renewal of Food Grain License	No	Yes	Outsourcing
194	Food Department	Food Grain	Food Grain License	Duplicate Food Grain License	No	Yes	KPITB
195	Food Department	Food Grain	Food Grain License	Transfer of Food Grain License	No	Yes	Inhouse
196	Food Department	Flour Mills	Flour Mills License	New Flour Mills License	No	No	Inhouse
197	Food Department	Flour Mills	Flour Mills License	Renewal of Flour Mills License	No	No	Inhouse
198	Food Department	Flour Mills	Flour Mills License	Duplicate Flour Mills License	No	No	Inhouse
199	Food Department	Transportation of wheat	Issuance of registration as carriage contractor enlistment	New Issuance of registration as carriage contractor enlistment	No	No	Inhouse
200	Food Department	Transportation of Wheat	Issuance of registration as carriage contractor enlistment	Renewal Issuance of registration as carriage contractor enlistment	No	No	Inhouse
201	Food Department	Inspection	Inspection and Fines	Daily Market Inspection and Fine	No	No	Inhouse
202	Food Department	Cess Fund	Crusing Season	Yearly Crusing Season	No	No	Inhouse
203	Food Department	Licensing of Food Business	Issuance Of Food Business License	Submission Of License Fee	No	No	Inhouse
204	Food Department	Product Registration	Issuance of Product Registration Certificate	Product Fee	No	No	Inhouse
205	Food Department	Food Business Inspection	Fines on Violations	Fine submission/Fine Payment	No	No	Inhouse
206	Food Department	Inspections & monitoring	Fine collection	Fine Collection (including Inspection Management System / Price Control/Magistracy fines)	Yes	Yes	KPITB
Forestry, Environment & Wildlife Department							
207	Forestry, Environment & Wildlife Department	Issuance	Issuance of Non Transferrable Possession License	Issuance of Non Transferrable Possession License for Wild Animal, Trophy or Meat including Small Mammal, Large Mammal, Small Bird, Large Bird	No	No	KPITB
208	Forestry, Environment & Wildlife Department	Renewal	Renewal of Non Transferrable Possession License	Renewal of Non Transferrable Possession License for Wild Animal, Trophy or Meat including Small Mammal, Large Mammal, Small Bird, Large Bird	No	No	KPITB
209	Forestry, Environment & Wildlife Department	Issuance	Issuance of Small Game Shooting License	Issuance of Small Game Shooting License	No	No	KPITB
210	Forestry, Environment & Wildlife Department	Renewal	Renewal of Small Game Shooting License	Renewal of Small Game Shooting License	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
211	Forestry, Environment & Wildlife Department	Issuance	Issuance of Big Game Shooting License	Issuance of Big Game Shooting License	No	No	KPITB
212	Forestry, Environment & Wildlife Department	Renewal	Renewal of Big Game Shooting License	Renewal of Big Game Shooting License	No	No	KPITB
213	Forestry, Environment & Wildlife Department	Issuance	Issuance of Dealing License	Issuance of Dealing License	No	No	KPITB
214	Forestry, Environment & Wildlife Department	Renewal	Renewal of Dealing License	Renewal of Dealing License	No	No	KPITB
215	Forestry, Environment & Wildlife Department	Registration	Registration of Breeding Facility	Registration of Breeding Facility with herbivores only under KP Breeding Facility Rules, 2021	No	No	KPITB
216	Forestry, Environment & Wildlife Department	Renewal	Renewal of Breeding Facility	Renewal of Breeding Facility with herbivores only under KP Breeding Facility Rules, 2021	No	No	KPITB
217	Forestry, Environment & Wildlife Department	Registration	Registration of Breeding Facility	Registration of Breeding Facility with carnivores only under KP Breeding Facility Rules, 2021	No	No	KPITB
218	Forestry, Environment & Wildlife Department	Renewal	Renewal of Breeding Facility	Renewal of Breeding Facility with carnivores only under KP Breeding Facility Rules, 2021	No	No	KPITB
219	Forestry, Environment & Wildlife Department	Registration	Registration of Breeding Facility	Registration of Breeding facility having herbivores, carnivores and birds only under KP Breeding Facility Rules, 2021	No	No	KPITB
220	Forestry, Environment & Wildlife Department	Renewal	Renewal of Breeding Facility	Renewal of Breeding facility having herbivores, carnivores and birds only under KP Breeding Facility Rules, 2021	No	No	KPITB
221	Forestry, Environment & Wildlife Department	Registration	Registration of Breeding Facility	Registration of Breeding Facility with birds only under KP Breeding Facility Rules, 2021	No	No	KPITB
222	Forestry, Environment & Wildlife Department	Renewal	Renewal of Breeding Facility	Renewal of Breeding Facility with birds only under KP Breeding Facility Rules, 2021	No	No	KPITB
223	Forestry, Environment & Wildlife Department	Issuance	Issuance of No Objection Certificate (NOC)	Issuance of No Objection Certificate (NOC) for Commercial Documentary by international TV Channel//Firm, National TV Channel/Firm and Vlogger under KP National Parks Rules, 2021	No	No	KPITB
224	Forestry, Environment & Wildlife Department	Issuance	Issuance of Possession License	Issuance of Possession License for pointer Dog/ Grey Honds and coursing	No	No	KPITB
225	Forestry, Environment & Wildlife Department	Issuance	Issuance of No Objection Certificate (NOC)	Issuance of No Objection Certificate (NOC) for hunting of Wild Boar	Yes	No	KPITB
226	Forestry, Environment & Wildlife Department	Sustainable Forest	Transport Pass	Challan(Timber)	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
227	Forestry, Environment & Wildlife Department	Sustainable Forest	Concession	Wood Permit	No	No	KPITB
228	Forestry, Environment & Wildlife Department	Forest Division Territory	Facilitation	Registration of Saw Machine	No	No	KPITB
229	Forestry, Environment & Wildlife Department	Forest Division Territory	Facilitation	Provision of Plant free of cost	No	No	KPITB
230	Forestry, Environment & Wildlife Department	Environmental Approval	Assessment	Environmental Impact Assessment (EIA)	No	No	Outsourcing
231	Forestry, Environment & Wildlife Department	Environmental Approval	Assessment	Initial Environmental Examination (IEE)	No	No	Outsourcing
232	Forestry, Environment & Wildlife Department	Environmental Approval	Assessment	General Environmental Approval (GEA)	No	No	Outsourcing
233	Forestry, Environment & Wildlife Department	Environmental Approval	Assessment	Environmental Audit (EA)	No	No	Outsourcing
234	Forestry, Environment & Wildlife Department	Rents & Fee	Rents	Buildings, Shops, Lands and Water Bodies	No	No	KPITB
235	Forestry, Environment & Wildlife Department	Rent & Fee	Fee	Park Entry Fee	No	No	KPITB
Health Department							
236	Health Department	Drugs license	Drugs license under various categories, and renewal etc	Renewal of license	Yes	No	Digitized
237	Health Department	Preparing Paramedics For the Public and Private Sector Hospitals	Awarding Diplomas and Certificates to Paramedics	Awarding Diplomas and Certificates to Paramedics	No	No	Digitized
238	Health Department	Medical Faculty Peshawar	Diploma in Health Services	Diploma, Renewal, DMC, Verification, Good Standing	No	No	Digitized
239	Health Department	DRUGS CONTROL AND PHARMACY SERVICES	DRUGS SALE LICENSE	DRUGS SALE LICENSE	No	No	Digitized
240	Health Department	Drug License	Drug Sale Licenses under various categories	Pharmacy (8A)	Yes	No	Digitized
241	Health Department	Drug License	Drug Sale License under various categories	Retail License (8B)	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
242	Health Department	Drug License	Drug Sale License under various categories	Distribution License (8C)	Yes	No	Digitized
243	Health Department	Drug License	Drug Sale License under various categories	Narcotics License (8D) Cannot be obtained alone, it shall be obtained with 8A, 8B, or 8C	Yes	No	Digitized
244	Health Department	Khyber Pakhtunkhwa Health Care Commission	Regulations of Health Care Establishments	Registration, Licensing, Anti-quackery	No	No	Outsourcing
245	Health Department	Khyber Pakhtunkhwa Health Care Commission	Registration of Health Care Establishments	Processing of HCE Registration Applications	No	No	Outsourcing
246	Health Department	Khyber Pakhtunkhwa Health Care Commission	Capacity Building of Health Care Establishments	Training on Quality Standards	No	No	Outsourcing
247	Health Department	Khyber Pakhtunkhwa Health Care Commission	Licensing of Health Care Establishments	Issuance of Provisional License to Health Care Establishments	No	No	Outsourcing
248	Health Department	Khyber Pakhtunkhwa Health Care Commission	Licensing of Health Care Establishments	Assessment of Health Care Establishments for Grant of Full License	No	No	Outsourcing
249	Health Department	Khyber Pakhtunkhwa Health Care Commission	License Management	Renewal of License	No	No	Outsourcing
250	Health Department	Khyber Pakhtunkhwa Health Care Commission	License Management	Suspension of License	No	No	Outsourcing
251	Health Department	Khyber Pakhtunkhwa Health Care Commission	License Management	Cancellation of License	No	No	Outsourcing
252	Health Department	Khyber Pakhtunkhwa Health Care Commission	Regulatory Compliance and Quality Assurance	Inspection of Health Care Establishments	No	No	Outsourcing
253	Health Department	Khyber Pakhtunkhwa Health Care Commission	Complaint Management	Investigation of Malpractice or Maladministration	No	No	Outsourcing
254	Health Department	Khyber Pakhtunkhwa Health Care Commission	Advisory and Technical Support	Technical Guidance to Health Care Establishments	No	No	Outsourcing

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255	Health Department	Khyber Pakhtunkhwa Health Care Commission	Anti-Quackery Operations	Identification and Action against Quackery	No	No	Outsourcing
256	Health Department	KP Pharmacy Council Peshawar	REGISTRATION CERTIFICATE (PHARMACIST)	CATEGORY A	No	No	KPITB
257	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACY TECHNICIAN)	CATEGORY B CERTIFICATE	No	No	KPITB
258	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACIST)	DUPLICATE CERTIFICATE CATEGORY A	No	No	KPITB
259	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACY TECHNICIAN)	DUPLICATE CERTIFICATE CATEGORY B	No	No	KPITB
260	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACY TECHNICIAN)	RENEWAL OF CATEGORY A CERTIFICATE	No	No	KPITB
261	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACY TECHNICIAN)	RENEWAL OF CATEGORY B CERTIFICATE	No	No	KPITB
262	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (CATEGORY A)	VERIFICATION OF CATEGORY A CERTIFICATE	No	No	KPITB
263	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACY TECHNICIAN)	VERIFICATION OF CATEGORY B	No	No	KPITB
264	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (PHARMACIST)	GOOD STANDING CERTIFICATE OF CATEGORY A	Yes	No	KPITB
265	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Diploma Certificate	Yes	No	Outsourcing
266	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Awarding of Diploma	Renewal of Diploma	Yes	No	Outsourcing
267	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Awarding of Diploma	Detail Marks Certificate	Yes	No	Outsourcing
268	Health Department	KP PHARMACY COUNCIL PESHAWAR	REGISTRATION CERTIFICATE (CATEGORY B)	GOOD STANDING CERTIFICATE OF CATEGORY B	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
269	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Students Name Correction	Yes	No	Digitized
270	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Students Registration	Yes	No	Digitized
271	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Submission of Examination form	Yes	No	Digitized
272	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Duplicate Diploma	Yes	No	Digitized
273	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Paramedical Institute Affiliation	Inspection of Institute for Affiliation	Yes	No	Digitized
274	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Paramedical Institute Affiliation	Institute Registration Annual Renewal Fee	Yes	No	Digitized
275	Health Department	Faculty of Paramedical & Allied Health Sciences Khyber Pakhtunkhwa	Diploma Awarding	Verification of Documents	Yes	No	Digitized
276	Health Department	Nursing Education	4 Years BS Nursing Education, 01 year paid internship in hospital	Hostel accomodation for female students only	No	No	Inhouse
277	Health Department	PHSA through (PGPI Peshawar, PIMT Swat, PIMT Abbottabad and PIMT D.I Khan)	04 Years BS and 02 Years Diploma Paramedics Education	Hostel Facility, clinical duties in hospitals	No	No	Inhouse
278	Health Department	PHSA through (Public Health Schools (i) Nishterabad Peshawar, (ii)	02 years LHV Diploma course	Hostel	No	No	Inhouse

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279	Health Department	PHSA Through Postgraduate College of Nursing (PGCN) Hayatabad, Govt. College of Nursing (i) KTH, (ii) LRH, (iii) HMC, (iv) D.I Khan, (v) Bannu, (vi) Kohat, (vii) Mardan, (viii) Swat, and (ix) Abbottabad	BS Nursing Program,	04 years BS Nursing, 01 year paid internship and Hostel facility for female students only	No	No	Inhouse
280	Health Department	Regulation of all aspects of blood transfusion services in the Province.	Registration of blood banks in public and private sectors.	Initial registration of blood banks.	No	No	Outsourcing
281	Health Department	Comprehensive Physical Rehabilitation	Spinal Cord Injury, Polio, ClubFoot, Autism, Occupational Therapy,	Orthosis, Assistive Devices, Audiology	No	No	Outsourcing
282	Health Department	Regulation of blood banking services in public and private sectors for ensuring health protection and prevention of transfusion transmissible diseases.	Licensing of blood banks / regional blood centers in public and private sectors.	Inspection of blood bank / regional blood center for granting license.	No	No	Outsourcing
283	Health Department	Regulation of blood banking services in public and private sectors for ensuring health protection and prevention of transfusion transmissible diseases.	Registration of blood banks / regional blood centers in public and private sectors.	Enquiry / inspection of blood bank / regional blood center.	No	No	Outsourcing
284	Health Department	Regulation of blood banking services in public and private	Licensing of blood banks / regional blood centers in public and private sectors.	Inspection of blood bank / regional blood center for granting license.	No	No	Outsourcing

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
		sectors for ensuring health protection and prevention of transfusion transmissible diseases.					
285	Health Department	Regulation of blood banking services in public and private sectors for ensuring health protection and prevention of transfusion transmissible diseases.	License renewal	Inspection of blood bank / regional blood center for license renewal.	No	No	Outsourcing
286	Health Department	Regulation of blood banking services in public and private sectors for ensuring health protection and prevention of transfusion transmissible diseases.	Regular monitoring and inspection of blood banks and regional blood centers.	i. Quality assurance and imposition of penalties. iv. Confiscation of sub-standard blood and blood products, equipments. v. Issuance of adverse findings report and putting the blood bank on probation. vi. Cancellation and suspension of license.	No	No	Outsourcing
287	Health Department	Regulation of blood banking services in public and private sectors for ensuring health protection and prevention of transfusion transmissible diseases.	i. Development of service standards for blood banks and regional blood centers. ii. Fix service charges of blood and blood products.	Availability of safe blood to patients at reasonable prices.	No	No	Outsourcing
288	Health Department	PHSA	Nursing Admissions Fee Structure	1. Bank Challan of RS. 500 2. Government College Dues Payable for One Time per Program. Rs. 4,000/- Per Program 3. Government College Dues per Semester. Rs. 11,000/- Per Semester x 08 semesters =Rs. 88,000 Per Program. 4. Statutory Bodies/University Dues (Subject to relevant body regulations). Rs. 64000/- Per Program 5. Total Cost Per Program of BS 04 Years. Rs.152000/- Per Program	No	No	Inhouse

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289	Health Department	PHSA	Paramedics 02 Year Diploma Fee Structure	1. Form Fee. RS. 500. 2. FEE STRUCTURE FOR TWO YEARS PARAMEDICAL DIPLOMAS IN MORNING REGULAR SHIFT. RS. 50,000. 3. HOSTEL CHARGES FOR TWO YEARS . RS. 26,000/-	No	No	Inhouse
290	Health Department	PHSA	02 Year Paramedics Self Finance Fee Structure	1. Admission Form RS. 500. 2. FEE STRUCTURE FOR TWO YEARS PARAMEDICAL DIPLOMAS IN EVENING SELF FINANCE SHIFT. RS. 110,000/- 3. HOSTEL CHARGES FOR TWO YEARS. RS. 26,000/-	No	No	Inhouse
291	Health Department	PHSA	Paramedics 04 Years BS Program Fee Structure at ZAB PGPI	Fee Structure for BS Programs Admission Fee. RS. Total Rs. 34,000/- in Government Treasury. 2. INSTITUTIONAL DUES. RS. 271,300/- 3. Hostel Dues. RS. 53,000/-	No	No	Inhouse
292	Health Department	HMIS-Hospital management information system	OPD Parchi	opd parchi	No	No	KPITB
293	Health Department	PHSA	Admission and Fee Structure of 02 Year LHV Diploma	1. Form Fee. RS. 600. 2. Fee / charges to be charged from all students (for both regular and self-financed students) RS. 17000/- 3. Additional fee structure (non-refundable) for two years LHV Diploma in Public Health Schools for self-finance students (shall be charged once in two years in addition to charges mentioned in clause 5.15.1 above) RS. 26,000/- 4. Hostel boarding charges for self-finance seats for two years: RS. 18,000/-	No	No	Inhouse
294	Health Department	HMIS-Hospital management information system	IPD	IPD	No	No	KPITB
295	Health Department	HMIS-Hospital management information system	Pathology	Pathology	No	No	KPITB
296	Health Department	HMIS-Hospital management information system	Radiology	Radiology	No	No	KPITB
297	Health Department	HMIS-Hospital management information system	Pharmacy	Pharmacy	No	No	KPITB
Higher Education, Archives and Libraries Department							
298	Higher Education, Archives and Libraries Department	Academics Certificate	Bonafied Certificate	Scholarship	No	No	KPITB
299	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Admissions in Intermediate Programs	Yes	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
300	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Admissions in Associate Degree Programs	Yes	No	KPITB
301	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Admissions in BS Programs	Yes	No	KPITB
302	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Change in Quota (Intermediate)	Yes	No	KPITB
303	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Change in Quota (Associate Degree)	Yes	No	KPITB
304	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Change in Quota (BS program)	Yes	No	KPITB
305	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Personal Information Correction (Intermediate)	Yes	No	KPITB
306	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Personal Information Correction (Associate Degree)	Yes	No	KPITB
307	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Personal Information Correction (BS programs)	Yes	No	KPITB
308	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Academic Information Correction (Intermediate)	Yes	No	KPITB
309	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Academic Information Correction (associate Degree)	Yes	No	KPITB
310	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Academic Information Correction (BS Program)	Yes	No	Digitized
311	Higher Education, Archives and Libraries Department	Scholarships	Supporting talented deserving students of KP	Renewal of scholarships based on good academic performance for already allotted recipients	No	No	KPITB
312	Higher Education, Archives and Libraries Department	Trainings	Training Courses, Training Workshops	Long/Short Courses and Workshops	No	No	KPITB
313	Higher Education, Archives and Libraries Department	Financial Assistance to Private Sector	Financial Assistance for construction of building	Upgradation of labs/librarians/furniture/ fixture	No	No	Outsourcing
314	Higher Education, Archives and Libraries Department	Research	Surveys & studies to identify malfunctioning in educational system & suggesting remedies.	Education system analysis, education census	No	No	KPITB
315	Higher Education, Archives and Libraries Department	Innovation / Reforms in HE	Conferences / Seminars / Consultative Workshops	Conferences / Seminars / Consultative Workshops / Career Counselling	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
316	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Membership Card	Yes	No	Digitized
317	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Book lending facility for home	Yes	No	Digitized
318	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	OPAC (Online Public Access Catalogue)	Yes	No	Digitized
319	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Current Awareness Service (CAS)	Yes	No	Digitized
320	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Selective Dissemination of Information (SDI)	Yes	No	Digitized
321	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Internet/HEC Digital Library Services	No	No	NA
322	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Reprographic Services	Yes	No	Digitized
323	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Serial Publication (Newspapers/Magazines)	Yes	No	Digitized
324	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Reference Services	No	No	NA
325	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Dedicated Reading Room Services	No	No	NA
326	Higher Education, Archives and Libraries Department	Public Library	Library Services to Public	Open Shelves Services	No	No	NA
327	Higher Education, Archives and Libraries Department	Public Library	Auditorium Hall - Provision of Auditorium Hall	N/A	Yes	No	Digitized
328	Higher Education, Archives and Libraries Department	Provision of Record from Archives	Provision of Archival/Historical Records	OPAC(Online Public Access Catalogue) of Archival Record - OPAC	No	No	NA
329	Higher Education, Archives and Libraries Department	Provision of Record from Archives	Provision of Archival/Historical Records	Provision of old Newspapers and Magazines	Yes	No	Digitized
330	Higher Education, Archives and Libraries Department	Provision of Record from Archives	Provision of Archival/Historical Records	Provision of records to Scholars/researchers	Yes	No	Digitized
331	Higher Education, Archives and Libraries Department	Registration	Private Higher Educational Institute Registration	Fresh Registration	No	No	KPITB
332	Higher Education, Archives and Libraries Department	HEMIS	Online Admission System	Prospectus/Application Processing fee	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
333	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of University	No	No	KPITB
334	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Monthly Talent Support Scholarships	Fresh Apply	No	No	KPITB
335	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Monthly Talent Support Scholarships	Renewal based on continuation of studies	No	No	KPITB
336	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Merit Scholarships	Fresh Apply	No	No	KPITB
337	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Merit Scholarships	Renewal based on continuation of studies	No	No	KPITB
338	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Financial Assistance on Medical Treatment	NIL	No	No	KPITB
339	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Financial Assistance on Retirement	NIL	No	No	KPITB
340	Higher Education, Archives and Libraries Department	KP-Education Employees Foundation (KP-EEF)	Marriage Grant	NIL	Yes	No	Digitized
341	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of University	Yes	No	Digitized
342	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Degree Awarding Institute (DAI)	Yes	No	Digitized
343	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Medical College	Yes	No	Digitized
344	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Dental College	Yes	No	Digitized
345	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Engineering College	Yes	No	Digitized
346	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Allied Health Sciences / Pharm-D / Rehabilitation Sciences / Nursing College	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
347	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Vocational / Professional College	Yes	No	Digitized
348	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Homeopathic College	Yes	No	Digitized
349	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Private Sector Higher Educational Institution	Registration of Common Degree College (AD / BS Programs)	Yes	No	Digitized
350	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of University	Yes	No	Digitized
351	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Degree Awarding Institute (DAI)	Yes	No	Digitized
352	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Medical College	Yes	No	Digitized
353	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Dental College	Yes	No	Digitized
354	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Engineering College	Yes	No	Digitized
355	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Nursing / Pharm D	Yes	No	Digitized
356	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Allied Health Sciences / Rehabilitation Sciences College	Yes	No	Digitized
357	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Vocational / Professional College	Yes	No	Digitized
358	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Homeopathic College	Yes	No	Digitized
359	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Renewal of Registration of Private Sector Higher Educational Institution	Annual Renewal of Registration of Common Degree College (AD / BS Programs)	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
360	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Department in University	Yes	No	Digitized
361	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Department in Degree Awarding Institute (DAI)	Yes	No	Digitized
362	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Department in Medical College	Yes	No	Digitized
363	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Department in Dental College	Yes	No	Digitized
364	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Department in Engineering College	Yes	No	Digitized
365	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Subject in Nursing / Pharm-D College	Yes	No	Digitized
366	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Subject in Allied Health Sciences / Rehabilitation Sciences College	Yes	No	Digitized
367	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Subject in Vocational / Professional College	Yes	No	Digitized
368	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Subject in Homeopathic College	Yes	No	Digitized
369	Higher Education, Archives and Libraries Department	Private Sector Higher Education	Registration of Additional Subject / Department	Registration of Additional Subject in Common Degree College (AD / BS Programs)	Yes	No	Digitized
370	Higher Education, Archives and Libraries Department	Private Sector Higher Education	De-Registration / Cancellation of Registration	De-registration of any Private Higher Education Institute	No	No	Outsourcing
371	Higher Education, Archives and Libraries Department	Universities	Student Admission	BS (Hons)	Yes	No	Outsourcing
372	Higher Education, Archives and Libraries Department	Universities	Student admission	MS/MPhil	No	No	Outsourcing
373	Higher Education, Archives and Libraries Department	Universities	Student admission	Phd	No	No	Outsourcing
374	Higher Education, Archives and Libraries Department	Universities	Degree Issuance	Apply for Degree	No	No	Outsourcing
375	Higher Education, Archives and Libraries Department	Universities	Recruitment	Job Application Submission	No	No	Outsourcing
376	Higher Education, Archives and Libraries Department	Universities	Transcript Issuance	New Transcript	No	No	Outsourcing

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377	Higher Education, Archives and Libraries Department	Universities	Student Financial Services	Scholarship Processing	No	No	Outsourcing
378	Higher Education, Archives and Libraries Department	Universities	Research Facilitation	Research Project Approval	No	No	Outsourcing
379	Higher Education, Archives and Libraries Department	Chief Minister Education Endowment Fund	Provision of Scholarships	Provision of Scholarships	No	No	KPITB
380	Higher Education, Archives and Libraries Department	Higher Education Research Endowment Fund	Provision of Research Grants	Provision of Research Grants	No	No	Outsourcing
381	Higher Education, Archives and Libraries Department	Insaf Female and Orphan Education Card	Fee Waiver to Female and Orphan Students	Fee Waiver to Female and Orphan Students	No	No	KPITB
382	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	Character Certificate	No	No	KPITB
383	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	Bonafide Student Certificate	No	No	KPITB
384	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	College Leaving Certificate	No	No	KPITB
385	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	Provisional Certificate	No	No	KPITB
386	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	Medium of Instruction Certificate	No	No	KPITB
387	Higher Education, Archives and Libraries Department	Certificates	Student Certificates	Recommendation Letter	No	No	KPITB
388	Higher Education, Archives and Libraries Department	Student Records	ID Card Services	New ID Card	No	No	KPITB
389	Higher Education, Archives and Libraries Department	Student Records	ID Card Services	Duplicate Student ID Card	No	No	KPITB
390	Higher Education, Archives and Libraries Department	College Library	Library Membership	Library Card Issuance	No	No	KPITB
391	Higher Education, Archives and Libraries Department	College Library	Library Membership	Borrowing of Books	No	No	KPITB
392	Higher Education, Archives and Libraries Department	College Library	Library Membership	Library Clearance Certificate	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
393	Higher Education, Archives and Libraries Department	College Library	Library Membership	Duplicate Library Card	No	No	KPITB
394	Higher Education, Archives and Libraries Department	Hostel	Hostel Admission	Hostel Accommodation	No	No	KPITB
395	Higher Education, Archives and Libraries Department	Hostel	Hostel Admission	Hostel Clearance Certificate	No	No	KPITB
396	Higher Education, Archives and Libraries Department	Academic Services	Academic Facilitation	Course Enrollment Assistance	No	No	KPITB
397	Higher Education, Archives and Libraries Department	Academic Services	Academic Facilitation	Timetable Provision	No	No	KPITB
398	Higher Education, Archives and Libraries Department	Academic Services	Academic Facilitation	Academic Counseling	No	No	KPITB
399	Higher Education, Archives and Libraries Department	Academics	Scholarship	Merit Scholarship	No	No	KPITB
400	Higher Education, Archives and Libraries Department	Academics	Scholarships	Need-Based Scholarship	No	No	KPITB
401	Higher Education, Archives and Libraries Department	Academics	Scholarships	Government Scholarship Programs	No	No	KPITB
402	Higher Education, Archives and Libraries Department	Academics	Scholarships	Ehsaas Scholarship Facilitation	No	No	KPITB
403	Higher Education, Archives and Libraries Department	Universities	Fee	Hostel Fee	No	No	KPITB
404	Higher Education, Archives and Libraries Department	Universities	Fee	Prospectus/Application Processing fee	No	No	KPITB

Home & Tribal Affairs Department

405	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Issuance of Arms License	Yes	Yes	Digitized
406	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Renewal of Arms License	Yes	Yes	Digitized
407	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Weapon Change	Yes	No	Digitized
408	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Copy to Card Conversion	Yes	No	Digitized
409	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Cartridge Increase	Yes	No	Digitized
410	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Duplicate Card	Yes	No	Digitized
411	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Provincial to All Pakistan	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
412	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Issuance of Manufacturing License	No	No	KPITB
413	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Establishment of Security Companies under Schedule-I as per Security Companies Ordinance 2002	No	No	KPITB
414	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Renewal of Security Companies as per Private Security Companies Rules 2003 (Amended Rules 2013)	No	No	KPITB
415	Home & Tribal Affairs Department	Arms & Ammunition	Arms & Ammunition	Arms Licences to Private Security Companies	No	No	KPITB
416	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Issuance of Dealership License	Yes	Yes	Digitized
417	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Transfer of Dealership License in 'inheritance' or 'extreme hardship/need' basis	Yes	Yes	Digitized
418	Home & Tribal Affairs Department	Security	Security Provision	Provision of security personnel to private individuals	No	No	KPITB
419	Home & Tribal Affairs Department	Arms & Ammunition	Issuance of Transportation License (TL) / NOC	i. DC recommendation ii. NOC from concerned DPO	No	No	Digitized
420	Home & Tribal Affairs Department	NGOs / NPOs	NPOs / NGOs	Issuance of Security Clearance Certificates/ NOC to NGOs/INGOs	No	No	Digitized
421	Home & Tribal Affairs Department	NGOs / NPOs	NGOs / NPOs	Registration of Non-Profit Organizations (NPOs) under Khyber Pakhtunkhwa Charities Act, 2019	No	No	Digitized
422	Home & Tribal Affairs Department	Foreign Security Cell	Foreigners	Travel NOC to the Foreigners	No	No	Digitized
423	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Issuance of Transportation License (TL) / NOC	Yes	No	Digitized
424	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Addition/inclusion of Sale Agent in Licenses in Forms X and XII	Yes	No	Digitized
425	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Addition/inclusion of Proprietorship in Forms-IX, X, XI and XII	Yes	No	Digitized
426	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Issuance of Manufacturing License	Yes	No	Digitized
427	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Establishment of Security Companies under Schedule-I as per Security Companies Ordinance 2002	Yes	No	Digitized
428	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Renewal of Security Companies as per Private Security Companies Rules 2003 (Amended Rules 2013)	Yes	No	Digitized
429	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Arms Licences to Private Security Companies	Yes	No	Digitized
430	Home & Tribal Affairs Department	Arms & Ammunition	Dealership License	Provision of security personnel to private individuals	Yes	No	Digitized
431	Home & Tribal Affairs Department	Legal Aid	Legal Aid Agency	Legal aid to the indigent persons in all cases	No	No	KPITB
432	Home & Tribal Affairs Department	E-Visit in Prison	E-Visit	Booking For E-Visitation	Yes	No	Digitized
433	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Issuance of Arms License	Yes	No	Digitized
434	Home & Tribal Affairs Department	Arms & Ammunition	Arms License	Renewal of Arms License	Yes	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
435	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Weapon Change	Yes	No	Digitized
436	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Copy to Card Conversion	Yes	No	Digitized
437	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Cartridge Increase	Yes	No	Digitized
438	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Duplicate Card	Yes	No	Digitized
439	Home & Tribal Affairs Department	Arms & Ammunition	Arms Licenses	Provincial to All Pakistan	Yes	No	Digitized
440	Home & Tribal Affairs Department	Probation Services	Probation of Offenders	Preparation of Pre-Sentence Report for Courts (Social Investigation Report)	No	No	KPITB
441	Home & Tribal Affairs Department	Probation Services	Probation of Offenders	Supervision of Offenders on Probation	No	No	KPITB
442	Home & Tribal Affairs Department	Probation Services	Probation of Offenders	Submission of Periodic Progress Reports to Court / Directorate	No	No	KPITB
443	Home & Tribal Affairs Department	Parole Services	Grant of Parole	Processing of Parole Application	No	No	KPITB
444	Home & Tribal Affairs Department	Parole Services	Grant of Parole	Verification of Surety and Residence of Parolee	No	No	KPITB
445	Home & Tribal Affairs Department	Parole Services	Grant of Parole	Supervision of Parolee	No	No	KPITB
Housing Department							
446	Housing Department	Housing	New Peshawar Valley Housing Project	"Receiving of Application Form on spot in the Office of LAC NPV or through Dastak App online	No	No	KPITB
447	Housing Department	Housing	New Peshawar Valley Housing Project	Submission of Application Form alongwith Revenue Documents and Challan of Rs. 5000/- through BOK or online	No	No	KPITB
448	Housing Department	housing	New Peshawar Valley Housing Project	Verification of Revenue Documents	No	No	KPITB
449	Housing Department	Housing	New Peshawar Valley housing Project	Securtny of Application submitted by the Land Owners	No	No	KPITB
450	Housing Department	Housing	New Peshawar valley housing project	Intimation Letter	No	No	KPITB
451	Housing Department	housing	new Peshawar Valley Housing project	Handing Over of Possession of Land	No	No	KPITB
452	Housing Department	Housing	New Peshawar Valley housing project	Mutation	No	No	KPITB
453	Housing Department	Housing	New Peshawar Valley Project	Public Engagements	No	No	inhouse
454	Housing Department	Housing	New Peshawar Valley Project	Transparency in Public Facilitation	No	No	KPITB
455	Housing Department	Housing	Transparency in Public Facilitation	Installation of UAN for quick and safe communications	No	No	inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
456	Housing Department	New Peshawar Valley Project	Transparency in Public Facilitation	Open door policy for the public	No	No	inhouse
457	Housing Department	New Peshawar Valley	Transparency in Public Facilitation	Feedback and grievance redressal	No	No	KPITB
458	Housing Department	Housing	Housing For All	Allotment of Plot/Flat	No	No	inhouse
459	Housing Department	Housing	Housing for all	Refund of Plot/Flat	No	No	KPITB
460	Housing Department	housing	housing for all	Transfer of Plot/Flat	No	No	KPITB
461	Housing Department	housing	housing for all	Possession of Plot/Flat	No	No	KPITB
462	Housing Department	housing	housing for all	Approval of House Map	No	No	KPITB
463	Housing Department	Housing	Registration Drive of Government Servants	Registration drive	Yes	No	KPITB
464	Housing Department	Housing	Procurement of Land	Procurement of Land	No	No	Inhouse
465	Housing Department	Housing	Housing for Govt Servants of KP	Allotment of Plot	No	No	Inhouse
466	Housing Department	Housing	Housing for Govt Servants of KP	Possession of Plot	No	No	Inhouse
467	Housing Department	housing	housing for govt servants of KP	Transfer of plot	No	No	Inhouse
468	Housing Department	housing	housing for govt servant of KP	Approval of Map for construction of House	No	No	Inhouse
469	Housing Department	housing	housing for govt servants of kp	Refund of plot	No	No	Inhouse
470	Housing Department	Housing residential facility	Provision of plots to the government servants	Housing residential facility->Registration Drive of Government Servants ->Allotment of plots, Possession of Plots and Transfer of plots	No	No	KPITB
Industries, Commerce and Technical Education Department							
471	Industries, Commerce and Technical Education Department	Education	Technical Education	Admission	No	No	Outsourcing
472	Industries, Commerce and Technical Education Department	Printing & Publications	Printing & Publications	Nikkah form Register, Register IV, Register V, Register VI	No	Yes	KPITB
473	Industries, Commerce and Technical Education Department	Industrial Facilitation	Transfer of Leasehold Rights	Transfer of Existing Industrial Plot	No	No	KPITB
474	Industries, Commerce and Technical Education Department	Industrial Facilitation	Bifurcation of Industrial Plot	Bifurcation of allotted plots	No	No	KPITB
475	Industries, Commerce and Technical Education Department	Industrial Facilitation	Merger	Merger of Industrial Plot	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
476	Industries, Commerce and Technical Education Department	Industrial Facilitation	Issuance of No objection certificates	NOC for Utilities, Mortgage	No	No	KPITB
477	Industries, Commerce and Technical Education Department	Industrial Facilitation	Building Byelaws	Map Approval	No	No	KPITB
478	Industries, Commerce and Technical Education Department	Plot Allotment	allotment of commercial plots to potential investors	NA	No	No	Digitized
479	Industries, Commerce and Technical Education Department	Plot Allotment	Industrial Plots to the industrialists	NA	No	No	KPITB
480	Industries, Commerce and Technical Education Department	Education (KP-TEVTA)	Technical Education	Admission	No	No	Outsourcing
481	Industries, Commerce and Technical Education Department	Un-employed Registration Certificate	Essential Personnel	Registration	No	No	Outsourcing
482	Industries, Commerce and Technical Education Department	Registration	Partnership Firm Registration	Form-A (Fresh Registration) Form-B (change of firm name or address) Form-C (opening of new branch office) Form-D (change in firm partner name or address) Form-E (change in firm partners/agreement or dissolution	Ongoing	No	KPITB
483	Industries, Commerce and Technical Education Department	Registration	Registration of Stone Crushers	1. Fresh Registration 2. Renewal 3. Transfer of Ownership	No	No	KPITB
484	Industries, Commerce and Technical Education Department	Registration	Boiler Registration	Registration of Boilers in Industrial Units	No	Yes	KPITB
485	Industries, Commerce and Technical Education Department	Registration	Boiler Registration	2: Renewal of Registration	No	Yes	KPITB
486	Industries, Commerce and Technical Education Department	Registration	Societies Registration	Renewal of Societies/NGOs/ Foundations.	Ongoing	No	KPITB
487	Industries, Commerce and Technical Education Department	Registration	Trust Registration	Renewal of Trusts	Ongoing	No	KPITB
488	Industries, Commerce and Technical Education Department	Printing and Publication	Sale of Printing documents	Nikah Form Register, Register IV (Labour salary), Register V (Labour leave), Register VI (Labour inspection)	No	Yes	KPITB
489	Industries, Commerce and Technical Education Department	Licensing/Commerce	Commercial Licensing	Godown Registration	No	No	KPITB
490	Industries, Commerce and Technical Education Department	Plot Allotment in EZ (KPEZDMC)	Allocation of industrial Units	New Allocation of industrial Units	No	No	KPITB
491	Industries, Commerce and Technical Education Department	Plot Allotment in EZ (KPZDMC)	Commercial Plots to Investors	Allocation	No	No	Outsourcing

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
492	Industries, Commerce and Technical Education Department	Issuance of NOC for Mortgage	Permission to mortgage leasehold rights for financing	Permission to mortgage leasehold rights for financing	No	No	KPITB
493	Industries, Commerce and Technical Education Department	Plots Operations	Transfer of Lease Hold Rights	Transfer of plot ownership between parties	No	No	KPITB
494	Industries, Commerce and Technical Education Department	Plot Operations	Issuance of NOC for Utilities	Issuance of NOCs for electricity, gas and utilities	No	No	KPITB
495	Industries, Commerce and Technical Education Department	Plot Operations	Change of name	Name and Nature Change of the Unit	No	No	KPITB
496	Industries, Commerce and Technical Education Department	Plot Operations	Merger	Merger	No	No	KPITB
497	Industries, Commerce and Technical Education Department	Plot Operations	Bifercation	Bifercation of Plot	No	No	KPITB
498	Industries, Commerce and Technical Education Department	Plot Operations	Map Approval	Map approval of industrial plot	No	No	KPITB
499	Industries, Commerce and Technical Education Department	Plot Operations	Plot Allotment (SIDB)	allotment of commercial plots to potential investors / Industrial Plots to the industrialists	No	No	Outsourcing
500	Industries, Commerce and Technical Education Department	Plot Operations (SIDB)	Building Plan Approval	Approval for Building Plan	No	No	Outsourcing
501	Industries, Commerce and Technical Education Department	Plot Operations (SIDB)	Transfer / Bifurcation	Transfer of lease hold rights of the plots	No	No	Outsourcing
502	Industries, Commerce and Technical Education Department	Operations (SIDB)	Issuance of Bank NOC	Issuance of Bank NOC	No	No	Outsourcing
503	Industries, Commerce and Technical Education Department	Operations (SIDB)	Issuance of NOC for Utilities	Issuance of NOCs for electricity, gas and utilities	No	No	Outsourcing
504	Industries, Commerce and Technical Education Department	Plot Operations (SIDB)	Change of name & nature	Name and Nature change of the unit	No	No	Outsourcing
505	Industries, Commerce and Technical Education Department	Plot Operations (SIDB)	Merger/ Bifurcation	Merger/ Bifurcation	No	No	Outsourcing
Information and Public Relation Department							
506	Information and Public Relation Department	Registration of Newspaper	Issuance of Registration Certificate for Newspaper	Renewal of Registrations of Newspapers	No	No	KPITB
507	Information and Public Relation Department	Registration of Agencies	Issuance of Registration of Advertising Agencies	Renewal of Registration of Advertising Agencies.	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
508	Information and Public Relation Department	Registration of Printing Presses	Issuance of Registration Certificate for Printing Press	Renewal of Registration of Printing Presses	No	No	KPITB
509	Information and Public Relation Department	Registration of Newspapers, Advertising Agencies & Printing Presses	<ul style="list-style-type: none"> Issuance of Registration of Newspapers Issuance of Registration of Advertising Agencies Issuance of Registration of Printing Presses 	<ul style="list-style-type: none"> Renewal of Registration of Newspapers Renewal of Registration of Advertising Agencies Renewal of Registration of Printing Presses 	No	No	KPITB
Inter Provincial Coordination Department							
510	Inter Provincial Coordination Department				No	No	Digitized
511	Inter Provincial Coordination Department				No	No	Digitized
Irrigation Department							
512	Irrigation Department	Water Sector Irrigation	No Objection Certificate (NOC)	NOC for any activity in the canal Right of Way (ROW) and waterways	No	No	KPITB
513	Irrigation Department			Abiyana	Yes	No	Inhouse + KPITB
Labour Department							
514	Labour Department	Education	General Education	NA	No	No	Outsourcing
515	Labour Department	Education	Vocational Education	Vocational Education	No	No	Outsourcing
516	Labour Department	Education	financial assistance	Scholarship	No	No	Outsourcing
517	Labour Department	Financial support	Grant	Hajj	No	No	Outsourcing
518	Labour Department	Financial support	Grant	Death Grant	No	No	Outsourcing
519	Labour Department	Financial Support	Grant	Marriage Grant	No	No	Outsourcing
520	Labour Department	worker welfare	Residential Facility	Housing	No	No	Outsourcing
521	Labour Department	Enforcement of the Khyber Pakhtunkhwa Standard Weights & Measures Enforcement Act	Weights & Measures	standardization of all commercial weights & Measures	No	No	Outsourcing
522	Labour Department	Registration and verification	Registration	Registration of Shops & Establishment	No	No	Outsourcing

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
523	Labour Department	Registration and Verification	Registration	Registration of Factory is mandatory under the Khyber Pakhtunkhwa Factories Act, 2013. Factory once established must be Registered with Directorate of Labour.	No	No	Outsourcing
524	Labour Department	Registration and Verification	Registration	1. Registration of Trade Unions/Association/ Federation, under the Khyber Pakhtunkhwa Industrial Relations Act 2010 (KP IRA 2010) and the Rules applicable thereunder	No	No	Outsourcing
525	Labour Department	Registration and Verification	Registration	Renewal of R-5 Card	Yes	No	Outsourcing
526	Labour Department	Housing Facilities extended by KP, Workers Welfare Board	Allotment	Allotment Of Quarters / Flats & Shops	No	No	Digitized
527	Labour Department	Registration and verification	Registration	Registration of employees/workers (Issuance of R-5) Card	No	No	Outsourcing
528	Labour Department	Registration and Verification	Registration	Registration of Industrial & Commercial Establishments under the Khyber Pakhtunkhwa ESS Act-2021	No	No	Outsourcing
529	Labour Department	Extending Hajj Facility by Khyber Pakhtunkhwa Workers Welfare Board	Major :- Hajj Facility extended to the Industrial Workers and employees of KP WWB	Minor " Nil"	No	No	Digitized
530	Labour Department	Scholarship extended by KP WWB	Scholarship	Nil	No	No	Digitized
531	Labour Department	Technical Education	Technical School Certificate (TSC) 2 Year Program / Diploma of Associate Engineering (DAE) 3 Years Program / Diploma in Information Technology (DIT - 1) 1 Year Program & Diploma in Information Technology (DIT - 2) 2 Years Program /	Misc Short Courses (Depending on Course)	No	No	Digitized
532	Labour Department	Registration	Registration of Establishments , and Workers.	Registration of Establishment and workers.	No	No	Digitized
533	Labour Department	General Education provide KP,WWB	Education to Workers From Nursery to Class-XII as per Entitlement Criteria	Nil	No	No	Digitized
534	Labour Department	Education Wing KP, WWB.	Scholarship to Post Matric Students As per Entitlement	Nil	No	No	Digitized

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
			Critter Studying in MBBS, Engineering, Degrees, Degrees etc.				
Law, Parliamentary Affairs & Human Rights Department.							
535	Law, Parliamentary Affairs & Human Rights Department.	Non-Governmental Organizations (NGOs) Registration Fee	Non-Governmental Organizations (NGOs) Registration Fee	Registration Fee	No	No	KPITB
536	Law, Parliamentary Affairs & Human Rights Department.	Non-Governmental Organizations (NGOs) Registration Fee	Non-Governmental Organizations (NGOs) Registration Fee	Renewal Fee	No	No	KPITB
537	Law, Parliamentary Affairs & Human Rights Department.	Non-Governmental Organization (NGOs) Registration Fee	Non-Governmental Organization (NGOs) Registration Fee	Registration Late Fee @5% of the Registration Fee per Day	No	No	KPITB
538	Law, Parliamentary Affairs & Human Rights Department.	Non-Governmental Organization (NGOs) Registration Fee	Non-Governmental Organization (NGOs) Registration Fee	Renewal Late Fee @10% per Day of the Renewal Fee	No	No	KPITB
Livestock, Fisheries & Cooperative Department							
539	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	New Castle Disease Vaccine (100 doses & 500 doses packing)	No	No	NA
540	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Haemorrhagic Septicaemia Vaccine (Alum Based) (30 ml & 50 ml packing)	No	No	NA
541	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Haemorrhagic Septicaemia Vaccine (Oil Based) (30 ml & 50 ml packing)	No	No	NA
542	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Haemorrhagic Septicaemia Vaccine (Oil Based) (30 ml & 50 ml packing)	No	No	NA
543	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Black Quarter Vaccine (300 ml & 50 ml packing)	No	No	NA
544	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Enterotoxaemia Vaccine (300 ml & 50 ml packing)	No	No	NA
545	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	vi. Anthrax Spore Vaccine (50 ml packing)	No	No	NA
546	Livestock, Fisheries & Cooperative Department	Veterinary / Husbandry Services	Production of Vaccine for disease control/prevention	Foot and Mouth Disease Vaccine (50 ml & 10 ml packing)	No	No	NA

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
547	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	i. Mastitis: California Mastitis test, Samatic cell count	No	No	NA
548	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	ii. Brucellosis: RBPT, SPAT, MRT, ELISA, PCR	No	No	NA
549	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	Parasitology: Fecal Microscopy, PCR, Blood Microscopy	No	No	NA
550	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	Pathology & Bacteriology: Fresh smear, Culture & Sensitivity, Urine RE, Coliform Count	No	No	NA
551	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	Tuberculosis: AFB, Cryptosporidiasis, Tuberculin test	No	No	NA
552	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	Virology: ELISA & PCR for FMDV, Parvovirus, Canine Distemper Virus	No	No	NA
553	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Disease Diagnosis	Poultry Pathology: Spat Mycoplasma, Spat Salmonella, HA, HI	No	No	NA
554	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Feed Analysis	Mycotoxin Analysis:	No	No	NA
555	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Feed Analysis	Proximate Analysis:	No	No	NA
556	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample Processing for Feed Analysis	Gross Energy:	No	No	NA
557	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Ultrasonography	Pregnancy diagnosis for small animals (Sheep, goats, dog, cats).	No	No	NA
558	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Sample for water analysis (Microbiology)	Water quality testing to determine contamination by infectious micro organism	No	No	NA
559	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Research Facilitation	i. Facilitation of Research for Undergraduates & Post Graduate research Students	No	No	NA
560	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Research Facilitation	Facilitation of Internship for DVM & DVAS Students of different Institutions	No	No	NA
561	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Research Facilitation	Provision of Laboratory Animals (Mice, rabbits, Guinea pig & Rats)	No	No	NA
562	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Animal Feed Services	Concentrated Feed for Dairy Animals (Shandar Vanda - Packing: 20 kgs & 37 kgs)	No	No	NA
563	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Animal Feed Services	Concentrated Feed for Lab Animals (Mice & Rats)	No	No	NA

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
564	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Outreach Services	Attending disease outbreak in Livestock & Poultry throughout Khyber Pakhtunkhwa	No	No	NA
565	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Outreach Services	Advisory Services to Farmers on Livestock & Poultry Management	No	No	NA
566	Livestock, Fishries & Cooperative Department	Veterinary / Husbandry Services	Outreach Services	Distribution of animals/poultry and their products (Poultry, Saanen Goats,Eggs, Milk)	No	No	NA
567	Livestock, Fishries & Cooperative Department	Registration	Registration of Cooperative Societies in Multiple Sectors	Inspection, Audits, Arbitration and Liquidation of Societies	No	No	Inhouse
568	Livestock, Fishries & Cooperative Department	Animal Health	Treatment of Sick Animals	History Taking	No	No	NA
569	Livestock, Fishries & Cooperative Department	Animal Health	Treatment of Sick Animals	Clinical Examination	No	No	NA
570	Livestock, Fishries & Cooperative Department	Animal Health	Treatment of Sick Animals	Diagnosis	No	No	NA
571	Livestock, Fishries & Cooperative Department	Animal Health	Treatment of Sick Animals	Treatment	No	No	NA
572	Livestock, Fishries & Cooperative Department	Livestock Disease Prevention	Immunization of Animals	Seasonal disease mapping	No	No	NA
573	Livestock, Fishries & Cooperative Department	Livestock Disease Prevention	Immunization of Animals	Clinical Examination / Disease reporting	No	No	NA
574	Livestock, Fishries & Cooperative Department	Livestock Disease Prevention	Immunization of Animals	Vaccination	No	No	NA
575	Livestock, Fishries & Cooperative Department	Livestock Disease Diagnostics	Sampling for disease diagnosis	Sample Collection	No	No	NA
576	Livestock, Fishries & Cooperative Department	Livestock Disease Diagnostics	Sampling for disease diagnosis	Sample Transportation	No	No	NA
577	Livestock, Fishries & Cooperative Department	Livestock Disease Diagnostics	Sampling for disease diagnosis	Sample Processing	No	No	NA
578	Livestock, Fishries & Cooperative Department	Livestock Disease Diagnostics	Sampling for disease diagnosis	Disease Diagnosis	No	No	NA
579	Livestock, Fishries & Cooperative Department	Breed Improvement	Artificial Insemination	Clinical Examination	No	No	NA
580	Livestock, Fishries & Cooperative Department	Breed Improvement	Artificial Insemination	Heat detection	No	No	NA

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
581	Livestock, Fishries & Cooperative Department	Breed Improvement	Artificial Insemination	Artificial Insemination	No	No	NA
582	Livestock, Fishries & Cooperative Department	Breed Improvement	Artificial Insemination	Pregnancy Diagnosis	No	No	NA
583	Livestock, Fishries & Cooperative Department	Livestock Extension	Awareness on dissemination of modern practices	Field Days	No	No	NA
584	Livestock, Fishries & Cooperative Department	Livestock Extension	Awareness on dissemination of modern practices	Radio Talks	No	No	KPITB
585	Livestock, Fishries & Cooperative Department	Livestock Extension	Awareness on dissemination of modern practices	Social Media Platforms	No	No	KPITB
586	Livestock, Fishries & Cooperative Department	Livestock Extension	Awareness on dissemination of modern practices	Tele-Farming Services	No	No	Inhouse
587	Livestock, Fishries & Cooperative Department	Veterinary Public Health	Facilitation in Milk and Meat Inspection along with authorities	Antemortem & Postmortem Inspection	No	No	NA
588	Livestock, Fishries & Cooperative Department	Veterinary Public Health	Meat Inspection	Nil	No	No	NA
589	Livestock, Fishries & Cooperative Department	Veterinary Public Health	Facilitation in Milk and Meat Inspection along with authorities	Milk Quality Testing	No	No	NA
590	Livestock, Fishries & Cooperative Department	Aquaculture Extension Services	Aquaculture Development	Provision of Fish Seed	No	No	Inhouse
591	Livestock, Fishries & Cooperative Department	Aquaculture Extension Services	Aquaculture Development	Sale of Fish (Trout Only)	No	No	Inhouse
592	Livestock, Fishries & Cooperative Department	Aquaculture Extension Services	Aquaculture Development	Farmers Registration	No	No	Inhouse
593	Livestock, Fishries & Cooperative Department	Aquaculture Extension Services	Aquaculture Development	Construction of Fish Farms	No	No	Inhouse
594	Livestock, Fishries & Cooperative Department	Revenue Generation	Lease of Public Waterbodies	Auction of Dams	No	No	Inhouse
595	Livestock, Fishries & Cooperative Department	Revenue Generation	Lease of Public Waterbodies	Auction of Rivers	No	No	Inhouse
596	Livestock, Fishries & Cooperative Department	Recreation and Game Fishing	Fishing License	Fishing Angling (Rod and Line)	No	No	Inhouse
597	Livestock, Fishries & Cooperative Department	Recreation & Game Fishing	Fishing License	Caste Net	No	No	Inhouse

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
598	Livestock, Fishries & Cooperative Department	Training and Research	Training	Farmers Training	No	No	Inhouse
599	Livestock, Fishries & Cooperative Department	Training and Research	Training	Student Internships	No	No	KPITB
600	Livestock, Fishries & Cooperative Department	Training and Research	Research	i) Provision of Fish Specimen	No	No	Inhouse
601	Livestock, Fishries & Cooperative Department	Training and Research	Research	Provision of Laboratory and Hatchery Facility	No	No	Inhouse
602	Livestock, Fishries & Cooperative Department	Training and Research	Research	Students Research Supervision	No	No	Inhouse
Local Government, Elections and Rural Development Department							
603	Local Government, Elections and Rural Development Department	CRVS Vital Events	Birth	Issuance of Certificate	No	No	Outsourcing
604	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Birth	Duplicate	No	No	Outsourcing
605	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Birth	Change / Correction	No	No	Outsourcing
606	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Death	Issuance	No	No	Outsourcing
607	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Death	Duplicate	No	No	Outsourcing
608	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Death	Change / Correction	No	No	Outsourcing
609	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Marriage	Issuance	No	No	Outsourcing
610	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Marriage	Duplicate	No	No	Outsourcing
611	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Marriage	Change / Correction	No	No	Outsourcing
612	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Divorce	Issuance	No	No	Outsourcing
613	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Divorce Certificate	Duplicate	No	No	Outsourcing

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614	Local Government, Elections and Rural Development Department	CRVS VITAL EVENTS	Divorce Certificate	Change / Correction	No	No	Outsourcing
615	Local Government, Elections and Rural Development Department	Sanitation & Disposal of Waste	Sanitation & Disposal of Waste	Clearing of choaked/clogged drains and nullahs in designated areas of TMAs.	No	No	INhouse
616	Local Government, Elections and Rural Development Department	Sanitation & Disposal of Waste	Sanitation & Disposal of Waste	Collection and disposal of solid waste and garbage in designated areas of TMAs.	No	No	INhouse
617	Local Government, Elections and Rural Development Department	Maintenance of street lights	Maintenance of street lights	Street Lights Repairing and Maintenance by TMAs.	No	No	INhouse
618	Local Government, Elections and Rural Development Department	Water Connection	Water Connection	New Water Connection	No	No	INhouse
619	Local Government, Elections and Rural Development Department	Water Connection	Water Connection	Water Disconnection	No	No	INhouse
620	Local Government, Elections and Rural Development Department	Water Connection	Water Connection	Restoration of Water Supply	No	No	INhouse
621	Local Government, Elections and Rural Development Department	Water Connection	Water Connection	Water Billing Services	No	No	INhouse
622	Local Government, Elections and Rural Development Department	Regularization of Existing Buildings	Regularization of Existing Buildings	Regularization of Existing Buildings	Yes	No	Digitized
623	Local Government, Elections and Rural Development Department	Building Map Approval	Building Map Approval	Submission of New Plan	Yes	No	Digitized
624	Local Government, Elections and Rural Development Department	Trade Licenses for All Categories	Trade Licenses for All Categories	Issuance	No	No	Inhouse
625	Local Government, Elections and Rural Development Department	Trade Licenses for All Categories	Trade Licenses for All Categories	Renewal	No	No	Inhouse
626	Local Government, Elections and Rural Development Department	Trade Licenses for All Categories	Trade Licenses for All Categories	Change / Correction	No	No	Inhouse
627	Local Government, Elections and Rural Development Department	Fee	Fee	Establishment and Operation of Cattle Markets / Cattle & Goat Sheep Fairs	No	No	Inhouse
628	Local Government, Elections and Rural Development Department	Fee	Fee	Food and Vegetable Markets	No	No	Inhouse
629	Local Government, Elections and Rural Development Department	Tax	Tax Collection	General Bus Stands / Adda Services / Taxi Stand Charges	No	No	Inhouse
630	Local Government, Elections and Rural Development Department	Fee	Fee	Maintenance of Public Parks / Mega Parks Entry Fee	No	No	Inhouse

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631	Local Government, Elections and Rural Development Department	Tax	Tax Collection	Property Tax / Immovable Property Tax	No	No	Inhouse
632	Local Government, Elections and Rural Development Department	Rent	Rent	Shop, Cabin and Municipal Property Rent	No	No	Inhouse
633	Local Government, Elections and Rural Development Department	Fee	Fee	Plot / House Transfer Fee	No	No	Inhouse
634	Local Government, Elections and Rural Development Department	Fee	Fee	Residential, Commercial, Legal Heir and Attorney Transfer Charges	No	No	Inhouse
635	Local Government, Elections and Rural Development Department	Building Map Approval	Building Map Approval	Building Plan Approval / Map Approval / Online Map Fee	No	No	Inhouse
636	Local Government, Elections and Rural Development Department	Fee	Fee	Building Control Authority Services	No	No	Inhouse
637	Local Government, Elections and Rural Development Department	Fee	Fee	NOC Fees (Building, Tower, Mobile Tower)	No	No	Inhouse
638	Local Government, Elections and Rural Development Department	Fee	Fee	UADA Fees	No	No	Inhouse
639	Local Government, Elections and Rural Development Department	Fee	Fee	Advertisement / Signboard Fee	No	No	Inhouse
640	Local Government, Elections and Rural Development Department	Fee	Fee	Teh Bazariffee / Daily Market Fee / Juma Bazar Fee	No	No	Inhouse
641	Local Government, Elections and Rural Development Department	Fee	Fee	Market Stall / Shop License Fees	No	No	Inhouse
642	Local Government, Elections and Rural Development Department	Fee	Fee	Slaughter House Fee	No	No	Inhouse
643	Local Government, Elections and Rural Development Department	Fee	Fee	Public Parking / Motorcycle Parking Fee	No	No	Inhouse
644	Local Government, Elections and Rural Development Department	Fee	Fee	Vehicle Adda / Loader / Annual Loader Fee	No	No	Inhouse
645	Local Government, Elections and Rural Development Department	Fee	Fee	CNG / Petrol Pump License Fee	No	No	Inhouse
646	Local Government, Elections and Rural Development Department	Fee	Fee	Cattle Fair / Livestock Market Fees	No	No	Inhouse
647	Local Government, Elections and Rural Development Department	Fee	Fee	Excavation Fee	No	No	Inhouse

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648	Local Government, Elections and Rural Development Department	Fee	Fee	Hotel and Accommodation Charges (where applicable at bus stands)	No	No	Inhouse
649	Local Government, Elections and Rural Development Department	Fee	Fee	Public Utility Services Fees	No	No	Inhouse
Minerals Development Department							
650	Minerals Development Department	Mines & Minerals	Grants of Mineral Titles	Grant of Prospecting / Exploration / Reconnaissance License	Yes	No	Digitized
651	Minerals Development Department	Mines & Minerals	Grants of Mineral Titles	Grant of Mining Lease	Yes	No	Digitized
652	Minerals Development Department	Mines & Minerals	Grants of Mineral Titles	Renewal of Mining Lease	Yes	No	Digitized
653	Minerals Development Department	Mines & Minerals	Grants of Mineral Titles	Grant of Mining Lease (Minor Minerals)	Yes	No	Digitized
654	Minerals Development Department	Mines & Minerals	Grants of Mineral Titles	Assignment/ Transfer of Mineral Titles	Yes	No	Digitized
655	Minerals Development Department	Mines & Minerals	Mines & Minerals Contractor Registration	Registration of Royalty Collection Contractor	Yes	No	Digitized
656	Minerals Development Department	Mines & Minerals	Mines & Minerals Contractor Registration	Renewal of Registration of Royalty Collection Contractor	Yes	No	Digitized
657	Minerals Development Department	Mines & Minerals	Mines & Minerals Contractor Registration	Registration of minor mineral Contractor	Yes	No	Digitized
658	Minerals Development Department	Mines & Minerals	Mines & Minerals Contractor Registration	Renewal of Registration of minor mineral Contractor	Yes	No	Digitized
659	Minerals Development Department	Mines & Minerals	Mines & Minerals Professional Registration	Registration of Mining Engineers and Geologist	Yes	No	Digitized
660	Minerals Development Department	Mines & Minerals	Mines & Minerals Professional Registration	Renewal of Registration of Mining Engineers and Geologist	Yes	No	Digitized
661	Minerals Development Department	Mines & Minerals	Mineral Title Holder Obligations Compliances	Submission of Monthly Production Report	Yes	No	Digitized
662	Minerals Development Department	Mines & Minerals	Mineral Title Holder Obligations Compliances	Generation of Payment Invoice for collection of Royalty on Minerals	Yes	No	Digitized
663	Minerals Development Department	Mines & Minerals	Mineral Title Holder Obligations Compliances	Generation of Payment Invoice for Rents on Mineral Titles	Yes	No	Digitized

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664	Minerals Development Department	Mines Safety	Mines Registration	Issuance of Mines Registration Certificate	No	No	KPITB
665	Minerals Development Department	Mines Safety	Mines Registration	Renewal of Mines Registration Certificate	No	No	KPITB
666	Minerals Development Department	Mines Safety	Mines Manager Permit	Issuance of Mines Manager Permit	No	No	KPITB
667	Minerals Development Department	Mines Safety	Mines Manager Permit	Renewal of Mines Manager Permit	No	No	KPITB
668	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of 1st Class Mines Manager Certificate	No	No	KPITB
669	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of 2nd Class Mines Manager Certificate	No	No	KPITB
670	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of Mines Surveyor Competence Certificate	No	No	KPITB
671	Minerals Development Department	Mines Safety	Mines Competence Examines	Renewal of Mines Surveyor Competence Certificate	No	No	KPITB
672	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of Shotfirer / Blaster Certificate	No	No	KPITB
673	Minerals Development Department	Mines Safety	Mines Competence Examines	Renewal of Shotfirer / Blaster Certificate	No	No	KPITB
674	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of Mines Sardar Certificate	No	No	KPITB
675	Minerals Development Department	Mines Safety	Mines Competence Examines	Renewal of Mines Sardar Certificate	No	No	KPITB
676	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of Mine Foreman Certificate	No	No	KPITB
677	Minerals Development Department	Mines Safety	Mines Competence Examines	Renewal of Mine Foreman Certificate	No	No	KPITB
678	Minerals Development Department	Mines Safety	Mines Competence Examines	Issuance of Mine Mate Certificate	No	No	KPITB
679	Minerals Development Department	Mines Safety	Mines Competence Examines	Renewal of Mine Mate Certificate	No	No	KPITB
680	Minerals Development Department	Mines Safety	Mines Labour Training	Training to Mines Labour	No	No	KPITB

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681	Minerals Development Department	Mines Safety	Mines Rescue	Mines Rescue Operation	No	No	KPITB
682	Minerals Development Department	Mines Labour Welfare	Mines Labour Registration	Issuance of Ehsas Kankun Casd (Mines Labour Registration)	Yes	No	Digitized
683	Minerals Development Department	Mines Labour Welfare	Grants for Mines Labour	Grants for Disabled Mine Labours	Yes	No	Digitized
684	Minerals Development Department	Mines Labour Welfare	Grants for Mines Labour	Grants for Occupational Pulmonary Diseased Mine Labours	Yes	No	Digitized
685	Minerals Development Department	Mines Labour Welfare	Grants for Mines Labour	Application for Death grants of mines labour	Yes	No	Digitized
686	Minerals Development Department	Mines Labour Welfare	Grants for Mines Labour	Marriage Grant for the Daughter of Mines Labour	Yes	No	Digitized
687	Minerals Development Department	Mines Labour Welfare	Scholarships for Children of Mine Labours	Scholarship for Children of Mine Labours from Class 1st to Phd Level	Yes	No	Digitized
688	Minerals Development Department	Mines Labour Welfare	Scholarships for Children of Mine Labours	Scholarship for Children of Mine Labours studying in MBBS/BDS or LLB or Engineering in any Government Institute	Yes	No	Digitized
689	Minerals Development Department	Mines Labour Welfare	Scholarships for Children of Mine Labours	Scholarship for Children of Mine Labours Securing position amongst Top 20 in any Board of Intermediate and Secondary Education	Yes	No	Digitized
690	Minerals Development Department	Mines Labour Welfare	Scholarships for Children of Mine Labours	Scholarship for Special Children of Mine Labour studying in Special Educational Institutes	Yes	No	Digitized
691	Minerals Development Department	Mines Labour Welfare	Services to Mines Labours	Dispensary Services for Mines Labour	No	No	Inhouse
692	Minerals Development Department	Mines Labour Welfare	Collection of Excise Duty on Minerals	Generation of Payment Invoice for collection of Excise Duty on Minerals	No	No	Outsourcing
693	Minerals Development Department	Mines & Minerals	Mineral Testing	Mineral Testing	Yes	No	Digitized
Planning & Development Department							
694	Planning & Development Department					No	NA
Police Department							
695	Police Department	Law and order	Police Sahulat Markaz	Clearance Certificate Character Certificate	No	No	Outsourcing
696	Police Department	Traffic Police	Driving License	Renewal of Driving License	No	No	Outsourcing

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697	Police Department	Traffic Police	Driving License	Duplicate Drivince License	No	No	Outsourcing
698	Police Department	Traffic Police	Driving License	International Driving Permit	No	No	Outsourcing
699	Police Department	Traffic Police	Driving School	Driving School	No	No	Outsourcing
700	Police Department	Police Sahulat Markaz	Police Character Certificate	Police Character Certificate	No	No	Outsourcing
701	Police Department	Police Sahulat Markaz	Police Clearance Certificate from Abroad	Police Clearance Certificate from Abroad	No	No	Outsourcing
702	Police Department	Police Sahulat Markaz	Police Clearance for Visa	Police Clearance for Visa	No	No	Outsourcing
703	Police Department	Police Sahulat Markaz	Tenant Registration	Tenant Registration	No	No	Outsourcing
704	Police Department	Police Sahulat Markaz	Domestic Servants Antecedens Verification	Domestic Servants Antecedens Verification	No	No	Outsourcing
705	Police Department	Police Sahulat Markaz	Admissions in Police Welfare School Peshawar (upto SSC)	Admissions in Police Welfare School Peshawar (upto SSC)	No	No	Outsourcing
706	Police Department	Police Sahulat Markaz	Lost & Found Report	Lost & Found Report	No	No	Outsourcing
707	Police Department	Police Sahulat Markaz	Police recruitment and requirements newspapers Ads	Police recruitment and requirements newspapers Ads	No	No	Outsourcing
708	Police Department	Police Sahulat Markaz	Police Tenders Information (Newspaper Ads)	Police Tenders Information (Newspaper Ads)	No	No	Outsourcing
709	Police Department	Police Sahulat Markaz	KPK Major Acts & Local & special Laws for free downloading	KPK Major Acts & Local & special Laws for free downloading	No	No	Outsourcing
710	Police Department	Police Sahulat Markaz	Police Volunteer Blood Bank	Police Volunteer Blood Bank	No	No	Outsourcing
711	Police Department	Police Sahulat Markaz	Traffic Information	Traffic Information	No	No	Outsourcing
712	Police Department	Police Sahulat Markaz	Foreigner Registration	Foreigner Registration	No	No	Outsourcing
713	Police Department	Traffic Police	Driving License	Issuance of Learner Permit	No	No	Outsourcing
714	Police Department	Traffic Police	Driving License	Issuance of Driving License	No	No	Outsourcing
Population Welfare Department							
715	Population Welfare Department	1. Family Planning & Reproductive Health Services	1. Family Planning Services	1.Client Follow Up 2.Client Referral to Reproductive Health Service Unit-A, 3.Client Referral to Reproductive Health Service Unit-A, 4.Reproductive Health Service, 5.Reproductive Health Service ,6.General Alliment, 7.Child Health	No	No	KPITB
716	Population Welfare Department	Training	1. 24 Months Basic Training Course for FWW, 2. 3Months	1. Refresher Training, 2. Orientation Sessions	No	No	KPITB

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			Advance Training Course to FW, 3-4 Months Advance Training Course				
Public Health and Engineering							
717	Public Health and Engineering	Drinking Water Supply	Drinking Water Connection	Approval of Application	No	No	Outsourcing
718	Public Health and Engineering	Drinking Water Supply	Drinking Water Connection	Intimation of approval	No	No	Outsourcing
719	Public Health and Engineering	Drinking Water Supply	Drinking Water Connection	Demand Notice	No	No	Outsourcing
720	Public Health and Engineering	Drinking Water Supply	Drinking Water Connection	Installation of Water Connection	No	No	Outsourcing
721	Public Health and Engineering	Drinking Water Supply	Collection of Water Charges	Issuance of Water Bill	Ongoing	No	Inhouse
722	Public Health and Engineering	Drinking Water Supply	Collection of Water Charges	Notice for Non-Payment of Water Bill	No	No	Inhouse
723	Public Health and Engineering	Drinking Water Supply	Collection of Water Charges	Disconnection	No	No	Inhouse
724	Public Health and Engineering	Drinking Water Supply	Collection of Water Charges	Appeal	No	No	Inhouse
Relief, Rehabilitation & Settlement Department							
725	Relief, Rehabilitation & Settlement Department	Relief Package	Compensation (Relief and CVSF)	Death, Injured, Fully Damaged, Partially Damaged	Yes	No	NA
726	Relief, Rehabilitation & Settlement Department	Relief Package	Disaster Compensation (Relief)	Death, Injured, Fully Damaged, Partially Damaged	Yes	Yes	Digitized
727	Relief, Rehabilitation & Settlement Department	Civil Defence	Fines, Challans		No	No	KPITB
Science & Technology and Information Technology Department							
728	Science & Technology and Information Technology Department				No	No	NA

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
729	Science & Technology and Information Technology Department	Nil	Nil	Nil	No	No	NA
730	Science & Technology and Information Technology Department					No	NA
731	Science & Technology and Information Technology Department					No	NA
Sports and Youth Affairs Department							
732	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Career Counseling Center booking	No	No	Inhouse
733	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Auditoriums / Youth Convention Centers Booking	No	No	Inhouse
734	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Digital Libraries	No	No	Inhouse
735	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Civic engagement programmes,	No	No	Inhouse
736	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Cultural and exposure visits	No	No	Inhouse
737	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Partial scholarships for deserving students	No	No	Inhouse
738	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Education & Development	Summer camps for educational institutes in Youth Hostels at Naran, Batakundi, and Khanaspur (Ayubia).	No	No	Inhouse
739	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Co-working spaces for startups	No	No	Inhouse
740	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Microfinance lending facilities	No	No	Inhouse
741	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Auditoriums / Youth Convention Centers	No	No	Inhouse
742	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Entrepreneurship Programme for provision of interest-free loans to youth.	No	No	Inhouse
743	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Short-term skills training programmes	No	No	Inhouse

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744	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	Incubation Centers	No	No	Inhouse
745	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Employment & Capacity Building	IT Labs	No	No	Inhouse
746	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Co-working spaces for startups	No	No	Inhouse
747	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Auditoriums / Youth Convention Centers	No	No	Inhouse
748	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Indoor gaming facilities	No	No	Inhouse
749	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Civic engagement programmes, including Short-term skills training programmes	No	No	Inhouse
750	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Anti-drug campaigns	No	No	Inhouse
751	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Plantation drives	No	No	Inhouse
752	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Peace and conflict resolution works hops	No	No	Inhouse
753	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Cultural and exposure visits	No	No	Inhouse
754	Sports and Youth Affairs Department	Youth Development (aged 15-29 years)	Engagement of youth aged 15-29 years	Youth tourism initiatives through Youth Hostels in Naran, Batakundi, and Khanaspur (Ayubia).	No	No	KPITB
755	Sports and Youth Affairs Department				No	No	KPITB
756	Sports and Youth Affairs Department	Player's Membership / Registration	Players Membership	1. Membership for New Players. 2. Membership Renewal for already registered players.	No	No	KPITB
757	Sports and Youth Affairs Department	Merged Areas Sports	Sports grounds	membership	No	No	KPITB
Transport and Mass Transit Department							
758	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	New Permit (P.st.P permits (for passenger vehicles i-e Buses, Mini-Buses, coasters, Hi-aces, flying coaches etc))	Ongoing	No	KPITB
759	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	New Permit (P.Pr.C/P.Pu.C permits (for load carrying vehicles i-e Trucks/Trailers/Tankers/Pickups))	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
760	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	New Permit (P.Co.P Permits (for Motor cabs/Motor Cab Rickshaws/Pickups or passenger vehicles used for hire or reward))	No	No	KPITB
761	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	Duplicate route permits	No	No	KPITB
762	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	Replacement of vehicle (P.St.P/P.Co.P permits for Passenger Vehicles only)	No	No	KPITB
763	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	Cancellation of permit (NOC)	No	No	KPITB
764	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	Transfer of ownership of route permit	No	No	KPITB
765	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	RENEWAL OF PERMITS	No	No	KPITB
766	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	EXTENSION OF AREA (COUNTERSIGNATURE (Load Vehicles) OF ROUTE PERMITS ISSUED BY OTHER PROVINCES INCLUDING GB, ISLAMABAD & AJK).	No	No	KPITB
767	Transport and Mass Transit Department	COMPUTERIZATION OF ROUTE PERMITS	ROUTE PERMITS	EXTENSION OF AREA (AUTHENTICATION (passenger Vehicles) OF ROUTE PERMITS ISSUED BY OTHER PROVINCES INCLUDING GB, ISLAMABAD & AJK).	No	No	KPITB
768	Transport and Mass Transit Department	STANDS LICENSES	STANDS LICENSES	New Licenses for C Class stands (stands being general stands administered by the City District Government, District Government, Tehsil/Town Municipal Administration or through the agency of contractor)	No	No	KPITB
769	Transport and Mass Transit Department	STANDS LICENSES	STANDS LICENSES	New Licenses for D Class stands (bus stands administered by companies or by a person)	No	No	KPITB
770	Transport and Mass Transit Department	STANDS LICENSES	STANDS LICENSES	New License for Truck stands (GFAs)	No	No	KPITB
771	Transport and Mass Transit Department	STANDS LICENSES	STANDS LICENSES	New License (Parking Places (for Picking and dropping of passengers or halting of vehicles for a fixed period or stand indefinitely))	No	No	KPITB
772	Transport and Mass Transit Department	STANDS LICENSES	STANDS LICENSES	Renewal of Stands Licenses (Bus/Truck(GFAs)/Parking Places)	No	No	KPITB
773	Transport and Mass Transit Department	Driving License	COMMERCIAL DRIVING LICENSE	Issuance of learner license (LTV/HTV/HTV)	Yes	No	KPITB
774	Transport and Mass Transit Department	Driving License	COMMERCIAL DRIVING LICENSE	Permanent Driving License (LTV/HTV)	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
775	Transport and Mass Transit Department	Driving License	COMMERCIAL DRIVING LICENSE	Endorsement- Change of Category or Addition of Category like LTV-PSV or HTV-PSV etc	No	No	KPITB
776	Transport and Mass Transit Department	Driving License	COMMERCIAL DRIVING LICENSE	Duplicate License	No	No	KPITB
777	Transport and Mass Transit Department	Driving License	COMMERCIAL DRIVING LICENSE	Renewal of Driving License all Categories	No	No	KPITB
778	Transport and Mass Transit Department	Driving License	INTERNATIONAL DRIVING PERMIT (IDP)	Issuance of IDP	No	No	KPITB
779	Transport and Mass Transit Department	Fitness of the Commercial Vehicles	FITNESS CERTIFICATION OF VEHICLES	Issuance of Fitness Certificate to LTV, HTV and Tri-wheelers	No	No	KPITB
780	Transport and Mass Transit Department	Fitness of the Commercial Vehicles	FITNESS CERTIFICATION OF VEHICLES	Verification of the particulars of the transport vehicles	No	No	KPITB
781	Transport and Mass Transit Department	VEHICLE EMISSION CONTROL CERTIFICATION	VEHICLE EMISSION CONTROL CERTIFICATION	Issuance of Vehicle Emission Control Certificate	No	No	KPITB
782	Transport and Mass Transit Department	ROUTE PERMITS	ISSUANCE OF ROUTE PERMITS	P.St.P permits (for passenger vehicles i-e Buses, Mini-Buses, coasters, Hi-aces, flying coaches etc)	No	No	KPITB
783	Transport and Mass Transit Department	ROUTE PERMITS	ISSUANCE OF ROUTE PERMITS	P.Pr.C/P.Pu.C permits (for load carrying vehicles i-e Trucks/Trailers/Tankers/Pickups)	No	No	KPITB
784	Transport and Mass Transit Department	ROUTE PERMITS	ISSUANCE OF ROUTE PERMITS	P.Co.P Permits (for Motor cabs/Motor Cab Rickshaws/Pickups or passenger vehicles used for hire or reward)	No	No	KPITB
785	Transport and Mass Transit Department	ROUTE PERMITS	ISSUANCE OF ROUTE PERMITS	Duplicate route permits	No	No	KPITB
786	Transport and Mass Transit Department	ROUTE PERMITS	ISSUANCE OF ROUTE PERMITS	Replacement of vehicle (P.St.P/P.Co.P permits for Passenger Vehicles only)	No	No	KPITB
Zakat, Ushr, Social Welfare Education and Women Empowerment Department.							
787	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Disability Affairs & Empowerment	e-Registration of Person with Disability	Issuance of e-disability certificate	No	No	Inhouse
788	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Special Education	Education, Rehabilitation and Training	Education, Rehabilitation and Training to Children with hearing and Speech Impairments, Visually Impaired Children, Children intellectually and physically challenged children, and Therapeutic services to children with autism	No	No	KPITB

S.No	Name of Department	Name of Area	Name of Major Services	Name of Minor Services	Service Digitized	Payment Digitized	Digitization Plan
789	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	NGO Registration and Regulatory Affairs	Registration of NGO, Provision of Financial Assistance to Voluntary Social Welfare Agencies	Registration , Cancelation and renewal of NGO Certificate	No	No	KPITB
790	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Welfare and Protection of Transgender Community Rights	Identification and Development of Social and Economic Welfare Facilities and Policies	Registration, Facilitation, and Service Provision for Transgender Persons	No	No	Inhouse
791	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Women Empowerment and Socio-Economic Development	Establishment and Identification of Training Centers for Women Empowerment	Provision of Skill Development Training, Supply of Raw Materials, and Development of Market Linkages for the Marketing of Women's Products	No	No	KPITB
792	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Provision of Shelter and Welfare Services for Homeless Persons	Provision of Shelter, Boarding and Lodging Facilities, and Food for Homeless Individuals	Registration of homeless persons on a daily basis for shelter services. Provision of temporary shelter and accommodation. Provision of meals and other basic necessities. Facilitation and support services for homeless individuals	No	No	KPITB
793	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Women Protection and Empowerment	Provision of Shelter, Food, and Legal and Psychological Facilitation to Vulnerable Women, including Victims of Gender-Based Violence	Registration of women seeking shelter and support services. Provision of safe shelter and accommodation. Provision of meals and basic necessities. Provision of legal assistance. Provision of psychological counseling and support services	No	No	Outsourcing
794	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Care and Support Services for Orphan Children	Provision of Shelter, Food, Education, and Basic Welfare Services for Orphan Children	Registration of orphan children in welfare homes. Provision of shelter and accommodation. Provision of food and basic necessities. Facilitation of education and related support services. Monitoring and welfare support for resident children	No	No	Inhouse + KPITB
795	Zakat, Ushr, Social Welfare Education and Women Empowerment Department.	Elimination of Vagrancy and Beggary	Apprehension and Rehabilitation of Beggars	Identification and apprehension of beggars. Production before the Assistant Commissioner / Magistrate. Referral to rehabilitation or welfare facilities as per law	No	No	KPITB

TECHNOLOGY STACK, SPECIFICATIONS, AND SOFTWARE DEVELOPMENT STANDARDS

Government of Khyber Pakhtunkhwa

Prepared for Government Departments
Comprehensive Standards and Best Practices

Prepared by: Shakir Ullah Deputy Director Technical, KPITB

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1. Introduction

This document establishes a unified and standardized framework for software development across all Government Departments of Khyber Pakhtunkhwa. The objective is to ensure consistency in how software systems are designed, developed, deployed, and maintained throughout the government ecosystem. By defining common practices, technologies, and governance mechanisms, the guidelines aim to eliminate fragmentation, reduce duplication of effort, and improve overall efficiency. They also provide a structured approach that enables departments to align their development activities with provincial priorities, ensuring that all digital solutions contribute to a cohesive and integrated government architecture.

All departments are required to adopt solutions that are secure, scalable, and interoperable by design. Security must be embedded at every stage of the software development lifecycle, ensuring protection of sensitive government and citizen data against unauthorized access, breaches, and cyber threats. Scalability must be considered to accommodate future growth in users, data volume, and service demand without requiring major system overhauls. Interoperability is equally critical, as government systems must be able to communicate and exchange data seamlessly with other departmental and central platforms. This approach supports the creation of an integrated digital ecosystem where services can be delivered efficiently and collaboratively across departments.

Compliance with internationally recognized standards such as ISO 27001 and OWASP is mandatory to ensure that all systems meet globally accepted benchmarks for security and quality. ISO 27001 provides a comprehensive framework for information security management, including risk assessment, control implementation, and continuous improvement, while OWASP standards focus specifically on application-level security and protection against common vulnerabilities. Adhering to these standards ensures that government systems are not only secure but also auditable and resilient. It also enhances trust among stakeholders, including citizens, by demonstrating that robust measures are in place to safeguard information and maintain the integrity and availability of digital services.

2. Technology Stack and Framework Standards

2.1. Web Application Framework Standards

Web applications within the Government of Khyber Pakhtunkhwa shall be developed using the Laravel framework that supports robust security, scalability, and maintainability. Laravel is preferred due to its built-in security features such as protection against SQL injection, cross-site scripting (XSS), and cross-site request forgery (CSRF), along with its strong ecosystem for authentication, authorization, and API development. Departments must ensure the use of the latest stable versions, adherence to MVC architecture best practices, and utilization of reusable components for consistency.

2.2. Mobile Application Development Standards

Mobile applications developed for government services shall utilize React Native to ensure cross-platform compatibility across Android and iOS devices. This approach reduces development time and cost while maintaining a consistent user experience. React Native enables code reusability and integration with native device features such as GPS, camera, and notifications. Departments must ensure applications are performance-optimized, responsive across various screen sizes, and compliant with government-defined accessibility and usability standards.

2.3. Desktop Application Development Standards

Desktop applications shall be developed using Microsoft .NET technologies, including .NET Core or the latest .NET framework versions, to ensure reliability, performance, and compatibility with enterprise environments. The use of .NET supports strong integration with existing government infrastructure, secure authentication mechanisms, and scalable enterprise-grade solutions. Departments must follow modern development practices, including layered architecture, secure coding standards, and proper exception handling.

2.4. Artificial Intelligence (AI) Development Standards

Artificial Intelligence (AI)-based systems shall be developed using Python due to its extensive ecosystem of libraries and frameworks such as TensorFlow, PyTorch, Scikit-learn, and Pandas. These tools provide strong capabilities for data analysis, machine learning, and predictive modeling. Departments must ensure that AI systems are built using approved libraries, trained on validated datasets, and incorporate mechanisms for transparency, explainability, and ethical data usage. Proper versioning of models and datasets must be maintained to ensure reproducibility and auditability.

2.5. Database Management System (DBMS) Standards

All applications shall use MySQL as the preferred Database Management System (DBMS) due to its reliability, scalability, and strong community support. MySQL provides high performance for transactional systems, robust data security features, and compatibility with a wide range of development frameworks including Laravel and .NET. It supports structured data management, efficient querying, and replication capabilities for high availability. Departments must ensure proper database design practices, including normalization, indexing, backup strategies, and secure access controls to maintain data integrity and performance.

2.6. Modular and API-Driven Architecture

All applications developed under these guidelines must follow a modular and API-driven architecture to ensure scalability, interoperability, and ease of maintenance. Modular design requires application components to be developed as independent, reusable units that can be updated or replaced without impacting the entire system. API-driven architecture ensures seamless communication between systems using standardized interfaces such as RESTful APIs with JSON data formats. This approach supports integration with other government systems, promotes data sharing, and enables future enhancements without major system overhauls.

3. Coding Standards

3.1. Follow consistent naming conventions and coding styles

All Government Departments shall enforce consistent naming conventions and coding styles across all software development projects. Standardization of naming conventions for variables, functions, classes, database tables, APIs, and configuration files is essential to ensure clarity, uniformity, and ease of collaboration among development teams. Departments shall adopt widely accepted coding standards such as PSR standards for PHP (Laravel), Microsoft coding standards for .NET, and PEP standards for Python.

Consistent coding styles shall include proper indentation, spacing, commenting practices, and file organization. Code formatting tools and linters must be integrated into development workflows to automatically enforce these standards. This ensures that code written by different developers remains uniform and understandable, reducing dependency on individual developers.

Departments shall maintain a centralized coding standards document approved by KPITB, and all development teams must adhere to it. Any deviations from defined standards must be documented and justified. Regular audits and automated code quality checks shall be conducted to ensure compliance.

3.2. Ensure code readability, maintainability, and documentation

All software developed for Government Departments shall prioritize readability and maintainability to ensure long-term sustainability and ease of enhancement. Code must be written in a clear and structured manner such that any developer can understand the logic without requiring extensive external explanation. Complex logic must be broken down into smaller, reusable, and modular components.

Maintainability shall be ensured through proper use of design patterns, modular architecture, and separation of concerns. Code should avoid unnecessary complexity and follow the principle of simplicity. Developers shall ensure that functions and classes are concise and focused on a single responsibility.

Comprehensive documentation must accompany all code, including inline comments, function descriptions, API documentation, and technical design documents. Documentation must be updated with every code change and maintained in version-controlled repositories. This ensures continuity, especially in government environments where teams may change over time.

3.3. Avoid hardcoding values; use configuration-driven development

All applications must avoid hardcoding of values such as URLs, credentials, file paths, business rules, and environment-specific parameters within the source code. Instead, departments shall adopt configuration-driven development practices where such values are stored in external configuration files, environment variables, or secure configuration management systems.

This approach ensures flexibility, scalability, and ease of deployment across different environments (development, staging, production). It also enhances security by preventing sensitive information from being exposed within the source code.

Departments shall implement centralized configuration management practices, ensuring that configuration files are securely stored, version-controlled, and access-restricted. Changes to configuration values must follow proper approval and change management processes to avoid unintended disruptions.

3.4. Perform peer code reviews before merging code

All code changes must undergo mandatory peer code reviews before being merged into the main codebase. Code reviews are critical for maintaining code quality, identifying defects early, ensuring adherence to coding standards, and improving overall system reliability.

Departments shall implement formal code review processes using version control platforms such as Git (e.g., pull requests or merge requests). At least one qualified reviewer must approve the code before it is merged. For critical systems, multiple approvals may be required.

Code reviews shall evaluate multiple aspects including logic correctness, security vulnerabilities, performance implications, coding standards compliance, and documentation completeness. Review comments and feedback must be documented, and developers shall address all issues before final approval. KPITB may conduct periodic audits to ensure that code review practices are consistently followed.

3.5. Adopt OWASP secure coding practices to prevent vulnerabilities

All software development activities must adhere to OWASP Secure Coding Practices and guidelines to prevent common security vulnerabilities. Departments shall ensure that

developers are trained in secure coding techniques and are aware of OWASP Top 10 vulnerabilities such as SQL injection, cross-site scripting (XSS), cross-site request forgery (CSRF), and insecure authentication mechanisms.

Secure coding practices shall include input validation, output encoding, proper authentication and authorization controls, secure session management, and protection of sensitive data. Developers must ensure that all user inputs are validated both at client-side and server-side levels to prevent malicious attacks.

Departments shall integrate automated security tools such as static application security testing (SAST) and dynamic application security testing (DAST) into the development pipeline. Regular security reviews and penetration testing shall be conducted to identify and remediate vulnerabilities. Compliance with OWASP ASVS standards shall be mandatory for all government applications.

4. Quality Assurance and Testing

4.1. Mandatory Testing Levels (Unit, Integration, System, and UAT)

All software systems developed for the Government of Khyber Pakhtunkhwa shall undergo a comprehensive and structured testing process that includes Unit Testing, Integration Testing, System Testing, and User Acceptance Testing (UAT). Each testing level must be formally defined, planned, executed, and documented before progressing to the next stage of the Software Development Lifecycle (SDLC). This ensures that defects are identified early and system reliability is maintained.

Unit Testing shall be performed by developers to validate individual components or modules in isolation. Integration Testing shall verify interactions between integrated modules and external systems. System Testing shall validate the complete system against functional and non-functional requirements. UAT shall be conducted with business stakeholders to ensure that the system meets user expectations and operational requirements before deployment.

Departments shall ensure that entry and exit criteria for each testing phase are clearly defined. No system shall proceed to production deployment unless all testing levels have been successfully completed and formally approved by relevant stakeholders.

4.2. Implementation of Automated Testing Practices

Government departments shall implement automated testing wherever feasible to improve testing efficiency, repeatability, and coverage. Automated testing tools and frameworks shall be used for unit testing, regression testing, API testing, and user interface testing, particularly for systems with frequent updates or large codebases.

Automation shall be integrated into the Continuous Integration/Continuous Deployment (CI/CD) pipeline to ensure that tests are executed automatically upon code changes. This reduces human error, accelerates release cycles, and ensures early detection of defects. Test scripts must be maintained alongside source code in version control systems.

Departments shall also ensure periodic review and maintenance of automated test scripts to keep them aligned with evolving system requirements. Automation coverage metrics must be monitored and improved continuously to enhance software quality.

4.3. Performance and Load Testing for Scalable Systems

All applications, especially those intended for public service delivery, shall undergo rigorous performance and load testing to ensure scalability, reliability, and responsiveness under varying workloads. Departments must define performance benchmarks such as response time, throughput, and concurrent user capacity.

Load testing shall simulate expected user traffic, while stress testing shall evaluate system behavior under extreme conditions. Performance testing tools shall be used to identify bottlenecks, resource limitations, and system vulnerabilities. Systems must be optimized to handle peak loads without degradation of service.

Departments shall document performance test results and ensure that systems meet predefined Service Level Agreements (SLAs). Applications failing to meet performance thresholds shall not be approved for deployment until issues are resolved.

4.4. Centralized Defect Tracking and Management

All defects identified during testing phases shall be recorded, tracked, and managed using centralized defect tracking tools such as JIRA, Azure DevOps, or equivalent systems approved by KPITB. Each defect must be assigned a severity level, priority, and ownership to ensure timely resolution.

Departments shall establish a standardized defect lifecycle including stages such as logging, triaging, fixing, retesting, and closure. Proper traceability must be maintained between defects, requirements, and test cases to ensure complete coverage and accountability.

Regular defect review meetings shall be conducted to monitor progress, identify recurring issues, and improve development practices. Metrics such as defect density, resolution time, and defect leakage shall be analyzed to continuously enhance software quality.

4.5. Test Documentation, Reporting, and Approval

Comprehensive test documentation shall be maintained throughout the testing lifecycle, including Test Plans, Test Cases, Test Scripts, Test Data, and Test Reports. All documentation must be stored in centralized repositories and maintained under version control for audit and reference purposes.

Test reports shall include detailed information on test execution results, defects identified, pass/fail status, and overall system readiness. These reports must be reviewed and formally approved by project stakeholders, including technical leads and business owners.

No system shall be deployed into production without formal approval of test reports and sign-off from relevant authorities. Departments shall ensure that testing artifacts are retained for audit, compliance verification, and future reference.

5. Security Standards

5.1. Compliance with OWASP Top 10 and ISO 27001

All applications developed, deployed, or maintained by Government Departments of Khyber Pakhtunkhwa shall comply with internationally recognized security standards, specifically OWASP Top 10 and ISO/IEC 27001. These standards provide a comprehensive framework for identifying, mitigating, and managing security risks in software systems. Departments must ensure that all common vulnerabilities such as injection attacks, broken authentication, sensitive data exposure, and misconfigurations are proactively addressed during development and deployment.

Compliance with OWASP Top 10 ensures that applications are resilient against the most critical and widely exploited vulnerabilities, while ISO 27001 provides a structured Information Security Management System (ISMS) framework. Departments shall implement policies, procedures, and controls aligned with ISO 27001 Annex A controls, including access control, cryptography, operations security, and incident management.

KPITB shall define baseline security requirements and periodically update compliance checklists. All departments must undergo security certification or validation processes before production deployment. Non-compliance shall result in rejection of system deployment or mandatory remediation actions prior to approval.

5.2. Integration of Security Across Software Development Lifecycle (SDLC)

Security shall be embedded into every phase of the Software Development Lifecycle (SDLC), following a “Secure-by-Design” and “Shift-Left Security” approach. This

requires that security considerations are introduced at the earliest stages of planning and requirements gathering, rather than being treated as a post-development activity.

During the requirements phase, security requirements must be documented in SRS and FRS documents. During design, threat modeling exercises shall be conducted to identify potential attack vectors and define mitigation strategies. During development, developers must follow secure coding standards such as OWASP Secure Coding Practices. During testing, security testing including static (SAST) and dynamic (DAST) analysis must be performed.

In the deployment and maintenance phases, continuous monitoring, patch management, and vulnerability scanning shall be implemented. Departments must ensure that security is treated as a continuous process, with regular updates and improvements based on emerging threats and vulnerabilities.

5.3. Regular Security Audits

All systems shall undergo periodic security audits to ensure compliance with defined security policies, standards, and regulatory requirements. These audits shall be conducted at least annually or whenever significant changes are made to the system, including major updates, integrations, or infrastructure changes.

Security audits shall include:

- Application security testing (penetration testing)
- Infrastructure security assessment
- Configuration reviews
- Access control verification
- Compliance validation against ISO 27001 and OWASP ASVS

KPITB or an authorized third-party security auditor shall perform these audits. Departments must maintain audit reports, identify vulnerabilities, and implement corrective actions within defined timelines. Failure to address audit findings may result in system suspension or escalation to higher authorities.

5.4. Protection of Sensitive Data through Encryption

All sensitive and critical data shall be protected using strong encryption mechanisms both at rest and in transit. Departments must ensure that data such as personal information, financial records, credentials, and confidential government data are encrypted using industry-standard algorithms such as AES-256 for data at rest and TLS 1.2 or higher for data in transit.

Encryption keys must be securely managed using centralized key management systems. Access to encryption keys must be restricted and logged. Hardcoding of keys within application code is strictly prohibited.

In addition, data masking and anonymization techniques should be implemented where applicable, especially in non-production environments such as testing and development. Departments must also ensure compliance with data protection regulations and privacy requirements while handling sensitive information.

5.5. Enforcement of Access Control Mechanisms

Strict access control mechanisms shall be implemented to ensure that only authorized users have access to system resources. Departments must adopt Role-Based Access Control (RBAC) and enforce the Principle of Least Privilege, ensuring users are granted only the minimum level of access required to perform their duties.

Authentication mechanisms must be secure and may include Multi-Factor Authentication (MFA) for critical systems. User access rights must be periodically reviewed and updated to remove inactive or unauthorized accounts. All access activities must be logged and monitored for suspicious behavior.

Administrative access must be tightly controlled and restricted to authorized personnel only. Any privileged access must be tracked, audited, and approved through formal processes. Unauthorized access attempts must trigger alerts and be investigated promptly.

6. Authorization and Access Control

6.1. Implement Role-Based Access Control (RBAC)

All Government Departments shall implement Role-Based Access Control (RBAC) mechanisms to ensure that access to systems, applications, and data is granted strictly based on defined roles and responsibilities. RBAC shall be designed in a manner that aligns with organizational structures, job functions, and operational requirements. Each role must have clearly defined permissions, and users shall only be assigned roles relevant to their duties.

The RBAC framework shall be centrally governed and periodically reviewed to ensure consistency across all systems. Departments must maintain a role matrix that defines access privileges for each role, including read, write, update, and administrative permissions. Integration with centralized identity management systems (where applicable) shall be encouraged to ensure uniform enforcement of access policies across government platforms.

Implementation of RBAC shall also include segregation of duties (SoD) to prevent conflict of interest and reduce the risk of fraud or misuse of privileges. Critical operations must require dual control or approval mechanisms where applicable. All RBAC configurations must be documented and subject to audit and approval by designated authorities such as KPITB.

6.2. Follow Principle of Least Privilege

All systems shall enforce the Principle of Least Privilege (PoLP), ensuring that users, applications, and services are granted only the minimum level of access required to perform their functions. This principle must be applied consistently across all layers, including application, database, operating system, and network components.

Departments shall ensure that access rights are assigned based on necessity and are time-bound where applicable. Temporary access for administrative or emergency purposes must be granted with strict controls and automatically revoked after the defined duration. Privileged access must be closely monitored and restricted to authorized personnel only.

Periodic access reviews shall be conducted to identify excessive or unnecessary privileges. Automated tools and identity governance solutions should be used where possible to enforce least privilege policies and detect anomalies. Any deviation from this principle must be documented, justified, and approved by the relevant authority.

6.3. Enable Multi-Factor Authentication for Critical Systems

Multi-Factor Authentication (MFA) shall be mandatory for all critical systems, especially those handling sensitive data, administrative functions, or external access. MFA mechanisms must combine at least two of the following factors: something the user knows (password), something the user has (token or device), and something the user is (biometric verification).

Departments must ensure that MFA is implemented for privileged accounts, remote access systems, cloud services, and APIs where applicable. The selected MFA solutions must comply with industry standards and provide secure authentication without compromising usability.

Backup authentication mechanisms and recovery processes must also be defined to handle cases of lost devices or credentials. These processes must be secure and require proper identity verification. KPITB may define approved MFA technologies and enforce their adoption across departments.

6.4. Maintain Audit Logs for All Access Activities

All access-related activities must be logged comprehensively to ensure accountability, traceability, and auditability. Audit logs shall capture critical events including login

attempts, successful and failed authentications, privilege escalations, access to sensitive data, and administrative actions.

Logs must include essential information such as user identity, timestamp, source IP address, system accessed, and action performed. Logging mechanisms must be tamper-resistant and stored securely to prevent unauthorized modification or deletion. Centralized logging solutions are recommended to facilitate monitoring and analysis.

Departments shall ensure that audit logs are regularly reviewed by designated personnel to detect suspicious or unauthorized activities. Automated tools should be used for log analysis, anomaly detection, and alert generation. Log retention policies must comply with regulatory and organizational requirements.

6.5.Regularly Review and Revoke Unused Access Rights

Departments shall establish a formal process for periodic review of user access rights to ensure that only authorized and active users retain system access. Access reviews must be conducted at defined intervals (e.g., quarterly or bi-annually) and must involve system owners, administrators, and relevant stakeholders.

Any inactive, redundant, or unauthorized accounts must be promptly disabled or removed. Special attention must be given to accounts of employees who have changed roles, left the organization, or completed temporary assignments. Automated identity lifecycle management solutions should be used where possible to streamline this process.

A documented approval process must be followed for granting, modifying, or revoking access rights. All changes must be logged and auditable. Failure to properly manage access rights may result in security risks, and departments shall be held accountable for non-compliance with access control policies.

7. Encryption and Secure Communication

7.1.Use HTTPS/TLS for all communications

All Government of Khyber Pakhtunkhwa applications shall enforce secure communication channels using HTTPS (Hypertext Transfer Protocol Secure) with Transport Layer Security (TLS) protocols. This requirement ensures that all data transmitted between clients (users), servers, and integrated systems is encrypted and protected from interception, tampering, or unauthorized access. Departments must strictly prohibit the use of unsecured HTTP connections for any production environment, especially for public-facing applications and APIs.

Implementation shall include the use of valid digital certificates issued by trusted Certificate Authorities (CAs), regular renewal of certificates, and enforcement of strong TLS versions (TLS 1.2 or higher). Weak protocols such as SSL, TLS 1.0, and TLS 1.1

must be disabled. Secure configurations must also include HTTP Strict Transport Security (HSTS), secure cookies, and proper certificate validation mechanisms. All integrations with external systems must also ensure encrypted communication channels.

Departments shall periodically review and test communication security using vulnerability scanning tools and SSL configuration testing services. Any misconfigurations or vulnerabilities identified must be remediated immediately to prevent potential data breaches or man-in-the-middle (MITM) attacks.

7.2. Encrypt sensitive data at rest and in transit

All sensitive data, including but not limited to personal identifiable information (PII), financial data, authentication credentials, and confidential government records, shall be encrypted both at rest (stored data) and in transit (data being transmitted). This ensures confidentiality and integrity of data throughout its lifecycle.

For data at rest, encryption mechanisms such as AES-256 or equivalent industry-standard algorithms must be used for databases, file systems, backups, and storage systems. Encryption keys must be securely managed and not stored alongside the encrypted data. Disk-level encryption and database-level encryption should be implemented wherever applicable.

For data in transit, secure protocols such as HTTPS, SFTP, and secure API communication must be used. Departments must ensure that all internal and external communications between systems are encrypted. Additionally, encryption requirements shall be defined based on data classification levels, and compliance must be verified during audits.

7.3. Use secure key management mechanisms

All encryption keys used within government systems must be managed securely using standardized key management practices. Departments shall implement centralized key management systems (KMS) or hardware security modules (HSMs) where feasible to ensure proper generation, storage, rotation, and revocation of cryptographic keys.

Keys must never be hardcoded in application source code, configuration files, or exposed in repositories. Access to keys must be strictly controlled and limited to authorized personnel only. Role-based access control (RBAC) and auditing mechanisms must be implemented to monitor key usage and prevent unauthorized access.

Key lifecycle management shall include:

- Secure key generation using strong entropy sources
- Periodic key rotation
- Immediate revocation of compromised or expired keys

- Secure backup and recovery mechanisms

Departments must ensure compliance with international cryptographic standards and conduct periodic reviews of key management practices.

7.4. Never store passwords in plain text

Under no circumstances shall passwords or sensitive authentication credentials be stored in plain text within databases, configuration files, logs, or application code. Storing passwords in plain text poses a severe security risk and may lead to unauthorized access in case of a data breach.

All passwords must be securely stored using cryptographic hashing techniques combined with salting. Additionally, password storage must follow modern security standards such as bcrypt, Argon2, or PBKDF2, which are designed to resist brute-force and dictionary attacks.

Access to password storage mechanisms must be restricted, and password handling processes must ensure that passwords are never exposed in logs, error messages, or API responses. Departments must also enforce strong password policies, including complexity requirements, expiration rules, and account lockout mechanisms.

Regular security audits must verify compliance with password protection standards, and any violations must be treated as critical security incidents.

7.5. Implement hashing and salting techniques

All authentication credentials and sensitive data requiring irreversible storage shall be protected using strong hashing and salting techniques. Hashing ensures that original data cannot be easily retrieved, while salting adds randomness to prevent precomputed attacks such as rainbow table attacks.

Departments must implement hashing algorithms such as bcrypt, Argon2, or PBKDF2, which provide built-in salting and adaptive cost mechanisms. The hashing process must include:

- Unique salt values for each user or record
- Configurable work factors to increase computational difficulty
- Secure storage of hashed outputs

Salting ensures that even identical passwords result in different hash values, significantly improving security. Additionally, hashing mechanisms must be regularly reviewed and updated to align with evolving cryptographic standards.

Departments shall ensure that hashing is applied consistently across all systems handling user authentication or sensitive data. Security testing must verify that hashing and salting are properly implemented and resistant to common attack vectors.

8. Logging and Monitoring

8.1.Enable Centralized Logging for All Systems

All government software systems shall implement centralized logging mechanisms to ensure that logs from different components (applications, servers, databases, APIs, and network devices) are aggregated into a unified logging platform. Centralized logging enables efficient monitoring, troubleshooting, auditing, and incident response by providing a single source of truth for system activities.

Departments must deploy log management solutions such as SIEM (Security Information and Event Management) systems or centralized logging tools (e.g., ELK Stack, Splunk, Graylog). These systems shall ensure that logs are securely transmitted, stored, and protected against unauthorized access or tampering. Centralized logging also supports correlation of events across multiple systems, enabling better detection of security incidents and operational issues.

Furthermore, access to centralized logs shall be restricted to authorized personnel only, with role-based access control enforced. All log access and retrieval activities must themselves be logged and audited to ensure accountability and compliance with governance standards.

8.2.Logs Must Include User Actions, Errors, and System Events

All systems shall generate comprehensive logs that capture critical activities including user actions, system errors, and operational events. User activity logs must record authentication attempts, login/logout events, data access, data modifications, and administrative actions to ensure traceability and accountability.

Error logs shall capture system failures, exceptions, and unexpected behaviors, including stack traces and contextual information necessary for debugging and root cause analysis. System event logs shall include service start/stop events, configuration changes, API calls, and integration activities between systems.

Departments must ensure that logs are structured, timestamped, and standardized using consistent formats (e.g., JSON or structured logging). Sensitive information such as passwords, personal data, or confidential records must not be logged in plain text. Where necessary, masking or tokenization techniques must be applied to protect sensitive data.

8.3. Implement Real-Time Monitoring Dashboards

All departments shall implement real-time monitoring dashboards that provide visibility into system performance, availability, and security posture. These dashboards must display key metrics such as system uptime, response time, error rates, database performance, and user activity levels.

Monitoring tools must be integrated with centralized logging systems to provide real-time insights and analytics. Dashboards should be role-based, allowing administrators, security teams, and management to view relevant information tailored to their responsibilities.

Additionally, monitoring dashboards shall support visualization of trends and historical data to enable proactive decision-making and capacity planning. Departments must ensure that monitoring tools are configured to operate continuously and provide accurate, real-time data for operational and security oversight.

8.4. Detect Anomalies and Trigger Alerts

All systems shall implement automated mechanisms to detect anomalies and suspicious activities based on predefined rules, thresholds, and behavioral patterns. Anomaly detection may include unusual login attempts, abnormal traffic patterns, repeated failures, unauthorized access attempts, and deviations from normal system behavior.

Departments must configure alerting systems to notify relevant stakeholders (e.g., system administrators, security teams) in real time when anomalies or critical events are detected. Alerts should be delivered through multiple channels such as email, SMS, dashboards, or incident management systems.

Furthermore, alert mechanisms must be prioritized based on severity levels (e.g., critical, high, medium, low) to ensure appropriate and timely response. Incident response procedures must be defined and integrated with monitoring systems to enable rapid containment and mitigation of risks.

8.5. Retain Logs as per Policy for Audits

All logs shall be retained in accordance with defined government policies and regulatory requirements to support auditing, compliance, and forensic investigations. Departments must establish log retention policies specifying retention periods based on system criticality, legal requirements, and data sensitivity.

Logs must be securely stored in tamper-proof environments with appropriate backup and archival mechanisms. Access to archived logs shall be controlled and monitored to prevent unauthorized access or modification.

Additionally, departments must ensure that logs are readily retrievable for audit purposes and can be analyzed efficiently when required. Periodic reviews of log retention policies must be conducted to ensure alignment with evolving regulatory requirements and organizational needs.

9. Security Testing and Vulnerability Management

9.1. Perform Vulnerability Scanning Before Deployment

All software applications developed for Government Departments of Khyber Pakhtunkhwa shall undergo comprehensive vulnerability scanning prior to deployment in any production environment. This requirement is mandatory to ensure that known security weaknesses are identified and mitigated before systems are exposed to users or external networks. Vulnerability scanning shall be conducted using approved automated tools capable of detecting common vulnerabilities, including those listed in the OWASP Top 10 and other industry-recognized standards.

Departments shall ensure that vulnerability scans are performed at multiple stages of the Software Development Lifecycle (SDLC), particularly after development completion and prior to user acceptance testing (UAT) and production release. The scanning process must include analysis of application code, configurations, APIs, and infrastructure components to identify misconfigurations, insecure dependencies, and coding flaws.

All findings from vulnerability scans must be documented in a structured report that categorizes vulnerabilities based on severity (e.g., critical, high, medium, low). Deployment approval shall not be granted until all critical and high-risk vulnerabilities have been resolved or formally accepted through a risk management process approved by KPITB or the designated authority.

9.2. Conduct Penetration Testing Periodically

Government applications shall undergo periodic penetration testing to simulate real-world cyberattacks and identify exploitable vulnerabilities that may not be detected through automated scanning tools. Penetration testing shall be conducted by qualified internal teams or certified third-party security assessors to ensure objectivity and thoroughness.

Penetration testing shall be performed at least once annually, and additionally whenever there are significant changes to the application, such as major feature releases, architectural modifications, or infrastructure migrations. The scope of testing shall include web applications, mobile applications, APIs, network infrastructure, and authentication mechanisms.

The results of penetration testing must be documented in detailed reports outlining identified vulnerabilities, attack vectors, potential business impact, and recommended remediation measures. Departments shall ensure that all identified vulnerabilities are addressed within defined timelines, with priority given to high-risk findings. KPITB may mandate independent validation of remediation actions before granting continued operational approval.

9.3. Fix Identified Vulnerabilities Promptly

All identified vulnerabilities, whether discovered through vulnerability scanning, penetration testing, or incident monitoring, shall be remediated promptly in accordance with their severity level. Departments shall establish defined timelines for remediation, such as immediate resolution for critical vulnerabilities, and fixed timelines (e.g., 7–30 days) for high and medium severity issues.

A structured vulnerability remediation process shall be implemented, including issue tracking, assignment of responsibilities, verification of fixes, and closure approvals. Developers and system administrators must collaborate to ensure that vulnerabilities are addressed comprehensively without introducing new risks or regressions.

No system shall be deployed or remain operational in production with known critical vulnerabilities unless explicitly approved through a formal risk acceptance process. Such approvals must be documented and justified, including mitigation controls and timelines for permanent resolution. KPITB reserves the right to enforce remediation or suspend systems that pose significant security risks.

9.4. Maintain Vulnerability Management Records

All departments shall maintain comprehensive records of vulnerabilities identified, assessed, and remediated throughout the lifecycle of each system. These records shall include details such as vulnerability descriptions, severity ratings, affected components, remediation actions, responsible personnel, and resolution timelines.

A centralized vulnerability management repository or tracking system shall be used to ensure proper documentation, traceability, and reporting. This repository shall support audit requirements and provide visibility into the organization's security posture over time. Historical records shall be retained in accordance with data retention policies and regulatory requirements.

Vulnerability management records shall be reviewed periodically by internal auditors and KPITB to ensure compliance with security policies and standards. Any recurring issues or systemic weaknesses identified through these records must be addressed through corrective and preventive measures, including process improvements, training, or architectural changes.

9.5. Use Automated Tools for Continuous Scanning

Departments shall implement automated security tools to enable continuous vulnerability scanning and monitoring of applications, systems, and infrastructure. These tools shall provide real-time or scheduled scanning capabilities to detect newly emerging vulnerabilities, outdated components, and configuration weaknesses.

Continuous scanning shall be integrated into DevOps and CI/CD pipelines to ensure that security checks are performed automatically during code integration, testing, and deployment phases. This approach supports the adoption of DevSecOps practices, where security is embedded throughout the development lifecycle rather than treated as a separate activity.

Automated tools shall be regularly updated to ensure coverage of the latest threat intelligence and vulnerability databases. Alerts generated by these tools must be monitored and acted upon promptly by designated personnel. KPITB may define approved tools and minimum scanning requirements to ensure consistency and effectiveness across all government departments.

10. API Standards and Integration

10.1. All systems must expose RESTful APIs

All software systems developed by Government Departments of Khyber Pakhtunkhwa shall expose their core functionalities through standardized RESTful APIs to enable seamless integration, interoperability, and reuse of services across departments. RESTful APIs shall be designed following standard HTTP methods (GET, POST, PUT, DELETE) and shall adhere to stateless communication principles to ensure scalability and simplicity.

The adoption of RESTful APIs ensures that systems can communicate efficiently across different platforms, technologies, and environments. Departments shall ensure that APIs are designed using clear resource-based URI structures, proper versioning strategies (e.g.,

/api/v1/), and consistent response formats. This will facilitate easier consumption of services by other government applications, mobile apps, and third-party systems.

Furthermore, all APIs shall be designed with scalability, performance, and security considerations. Rate limiting, throttling, and caching mechanisms shall be implemented where applicable to ensure system stability and prevent misuse. API lifecycle management shall be maintained to handle version upgrades and deprecations in a controlled manner.

10.2. Use JSON as standard data format

All APIs developed under these guidelines shall use JSON (JavaScript Object Notation) as the standard data exchange format for request and response payloads. JSON is lightweight, human-readable, and widely supported across modern programming languages, making it the preferred format for interoperability.

Departments shall ensure that all API payloads follow consistent JSON structures with clearly defined keys, naming conventions, and data types. Proper validation mechanisms shall be implemented to ensure that incoming and outgoing JSON data adheres to predefined schemas, thereby reducing errors and ensuring data integrity.

In addition, encoding standards such as UTF-8 shall be used to support multilingual data and ensure compatibility across systems. Proper error handling must also be implemented using standardized JSON error responses that include status codes, error messages, and trace identifiers to facilitate debugging and monitoring.

10.3. Implement authentication (OAuth2/JWT) for APIs

All APIs shall be secured using robust authentication and authorization mechanisms such as OAuth 2.0 and JSON Web Tokens (JWT). These mechanisms ensure that only authenticated and authorized users or systems can access API resources, thereby protecting sensitive government data and services.

Departments shall implement token-based authentication where access tokens are issued upon successful authentication and must be validated on each API request. Tokens shall be securely generated, signed, and expired after a defined duration. Refresh token mechanisms shall also be implemented to enhance security and user experience.

In addition to authentication, fine-grained authorization controls must be enforced to restrict access based on user roles and permissions. APIs shall also implement additional security controls such as API gateways, IP whitelisting, rate limiting, and logging to protect against unauthorized access, brute force attacks, and misuse.

10.4. Maintain API documentation (Swagger/OpenAPI)

All APIs must be thoroughly documented using industry-standard tools such as Swagger or OpenAPI Specification. API documentation shall include details such as endpoints, request/response formats, authentication methods, error codes, and usage examples to facilitate easy integration and consumption by developers.

Departments shall ensure that API documentation is kept up-to-date with every release and version change. Documentation must be accessible to authorized stakeholders and developers through centralized repositories or developer portals. Interactive API documentation (e.g., Swagger UI) is recommended to allow real-time testing and validation of APIs.

Proper documentation ensures transparency, reduces integration time, and minimizes errors during system interaction. It also supports long-term maintainability by providing clear references for future enhancements, debugging, and onboarding of new development teams.

10.5. Ensure interoperability between systems

All government systems shall be designed to ensure interoperability, enabling seamless data exchange and communication between different departments, platforms, and applications. APIs shall be developed in a platform-independent and technology-agnostic manner to support integration across diverse systems.

Departments shall adopt open standards, standardized protocols, and shared data models to ensure compatibility. Integration mechanisms shall support synchronous (real-time), asynchronous (message-based), and batch processing modes depending on the use case. APIs must also support secure data exchange using encrypted channels (TLS/HTTPS).

To further enhance interoperability, departments shall maintain a registry of available APIs and services to avoid duplication and promote reuse. Integration with national or provincial platforms (e.g., identity services, payment gateways, data registries) must follow standardized protocols to ensure consistency and efficiency across the digital ecosystem.

11. System Audit and Compliance

11.1. Conduct Periodic System Audits

All Government Departments of Khyber Pakhtunkhwa shall conduct periodic system audits to ensure that software applications, infrastructure, and associated processes comply

with defined technical, security, and operational standards. These audits shall be conducted at regular intervals (at least annually, or more frequently based on system criticality) and must cover application security, performance, data integrity, access control, and compliance with defined policies.

System audits shall include both internal audits conducted by departmental IT teams and external audits performed by KPITB or third-party certified auditors. The scope of the audit shall include source code review, vulnerability assessments, penetration testing, infrastructure configuration review, and compliance verification against standards such as ISO 27001 and OWASP ASVS.

Departments must maintain an audit schedule and ensure that all systems are audited prior to major releases, upgrades, or deployment into production environments. Audit reports must be formally documented and submitted to relevant authorities for review and approval.

11.2. Maintain Compliance with Government Policies

All software systems developed or maintained by Government Departments shall strictly adhere to the policies, standards, and regulations issued by KPITB and other relevant regulatory bodies. This includes compliance with cybersecurity policies, data protection regulations, IT governance frameworks, and digital service delivery standards.

Departments shall ensure that all systems align with national and provincial policies related to information security, privacy, interoperability, and accessibility. Compliance shall not be treated as a one-time activity but as a continuous process integrated throughout the Software Development Lifecycle (SDLC).

Mechanisms must be established within each department to monitor compliance on an ongoing basis. This includes periodic policy reviews, compliance checklists, and automated compliance validation tools where applicable. Non-compliance must be identified, reported, and remediated within defined timelines.

11.3. Document Audit Findings and Corrective Actions

All findings identified during system audits must be formally documented in structured audit reports. These reports shall include detailed descriptions of identified issues, risk severity levels, impacted systems, and recommended corrective actions.

Departments shall establish a formal process for tracking and managing audit findings. Each finding must be assigned a responsible person, a defined remediation timeline, and a

status (e.g., open, in progress, resolved). Critical vulnerabilities must be addressed on a priority basis to minimize risk exposure.

Corrective actions must be validated through follow-up reviews or re-audits to ensure that the issues have been effectively resolved. Documentation of corrective actions shall be maintained as part of the system's audit trail and must be made available for future audits and compliance verification.

11.4. Ensure Traceability of System Changes

All changes made to software systems, including code modifications, configuration changes, database updates, and infrastructure adjustments, must be fully traceable. Departments shall implement change management processes that ensure every change is properly documented, approved, and recorded.

Traceability shall be maintained through version control systems, change logs, and issue tracking tools. Each change must include details such as:

- Change description
- Date and time of change
- Responsible individual or team
- Approval authority
- Impact assessment

This ensures accountability and enables departments to track the evolution of systems over time. Traceability is critical for debugging, auditing, rollback operations, and ensuring compliance with governance standards.

11.5. Implement Governance and Accountability Mechanisms

Departments shall establish clear governance frameworks to oversee software development, deployment, and maintenance activities. This includes defining roles and responsibilities for stakeholders such as project managers, developers, system administrators, security officers, and auditors.

KPITB shall act as the central governing authority responsible for defining standards, conducting audits, approving system architectures, and ensuring compliance across departments. Departments must coordinate with KPITB for approvals, audits, and adherence to standardized practices.

Accountability mechanisms must include:

- Defined approval workflows
- Periodic reporting to management and KPITB

- Performance monitoring and evaluation
- Incident reporting and escalation procedures

Departments shall ensure that any deviations from established standards are formally approved and documented. Strong governance and accountability frameworks are essential to maintain transparency, ensure compliance, and achieve consistent quality across all government software systems.

12. Version Control and Code Management

12.1. Use of Centralized Version Control Systems

All source code must be stored and managed using a centralized version control system GitHub (access to the centralized repository will be provided by KPITB to each department). This ensures that code is tracked, changes are documented, and collaboration among team members is efficient and transparent. A shared repository also helps in maintaining a single source of truth.

12.2. Adoption of Branching Strategies (e.g., GitFlow)

A well-defined branching strategy, such as GitFlow, should be followed to manage development workflows. This includes maintaining separate branches for features, development, testing, and production. Proper branching helps in isolating work, reducing conflicts, and ensuring stable releases.

12.3. Version Tagging and Release Management

Each stable release of the software should be properly tagged using versioning standards (e.g., semantic versioning like v1.0.0). This allows teams to track releases, roll back if necessary, and maintain a clear history of software versions.

12.4. Repository Backup and Recovery

Regular backups of repositories must be maintained to prevent data loss due to system failures, accidental deletions, or security incidents. Backup strategies should include both local and remote storage options and periodic verification of restore procedures.

12.5. Controlled Access to Main Branches

Direct commits to critical branches such as main or master should be restricted.

Changes must go through pull/merge requests, code reviews, and approval processes. This ensures code quality, reduces errors, and maintains the stability of production-ready code.

13. Documentation Standards

13.1. Preparation of SRS, FRS, and BRD before Development

All Government Departments shall ensure that comprehensive documentation is prepared prior to the initiation of any software development activity. This includes, but is not limited to, the preparation of the Business Requirements Document (BRD), Functional Requirements Specification (FRS), and Software Requirements Specification (SRS). These documents serve as the foundation for system design, development, testing, and acceptance.

The BRD shall capture high-level business objectives, stakeholder expectations, and process requirements. The FRS shall translate business requirements into detailed functional descriptions, workflows, and system behaviors. The SRS shall define both functional and non-functional requirements including performance, security, scalability, and usability aspects.

Departments shall ensure that these documents are reviewed and approved by relevant stakeholders, including business owners, technical teams, and KPITB (where applicable), before development begins.

Standard Template Headings

BRD Template:

- Project Overview
- Business Objectives
- Stakeholders
- Current System (As-Is)
- Proposed System (To-Be)
- Business Processes
- Constraints and Assumptions

FRS Template:

- Functional Requirements
- Use Case Diagrams
- User Roles and Permissions
- Workflow Descriptions
- Validation Rules
- Error Handling

SRS Template:

- System Overview
- Functional Requirements
- Non-Functional Requirements
- Security Requirements
- Performance Requirements
- Integration Requirements
- Data Requirements

13.2. Maintenance of Design Documents (ERD)

All departments shall develop and maintain comprehensive design documentation, including but not limited to Entity Relationship Diagrams (ERD), system architecture diagrams, and data flow diagrams. These documents are essential for understanding system structure, data relationships, and integration points.

The ERD shall clearly define entities, attributes, relationships, primary keys, foreign keys, and constraints. It shall be maintained throughout the lifecycle of the application and updated whenever changes are made to the database schema.

Design documents shall be stored in centralized repositories and must be accessible to relevant stakeholders including developers, auditors, and system administrators.

13.3. Updating User Manuals and Technical Guides

All departments shall ensure that user manuals, operational guides, and technical documentation are developed and continuously updated throughout the system lifecycle. These documents shall provide clear instructions for system usage, troubleshooting, and maintenance.

User manuals shall be written in a user-friendly manner and may include screenshots, step-by-step instructions, and FAQs. Technical guides shall include system architecture, deployment procedures, configuration steps, and maintenance instructions.

Documentation must be updated after every major system update, release, or change to ensure accuracy and relevance.

13.4. Version Control of Documentation

All documentation shall be maintained under version control to ensure traceability, accountability, and consistency. Departments shall use centralized version control systems (such as Git or document management systems) to manage documentation versions.

Each document must include:

- Version number

- Date of revision
- Author
- Change log

No document shall be modified without proper version updates. Historical versions must be preserved for audit and reference purposes.

13.5. Documentation Review and Approval

All documentation shall undergo a formal review and approval process before being finalized and used. This process shall involve technical reviewers, business stakeholders, and, where applicable, KPITB representatives.

The review process shall ensure:

- Accuracy of content
- Completeness of requirements
- Compliance with standards
- Alignment with business objectives

Approved documents shall be formally signed off and archived. No development activity shall proceed without approved documentation.

14. Agile Scrum Methodology

14.1. Adopt Iterative Development Cycles (Sprints)

All Government Departments shall adopt an iterative software development approach based on Agile Scrum methodology, where development activities are organized into time-boxed cycles known as “sprints.” Each sprint shall typically span a duration of two to four weeks, during which a predefined set of features or user stories are designed, developed, tested, and delivered. This approach ensures flexibility, rapid delivery, and continuous improvement of software systems.

Departments must ensure that sprint planning sessions are conducted prior to the start of each sprint to define clear objectives, scope, and deliverables. The sprint goals shall be aligned with business priorities and strategic objectives of the department. Iterative cycles enable early identification of issues, reduce project risks, and allow teams to adapt to changing requirements efficiently.

Furthermore, all development teams shall ensure that each sprint results in a potentially deployable product increment. This iterative model shall replace traditional waterfall

approaches and promote continuous feedback, quality assurance, and timely delivery of services to citizens.

14.2. Maintain Product Backlog and Sprint Backlog

Each project shall maintain a well-defined and continuously updated Product Backlog, which serves as the single source of truth for all functional and non-functional requirements. The Product Backlog shall include prioritized user stories, enhancements, bug fixes, and technical tasks, all of which must be clearly documented and approved by relevant stakeholders.

In addition, a Sprint Backlog shall be created at the beginning of each sprint, consisting of selected items from the Product Backlog that the team commits to delivering within the sprint duration. The Sprint Backlog shall be owned and managed by the development team, ensuring transparency and accountability in task execution.

Departments must ensure that backlog items are clearly defined with acceptance criteria, estimated effort, and priority levels. Regular backlog grooming (refinement) sessions shall be conducted to update, prioritize, and validate backlog items in alignment with evolving business requirements. This structured backlog management ensures efficient planning, resource allocation, and delivery predictability.

14.3. Conduct Daily Stand-ups and Sprint Reviews

All Agile teams shall conduct Daily Stand-up Meetings (also known as Daily Scrums) to monitor progress, identify blockers, and ensure alignment among team members. These meetings shall be brief (typically 15 minutes) and focus on three key aspects: work completed, work planned, and challenges faced.

In addition to daily stand-ups, Sprint Review Meetings shall be conducted at the end of each sprint to demonstrate completed work to stakeholders. This session provides an opportunity for stakeholders to review deliverables, provide feedback, and validate whether the sprint objectives have been achieved.

Furthermore, Sprint Retrospective Meetings shall be held to evaluate team performance, identify improvement areas, and enhance team efficiency. Departments must ensure that feedback from reviews and retrospectives is documented and incorporated into future sprints, fostering a culture of continuous improvement and accountability.

14.4. Ensure Continuous Stakeholder Involvement

Active and continuous involvement of stakeholders is mandatory throughout the Agile development lifecycle. Stakeholders, including business owners, end-users, and

departmental representatives, shall participate in key Agile ceremonies such as backlog prioritization, sprint planning, and sprint reviews.

Departments must designate Product Owners who act as the primary liaison between stakeholders and development teams. The Product Owner shall be responsible for defining requirements, prioritizing backlog items, and ensuring that the developed solution aligns with business needs and policy objectives.

Continuous stakeholder engagement ensures that requirements are accurately captured, validated, and refined throughout the project lifecycle. This reduces the risk of misalignment, enhances transparency, and ensures that the final product meets the expectations of citizens and government authorities.

14.5. Deliver Incremental Working Software

All development teams shall ensure that each sprint delivers a functional and testable increment of the software. These increments must meet predefined acceptance criteria and quality standards before being considered complete. The focus shall be on delivering value in small, manageable units rather than waiting for full system completion.

Departments must ensure that incremental releases are thoroughly tested, documented, and, where applicable, deployed to staging or production environments. Continuous Integration and Continuous Deployment (CI/CD) practices shall be encouraged to automate build, testing, and deployment processes.

This incremental delivery approach enhances system reliability, enables early user feedback, and reduces the risk of large-scale failures. It also supports faster time-to-market for government services, ensuring that citizens benefit from improved digital services in a timely and efficient manner.

15. Database Management System and Database Backup

15.1. DBMS Standardization on MySQL

The recommended DBMS is MySQL as the standard Database Management System (DBMS) for all application systems unless otherwise approved by the competent authority. This ensures uniformity, interoperability, cost-effectiveness, and ease of maintenance across all government systems. Departments must deploy stable and supported versions of MySQL and ensure compliance with licensing policies.

15.2. Version Control and Standard Configuration

All departments shall ensure that MySQL installations follow standardized configurations including UTF-8 encoding, InnoDB storage engine, indexing strategies, and normalization practices. Database schema changes must be version-controlled using migration scripts or tools to ensure traceability, rollback capability, and auditability.

15.3. Backup Frequency and Scheduling

All databases must be backed up regularly as per defined policies. At minimum, departments shall implement:

- Daily incremental backups
 - Weekly full backups
 - Monthly archival backups
- Backup processes must be automated and monitored to ensure reliability and completeness.

15.4. Backup Types and Strategy

A comprehensive backup strategy must be adopted including full, incremental, and differential backups (where applicable). Backup strategies must align with system criticality and defined Recovery Point Objectives (RPO).

15.5. Backup Storage and Retention

Backups must be securely stored in multiple locations, including:

- On-premise secure storage
 - Off-site or cloud-based storage
- Retention policies must be defined based on system requirements (e.g., 30, 90, or 365 days).

15.6. Database Administrator (DBA) Responsibility

Each department must appoint a qualified Database Administrator (DBA) responsible for database installation, configuration, optimization, backup management, and security enforcement.

15.7. DBA Accountability and Governance

The DBA shall ensure database availability, integrity, and security. Regular reports on database performance, incidents, and health must be submitted to relevant authorities such as KPITB or departmental IT leadership.

15.8. Secure Access Management

Access to databases must be controlled using Role-Based Access Control (RBAC) and the Principle of Least Privilege. Only authorized personnel shall have access based on defined roles.

15.9. Credential Management

Database credentials must be securely stored using encryption or secret management tools. Hardcoded credentials in source code or configuration files are strictly prohibited.

15.10. Network Security Controls

Databases must not be publicly exposed. Access must be restricted using firewalls, IP whitelisting, and secure ports. All communication between application and database must be encrypted using TLS/SSL.

15.11. Continuous Monitoring

Databases must be continuously monitored for performance issues, query efficiency, and resource utilization including CPU, memory, and storage.

15.12. Alerting Mechanisms

Automated alerts must be configured for system failures, unauthorized access attempts, performance degradation, and storage thresholds.

15.13. Backup Validation

All backups must be periodically tested to ensure successful restoration. Departments must conduct restoration drills at least quarterly.

15.14. Disaster Recovery Planning

A Disaster Recovery Plan (DRP) must be established including defined Recovery Time Objective (RTO), Recovery Point Objective (RPO), and step-by-step recovery procedures.

15.15. Database Logging

All database activities including access logs, changes to data, and administrative actions must be logged and stored securely.

15.16. Audit Compliance

Audit logs must be reviewed periodically to ensure compliance with security policies. Any anomalies must be investigated and reported to the relevant authority.

15.17. Data Integrity Controls

Constraints such as primary keys, foreign keys, and validation rules must be implemented to maintain data integrity.

15.18. Data Encryption

Sensitive data must be encrypted both at rest and in transit using industry-standard encryption mechanisms.

16. Application Hosting and Deployment

16.1. Primary Hosting at KP Data Center

All applications shall be hosted at the KP Data Center as the default and preferred hosting environment. This ensures compliance with government regulations, centralized infrastructure management, and enhanced data security.

16.2. Adherence to KP Data Center Standards

Applications deployed at the KP Data Center must comply with all prescribed technical, security, and operational standards. This includes infrastructure configurations, data protection policies, system availability, and monitoring requirements.

16.3. Identification of Special Hosting Requirements

If a department has specific technical or operational requirements that cannot be fulfilled by the KP Data Center, such requirements must be clearly identified and documented with proper justification.

16.4. Submission of Case to KPITB for Approval

In situations where KP Data Center cannot meet the required services, the concerned department shall submit a formal case to the KPITB (Khyber Pakhtunkhwa Information Technology Board) seeking approval for alternative hosting arrangements.

16.5. Compliance and Documentation for Approved Hosting

Upon approval from KPITB for hosting outside the KP Data Center, the department must ensure that the alternative hosting environment complies with all applicable security, legal, and performance standards. All approvals and configurations must be properly documented for audit and governance purposes.

17. Initiation for Development of New Digital Solutions and Approval

To streamline the deployment and management of digital systems across the Government of Khyber Pakhtunkhwa, a standardized process for obtaining a Digital No Objection Certificate (NOC) has been established. The Digital NOC ensures compliance with the government's technology stack, security policies, and prevents duplication of systems across departments. The requesting department shall submit an application for a Digital NOC through the Digital Asset Reporting System, providing complete technical details of the digital asset, including its architecture, security measures, intended functionalities, and hosting information. Upon receiving the request, KPITB will assess the application against the given checklist and or key performance indicators parameters Technology Stack Compliance: Verification to ensure alignment with the latest technology standards adopted by the government.

- Security Posture: Evaluation of the security measures in place, including data protection, encryption, and access controls.
- Duplication Check: Assessment to determine if similar systems already exist, to avoid redundancy/duplication and ensure optimal resource utilization.

If the digital asset meets the required standards, an NOC will be issued within thirty (30) days. If the request is not compliant, KPITB will provide detailed feedback, highlighting areas for improvement or modification.

17. Government Web Presence and Infrastructure Standards

17.1. Standardized Domain and Hosting Policy

All government websites shall reside under the *kp.gov.pk* subdomain and be hosted on the same machines/servers where the KP Web Portal is hosted. This ensures enhanced security, centralized management, ease of maintenance, and rapid recovery in case of security incidents such as hacking. Exceptions may only be granted to Educational and Academic/Research Institutions, which are permitted to use their respective dedicated domains.

17.2. Integration with Government Platforms via APIs

Government websites must support API integration with key government platforms to enable seamless data exchange and interoperability. This ensures efficient service delivery, reduces data silos, and allows different systems to communicate using standardized and secure interfaces.

17.3. Integration with Official Social Media Channels

Websites must be integrated with official government social media channels to enhance public communication and outreach. This includes linking to verified social media accounts and enabling content sharing to ensure timely dissemination of information and increased citizen engagement.

18. Application Governance Checklist

The Application Governance Checklist serves as a comprehensive guide for monitoring and ensuring the governance of digital assets within the framework. This table outlines each indicator that is critical for managing digital applications and their assets, providing a detailed description of what each indicator represents. Additionally, it explains how each of these indicators will be mapped within the broader Digital Asset Compliance Framework, offering a clear understanding of how they align with the overall governance and compliance objectives.

Each indicator is designed to assess different aspects of application development, deployment, and maintenance, ensuring the project meets both technical and organizational standards. For instance, indicators like Stakeholders, Objectives, and Impact and Benefits focus on governance from an organizational perspective, mapping out key responsibilities, expected outcomes, and the overall value delivered by the application to the government and its citizens. On the other hand, indicators such as Security Measures, Scalability Measures, and API Documentation focus on the technical integrity of the application, ensuring robust security practices, scalability for future growth, and efficient system integration.

By mapping these indicators to specific digital assets, the checklist helps ensure that the application complies with necessary standards and regulations while maintaining alignment with strategic goals. It ensures that all aspects, from development to deployment, are governed effectively, minimizing risks and optimizing performance across the lifecycle of the application. This approach ultimately supports transparency, accountability, and long-term sustainability, contributing to improved governance and stakeholder confidence in digital asset management.

Indicator	Details
Overview and Purpose	
Application Description	A clear and concise summary of the application's purpose and functionalities.
Stakeholders	Identification of key stakeholders and their roles.
Objectives	Define the specific goals and outcomes the project aims to achieve.
Scope	Outline the boundaries and limitations of the project.
Tagline	A brief and catchy phrase summarizing the essence of the project.
Impact and Benefits	Enumerate the positive effects and advantages the project brings to the Government and Citizens.
Category	Categorize the project's impact in areas such as Service Delivery, Good Governance, and Transparency.

Development Approach	Specify if the development was done in-house or outsourced.
	<p>Outsourcing Details Provide information on outsourcing if applicable, including the cost of the project, name of the firm, agreement details, and whether an NDA was signed.</p> <p>In-house Development Details Share details about the in-house development, including the number of people involved in the development and implementation.</p>
Hosting Information	Specify whether the application is hosted in KP Data Centre or through private hosting.
Links	Provide links for the website/application/Appstore/play store/GIT Rep
Technical Documentation	
Architecture Diagrams:	Comprehensive visual representation of the application's architecture.
Data Flow Diagrams	Illustration of data movement within the application.
API Documentation:	If applicable, detailed documentation on application programming interfaces.
Database Schema:	Structure and relationships of the database tables.
Deployment Diagram:	Schematic representation of the deployment environment.
Technology Stack	
Programming Languages and Frameworks	
Identification of primary programming languages used.	Recognition of the core programming languages employed in the application's development.
Listing of frameworks employed in application development.	Documentation of the frameworks utilized to support and streamline the development process.
Database Management System (DBMS)	
Specification of the DBMS in use.	Clearly defining the Database Management System utilized for data storage and retrieval.
Documentation of the database schema and relationships.	Detailed documentation outlining the structure and relationships within the database.
Front-End Technologies	
Identification of front-end technologies (HTML, CSS, JavaScript, etc.).	Recognition and documentation of technologies shaping the user interface and experience.
Compatibility check with major web browsers.	Ensuring the front-end technologies are compatible with widely used web browsers.
Back-End Technologies	

Listing of back-end technologies and frameworks (Node.js, Django, Flask, etc.).	Documentation of technologies supporting server-side processing and logic.
Verification of compatibility with the selected programming languages.	Ensuring that back-end technologies align with the chosen programming languages.
Application Programming Interfaces (APIs)	
Documentation of APIs used for external integrations.	Recording the details of Application Programming Interfaces facilitating external integrations.
Validation of API endpoints and security measures.	Verification that API endpoints are functional and adhere to security standards.
Cloud Services	
Identification of cloud service providers (AWS, Azure, Google Cloud, etc.).	Recognition of the cloud service provider hosting the application.
Assessment of cloud infrastructure scalability and security.	Evaluation of the ability to scale and the security measures in the chosen cloud infrastructure.
Containers and Orchestration	
Use of containerization tools (Docker, Kubernetes, etc.).	Utilization of tools for packaging and deploying applications in containers.
Orchestration strategy for managing containerized applications.	Planning and implementation of strategies for efficiently managing containerized applications.
DevOps Tools	
Listing of tools for continuous integration and continuous deployment (CI/CD).	Documentation of tools automating the integration and deployment processes.
Documentation of version control systems (Git, SVN, etc.).	Recording the systems used to manage and track changes in the source code.
Security Measures	
Implementation of secure coding practices.	Adherence to coding practices that enhance application security. Including but limited to Security Audit, Penetration testing, zero trust architecture, multi factor authentication etc.
Integration of security libraries or tools for vulnerability scanning.	Utilization of tools to scan for vulnerabilities and enhance overall security.

Scalability Measures	
Strategies for horizontal and vertical scalability.	Plans for scaling the application either by adding more resources (horizontal) or enhancing existing ones (vertical).
Load balancing mechanisms for efficient resource utilization.	Implementation of mechanisms distributing incoming traffic across multiple servers to optimize resource usage.
Documentation Practices	
Documentation of codebase, APIs, and system architecture.	Thorough documentation of the codebase, APIs, and the overall system architecture.
Availability of up-to-date README files for developers.	Provision of current README files to guide developers on using and contributing to the project.
Testing Frameworks	
Listing of testing frameworks for unit, integration, and end-to-end testing.	Documentation of frameworks used to conduct various levels of testing.
Documentation of testing procedures and protocols.	Documentation of frameworks used to conduct various levels of testing.
Dependency Management	
Utilization of dependency management tools (npm, pip, Maven, etc.).	Use of tools to manage external dependencies efficiently.
Regular updates and reviews of dependencies for security and compatibility.	Ensuring that dependencies are regularly updated and reviewed for security and compatibility.
Version Control	
Use of version control systems for source code management.	Employment of systems to manage and track changes made to the source code.
Documentation of branching strategies and versioning conventions.	Documentation outlining strategies for branching and versioning conventions.
Technology Stack Governance	
Adherence to technology stack policies and standards.	Ensuring that the technology stack aligns with established policies and standards.
Regular reviews and updates based on industry trends and best practices.	Periodic assessments and updates considering industry trends and best practices.
Sustainability and Future-Proofing	

Mechanisms for feedback and collaboration between development and IT operations teams:	Establishing channels for effective communication and collaboration between development and IT operations teams.
Evaluation of the technology stack's adaptability to future advancements.	Assessing the stack's capability to accommodate and integrate future technological advancements.
System Requirements	
Hardware Requirements:	Specification of required hardware for optimal performance.
Software	Dependencies: Identification of essential software components and versions.
Network Requirements:	Documentation of network configurations and bandwidth needs.
Third-Party Integrations:	List of external systems or services the application interacts with.
Security Assessment	
Authentication and Authorization:	Mechanisms for user authentication and authorization.
Data Encryption:	Encryption methods used to secure sensitive data.
Security Protocols:	Implementation of security protocols (TLS, SSL).
Vulnerability Assessment:	Regular scans for vulnerabilities and mitigation strategies.
Performance and Scalability	
Load Testing:	Results of load testing to ensure the application handles anticipated user loads.
Scalability Plan:	Strategies for scaling the application to accommodate growth.
Compliance and Legal Considerations	
Regulatory Compliance:	Adherence to relevant regulations and standards.
Data Privacy:	Documentation of measures taken to protect user data.
License Compliance:	Ensure compliance with software licensing agreements.
Disaster Recovery and Backup	
Backup Strategy:	Documentation of backup frequency, methods, and storage locations.
Disaster Recovery Plan:	Procedures for recovering the application in case of a catastrophic event.
Monitoring and Logging	
Monitoring Tools:	Description of tools used for real-time monitoring.
Logging Strategy:	Protocols for logging events and errors.

Maintenance and Upgrades	
Patch Management:	Process for applying patches and updates
Release Notes:	Documentation of changes in each software release.
End-User Documentation	
User Manuals:	Comprehensive guides for end-users.
Troubleshooting Guide:	Assistance for users encountering common issues.
Training Materials	
Training Documentation:	Resources for training new users or administrators.



On-Boarding Tool Kit for P2G Payments



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1. Introduction

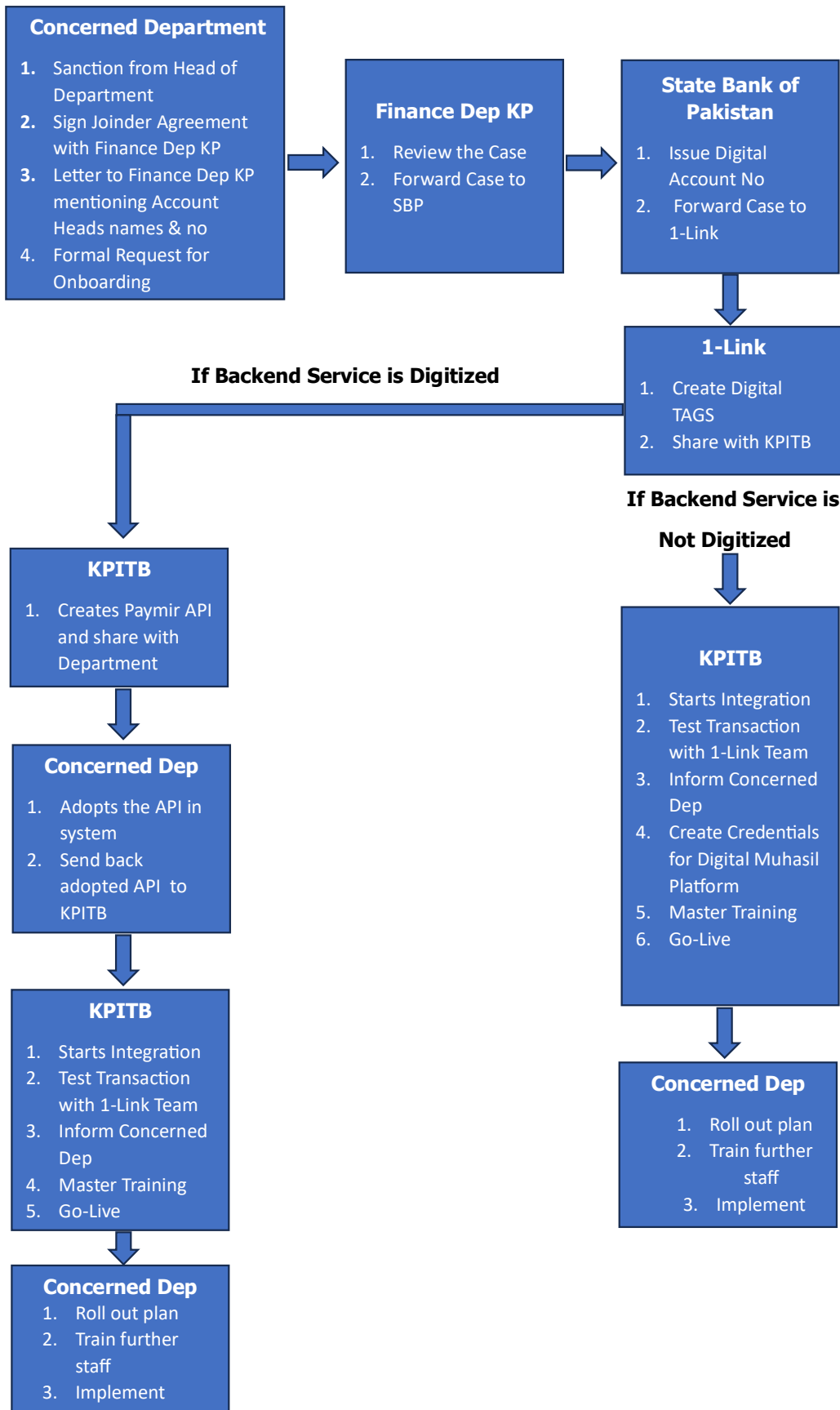
This document outlines the onboarding framework for enabling Person-to-Government (P2G) digital payments across Government Departments of Khyber Pakhtunkhwa. The process is sequential and dependency-driven, where each stage is contingent upon the completion of the preceding stage. Progression across stages is governed by document completeness, formal approvals, and external processing timelines.

This toolkit has been developed to streamline and facilitate the onboarding process for all concerned departments. It provides a clear, structured view of the end-to-end workflow, while highlighting key requirements, documentation prerequisites, and stage-wise responsibilities necessary for successful onboarding.

2. Account-1 P2G (Person to Government) Payments

Person-to-Government (P2G) payments under the Account-1 model refer to transactions wherein Government Departments of Khyber Pakhtunkhwa collect service fees, taxes, or charges directly into Account-1 maintained with the State Bank of Pakistan. In this model, payments made by citizens are deposited against the challan and are credited to the KP Province's treasury account held with the State Bank of Pakistan.

i. Flow Chart



ii. Procedure and Requirements

The onboarding process for Person-to-Government (P2G) digital payments under the Account-1 model is initiated by the concerned department through identification of services for which fees, taxes, or charges are to be collected directly into the government treasury maintained with the State Bank of Pakistan. The department secures formal approval from the Head of Department and nominates a focal person through an authority letter to manage coordination.

The concerned department signs the Joinder Agreement with Finance Department KP and forward the formal request clearly mentioning Account Head Names and Numbers (Template No 1 & 2). Following Finance Department KP concurrence, case is forwarded by Finance Department KP to State Bank of Pakistan for the creation of Digital Account Number against each Account Head. The case is then forwarded by the State Bank of Pakistan to 1LINK for the creation of Digital TAGS.

If the backend service is digitized by the Department via Third Party/In-House/KPITB, FinTech Unit of KPITB create PAYMIR API and share with concerned department. The concerned department adopt PAYMIR API and send it back to FinTech Unit of KPITB. Fintech Unit starts technical integration, perform test transactions with 1-Link Team and inform the concerned department.

If the backend service is not digitized by the Department, Fintech Unit of KPITB starts integration with its own invoicing platform i.e. Digital Muhasil. Carry out test transactions with 1-Link Team and train the nominated staff of concerned department. Credentials for Digital Muhasil are shared with concerned team and implementation phase is carried out by the concerned department.

The process concludes with formal go-live, after which the department may proceed with operational rollout and public awareness.

3. Account-1 Templates

Template No: 1



**GOVERNMENT OF KHYBER PAKHTUNKHWA
HOME & TRIBAL AFFAIRS DEPARTMENT**

Kphomedepartment@gmail.com 091-9211217, 091-9210201

No. SO (Judl-I)/HD/1-35/F1452/2025

Dated Peshawar, the 12th February, 2026

To

The Secretary to Government of Khyber Pakhtunkhwa,
Finance Department,
Peshawar.

SUBJECT: **REQUEST FOR DIGITAL ACCOUNT AND TAG FOR HEAD NO. C-02616
FOR ONLINE PAYMENT.**

Dear Sir,

I am directed to refer to subject noted above and to state that Account Head No. C-02616 has been opened for the submission of appointment and renewal fee of Notary Public licenses. Home & Tribal Affairs Department is looking forward for digital payment, therefore, it is requested to forward the case to State Bank of Pakistan for digital account and tag against Account Head No. C-02616 for digital payment, please.

Yours faithfully,

Section Officer (Judicial-I)

Copy forwarded for information to the:

- 1) PS to Additional Chief Secretary, Home & Tribal Affairs Department.
- 2) PS to Special Secretary-I, Home & Tribal Affairs Department.

Section Officer (Judicial-I)




7

**GOVERNMENT OF KHYBER PAKHTUNKHWA
BOARD OF REVENUE
REVENUE AND ESTATE DEPARTMENT**

Phone: 091-9210057 facebook: /landrecord.kpk twitter: @landrecordKP

LIST OF ACCOUNT-I HEADS FOR DIGITAL ENABLEMENT

Sr. No	Head Number	Head Name
01	B01417 ✓	Mutation Fee
02	B01418 ✓	Copying and Inspection Fees of Patwari
03	B01425 ✓	Land Revenue-Others
04	B02701 ✓	Sale of Stamps
05	B02702 ✓	Stamp Duties on Bills
06	B02720-2% ✓	Stamp Duty on Transfer of rights or
07	B01320 ✓	Others


Secretary to Government of Khyber Pakhtunkhwa
Revenue and Estate Department

4. Responsibility Matrix

Sr	Activity	Responsibility	Timeline
1	1. Monitoring & Supervision of process	ACS (G) Office/ CM Sect/Any other office recommended by ACS (G)	On-going
2	1. Sanction from Head of Department 2. Sign Joinder Agreement with Finance Dep KP 3. Letter to Finance Dep KP mentioning Account Heads names & no 4. Formal Request for Onboarding	Concerned Department	
3	1. Review the Case 2. Forward Case to SBP	Finance Dep KP	
4	1. Issue Digital Account No 2. Forward Case to 1-Link	SBP	
5	1. Create Digital TAGS 2. Share with KPITB	1-Link	
6	1. Creation of Paymir API (if Service Undigitized)	KPITB	2 Days
7	1. Adoption of Paymir API (if Service Undigitized)	Concerned Dep	
8	1. Starts Integration 2. Test Transaction with 1-Link Team 3. Inform Concerned Dep 4. Create Credentials for Digital Muhasil (If service Un Digitized) 5. Master Training (If service Un Digitized) 6. Go-Live	KPITB	6 Days other than training
9	1. Roll out plan 2. Train further staff 3. Implementation	Concerned Department	

5. Master Checklist

Concerned Department Letter Head

Subject: Checklist for On-Boarding Account 1 P2G (Person to Government) Payments

Submitted to: Finance Dep KP

Date:

Sr No	Document	Yes/No	Annexure No
1	Sanction from Head of the Department		
2	Sign Joinder Agreement with Finance Dep KP		
3	Letter to Finance Dep KP mentioning Account Heads names & no		
4	Formal Request for Onboarding to Finance Dep		

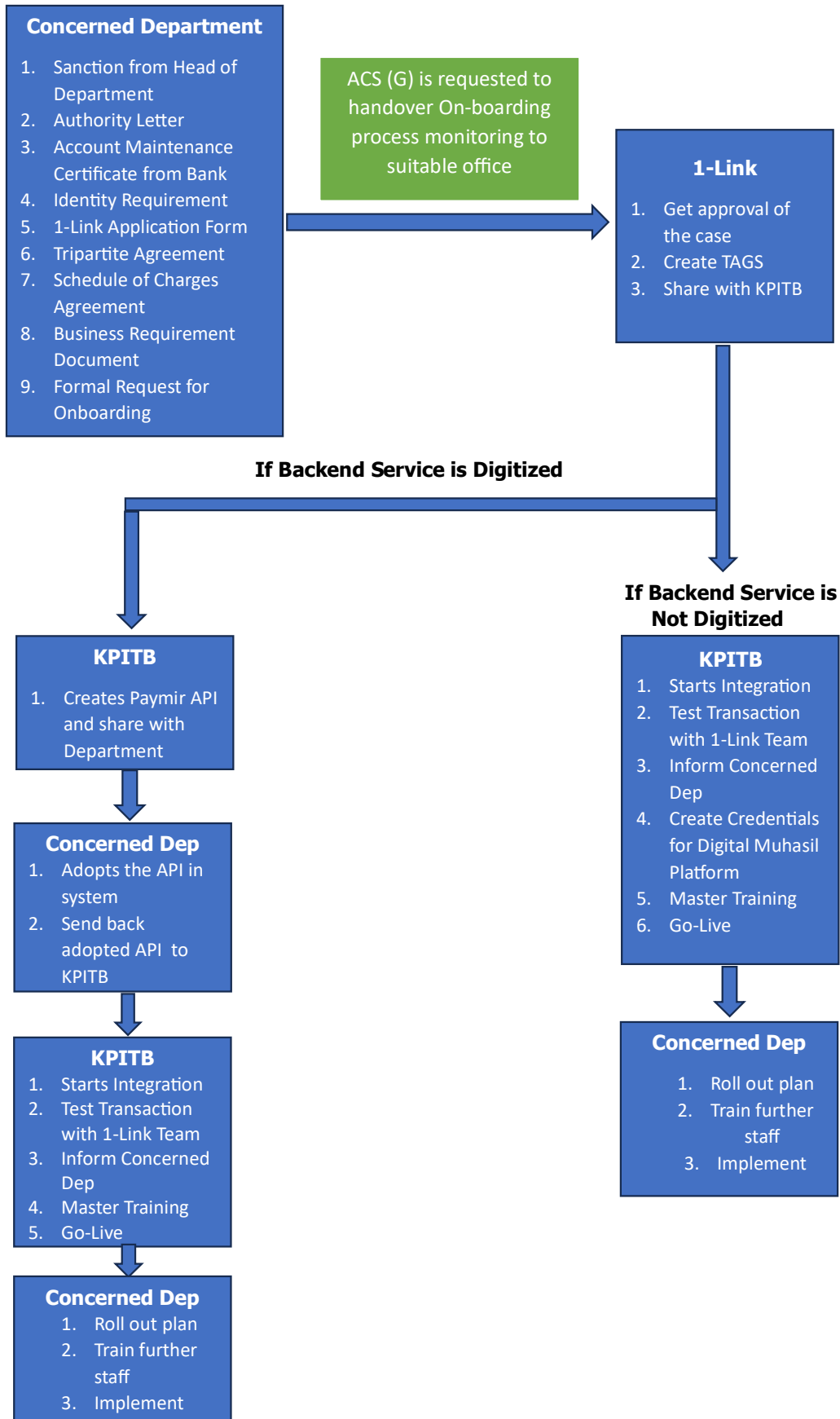
Signature of Officer

6. Non-Account 1 P2G (Person to Government) Payments

Person-to-Government (P2G) payments under the Non-Account-1 model refer to the collection of government service fees, charges, or other revenues directly into department-specific bank accounts maintained with commercial banks, instead of routing funds through the central treasury held with the State Bank of Pakistan.

Under this arrangement, payments made by citizens are credited to the respective department's designated account, where the department retains responsibility for funds handling.

i. Flow Chart



ii. Procedure and Requirements

The onboarding process for Person-to-Government (P2G) digital payments under Non-Account-1 model is initiated by the concerned department through identification of services intended for digital collection in to their designated Bank Account (E.g. Bank of Khyber, others). Following this, the department obtains formal approval/sanction from the Head of Department and nominates a focal person through an official authority letter to coordinate the onboarding process (Template No 3).

Subsequently, the department prepares the complete set of required documentation, including CNIC copies of the Head of Department and authorized officer, Account Maintenance Certificate from the concerned commercial bank (Template No 4), completed application forms (Template No 5), Business Requirement Document (BRD) (Template No 6), and execution of required agreements: Tripartite Agreement (Template No 7), Schedule of Charges Agreement (Template No 8). Once the documentation is compiled, the department formally submits a request to KPITB for onboarding as a sub-biller (Template No 9).

Upon receipt, KPITB reviews the submission for completeness and may coordinate with the department for any clarifications or rectifications. Following internal validation, the case formally submits it to 1LINK for further processing. 1LINK conducts its internal review and, upon successful validation, issues the Digital Collection TAG.


If the backend service is digitized by the Department via Third Party/In-House/KPITB, FinTech Unit of KPITB create PAYMIR API and share with concerned department. The concerned department adopt PAYMIR API and send it back to FinTech Unit of KPITB. Fintech Unit starts technical integration, perform test transactions with 1-Link Team and inform the concerned department.

If the backend service is not digitized by the Department, Fintech Unit of KPITB starts integration with its own invoicing platform i.e. Digital Muhasil. Carry out test transactions with 1-Link Team and train the nominated staff of concerned department. Credentials for Digital Muhasil are shared with concerned team and implementation phase is carried out by the concerned department.


The process concludes with formal go-live, after which the department may proceed with operational rollout and public awareness.

7. Non-Account-1 Templates

Template No 3:



**KHYBER PAKHTUNKHWA
CULTURE & TOURISM
AUTHORITY**



Date: [REDACTED]


AUTHORITY LETTER

It is hereby authorized that Mr. [REDACTED]
[REDACTED] is authorized to deal with and conduct correspondence
and matters related to 1-Link and the Khyber Pakhtunkhwa Information Technology
Board (KPITB) on behalf of the Authority.

[REDACTED]

DIRECTOR GENERAL
Khyber Pakhtunkhwa Culture
and Tourism Authority

Director General
KP- Culture & Tourism Authority



Olympic Plaza, Peshawar Sports Complex, Stadium Road, Peshawar Cantt.
Phone: 091-9211090-1, Fax: 091-9210871
kpcta@kptourism.com

Template No 4:



To,
Director General Khyber Pakhtunkhwa Culture & Tourism Authority
Olympic Plaza, Qayyum Stadium, Saddar Cantt, Peshawar.

Subject: Account Maintenance Certificate

We hereby certify that the following account is being maintained at our bank and the conduct of this account is to our satisfaction.

Account Title	Director General
Account No.	[Redacted]
Account Status	Active
Account Opened Date	[Redacted]
Currency	PKR
Parent Branch	The [Redacted]
Closing Balance	[Redacted]
Average Balance	[Redacted]
CNIC of the authorized person for this account	[Redacted]

Regards,

Sign and Stamp Manager



Template No 5:

Application Form (In-Direct Customer)

To be filled in writing and signed by current owner/CEO of the company along with company stamp

Know Your Customer
Form A

Company Details

Organization Name (as per registration document): Khyber Pakhtunkhwa Culture and Tourism Authority

NTN/Registration/Incorporation No.: 4581127

Country of Incorporation: Pakistan

Bank Account Number: 3006572447

Title of Account: DG Culture & Tourism Authority KPK (DTS)

Name of the Bank and branch: Bank of Khyber, Qayyum Stadium Branch (0001)

Number of Directors of the company: 1 (Director General)

Head Office Address: Olympic Plaza, Peshawar Sports Complex, Stadium Road, Saddar Cantonment, Peshawar.

Office Phone: 091-9211091

Owner/CEO/President Name: [REDACTED]

Owner/CEO/President CNIC: [REDACTED]

Cell Phone: [REDACTED]

Source of funds of the company: Registration and Licensing of Tourism Products

Estimated Annual Sales Turnover (in Rs.): 70.00 Million

Number of employees: 71

Years of experience in the current business: Since 2020

Date of commencement of business: Since 2020

Nature of Business	Organization Type	Business Classification
Insurance <input type="checkbox"/>	Sole Proprietor <input type="checkbox"/>	Small Enterprise (SE) <input type="checkbox"/>
Health Care <input type="checkbox"/>	Partnership <input type="checkbox"/>	Medium Enterprise <input type="checkbox"/>
Oil /Gas Industry <input type="checkbox"/>	NGO/NPO/Trust <input type="checkbox"/>	Sole Proprietor <input type="checkbox"/>
Educational Institute <input type="checkbox"/>	Public Limited Company <input type="checkbox"/>	Corporate <input type="checkbox"/>
Textile & Apparel Industry <input type="checkbox"/>	Private Limited Company <input type="checkbox"/>	Government <input checked="" type="checkbox"/>
Telecom Industry <input type="checkbox"/>	Charitable Institution <input type="checkbox"/>	Others <input type="checkbox"/>
Food and beverages <input type="checkbox"/>	Club/Society/Association <input type="checkbox"/>	Describe others:
Travel & Tourism <input type="checkbox"/>	Foreign Company <input type="checkbox"/>	
Government Body/Department <input checked="" type="checkbox"/>	Government & Public Administration <input checked="" type="checkbox"/>	
Financial Institution/Bank <input type="checkbox"/>	Others <input type="checkbox"/>	
Non- Banking Financial Institution (NBFC) <input type="checkbox"/>	Describe others:	
Electronic Money Institute (EMI) <input type="checkbox"/>		
Asset Management Company (AMC) <input type="checkbox"/>		
Pharmaceutical <input type="checkbox"/>		
IT Services & Software House <input type="checkbox"/>		
Others <input type="checkbox"/>		
Describe others:		

Director General
K.P. Culture & Tourism Authority

1LINK (PVT.) LTD.
Suite 211 – 212, Park Towers, Clifton Block 5, Karachi, Pakistan

+92 21 11 11 1LINK (15465) www.1link.net.pk 1LINK Pvt.Ltd 1LINK Pvt.Ltd

Template No 5:

Application Form (In-Direct Customer)

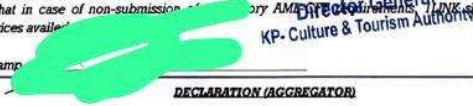
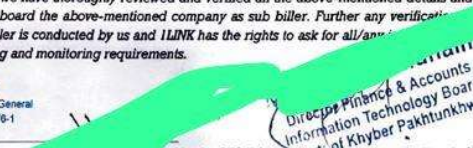

To be filled in writing and signed by current owner/CEO of the company along with company stamp

Do you have below licenses issued in Pakistan? (Fill only if license is obtained/applied)	Status	Fill if license is "Granted"	Expiry dd/mm/yyyy		
Electronic Money Institute (EMI)	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Non-Banking Finance Company (NBFC)	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Asset Management Companies (AMC)	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Payment System Operator/Payment Service Provider PSO/PSP	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Others	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Details of others	In-Process <input type="checkbox"/> Granted <input type="checkbox"/>	In-principal <input type="checkbox"/> Pilot <input type="checkbox"/> Live <input type="checkbox"/>	N/A		
Is there any Politically Exposed Person (PEP) part of business? <i>If "Yes" provide below details</i>			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Number of PEP in company					
Name of the member					
CNIC					
Occupation/ Business of PEP member					
Is there any Foreign Resident/National part of your company? <i>If "Yes" provide below details</i>			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Number of Foreign members in the company					
Name of the member/s					
Identity document/document/s					
Occupation/ Business of Foreign member/s					
Is there any foreign entity part of your company? <i>If "Yes" provide below details</i>			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Name of Foreign company					
Country of registration of the Foreign company					
Registration document number					
Nature of Business					
Details of Proprietor/Directors/Partners/Trustees/Governing Body/Management Committee/Authorized Signatories/CEO					
Name	CNIC/ Passport#	CNIC/ Passport Expiry	Nationality	Country of Residence	Function in the company
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Director General
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Deputy Director Finance (Co-signatory)
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	
Bank Confirmation					
Account Maintenance Certificate is required duly signed and stamped by the branch manager of the bank where your company is maintaining business account.					

ILINK (PVT.) LTD.
 Suite 211 – 212, Park Towers, Clifton Block 5, Karachi, Pakistan
 +92 21 11 11 11 ILINK (15465) www.mlink.net.pk ILINK Pvt.Ltd ILINK Pvt.Ltd

Director General
 Culture & Tourism Authority

Template No 5:

Application Form (In-Direct Customer)		Form B
<i>To be filled in writing and signed by current owner/CEO of the company along with company stamp</i>		
Business Information (for I LINK use)		
Details of the applicant's business model	Response	
What is the core business of your company?	Service Delivery, Registration & Licensing	
Name of the Product/Service (App/Platform) of your company	Hotel, Restaurant, Travel & Tour Agency, Rent-a-Car, Tourist Guide	
Anticipated volume of transactions in a month	200	
Anticipated value of transactions in a month	6.00 Million	
Are you Operating or plan to operate any kind of Digital wallet?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If above is "Yes" please tick correct option of wallet	Open Loop <input type="checkbox"/>	Closed Loop <input type="checkbox"/>
Do you have any Branchless Banking arrangement to operate wallet if EMI License is not acquired?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If above is "Yes" provide bank name		
Are you offering or plan to offer any loans?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If above is "Yes" provide Name of your Loan Product		
Services required from I LINK Bill Aggregator:		
Bill Collection (Invoice Based)	<input checked="" type="checkbox"/>	
Bill Collection (Top Up)	<input type="checkbox"/>	
Both above services)	<input type="checkbox"/>	
Others	<input type="checkbox"/>	
Details of Others:		
Confirm if you applied/availed any other Products/Services from I LINK:		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	In Process <input type="checkbox"/>
If "Yes" and/or "In Process" please details		
Details:		
DECLARATION (SUB-MEMBER)		
<p>I/we hereby confirm that the information provided in this form is accurate and complete in all respects. I/we hereby consent for I LINK (Private) Limited to ask for all/any information that deems necessary for their AML-CFT screening and monitoring requirements. I/we hereby consent for I LINK (Private) Limited to share my/our information with domestic and overseas regulators where necessary / applicable. It is assured that I LINK Products/Services will be used for bonafide transactions relating to me/our business. I/we hereby agrees that all the decision related to services being provided by I LINK shall be decided on I LINK's sole discretion. I/we agree to inform you of any changes in the information provided in this form or in related documents. It is declared that I/we are fully compliant with all the prevailing AML- CFT laws and Regulations of Pakistan and have fulfilled AML-CFT screening requirements regarding all our investors, directors, employees, agents, contractors, customers, etc. It is further declared that none of these have been involved in any act of money laundering, terrorism or financing of terrorism or have never been placed on 4th schedule by the Government of Pakistan to the best of our knowledge and belief. It is further declared that we are not in the list of proscribed organizations nor have been placed on the list of proscribed organization by the Government of Pakistan. It is confirmed that we maintain an adequate anti money laundering (AML) program (including AML policies and procedures) that adheres to AML - CFT laws of the country and have developed written policies documenting the processes for compliance with screening requirements of prevailing antiterrorism laws of the country. Further the AML Program is subject to an independent audit, as applicable, to review and test implementation of policies and procedures. We understand that in case of non-submission of mandatory AML-CFT returns, I LINK shall have the right to hold processing of services available to us.</p>		
CEO's Sign and stamp	 KP. Culture & Tourism Authority	
DECLARATION (AGGREGATOR)		
<p>It is declared that we have thoroughly reviewed and verified all the above-mentioned details and declaration of the company and request to onboard the above-mentioned company as sub biller. Further any verification and monitoring of the above-mentioned sub biller is conducted by us and I LINK has the rights to ask for all/any information that deems necessary for their AML-CFT screening and monitoring requirements.</p>		
Name: Habib ulah Araf Designation: Director General CNIC #: 17301-1472776-1 Sign: 	 Director Finance & Accounts Information Technology Board of Khyber Pakhtunkhwa	
Authorized by the CEO/Director/Authorized person by Board of Directors		

Template No 6:

Concerned Department Letter Head

Business Requirement Document

1. Brief Background of the Department
2. What services does department offer and to whom
3. Current revenue collection method
4. Intention to on-board department for the enablement of the digital payments via

KPITB's FinTech Unit.

Signature of the officer

Template No 7:



PARTICIPATION MEMORANDUM FOR BILLER/SUB-BILLERS/BILL AGGREGATOR MEMBERS
This "Participation Memorandum" dated 30-12-2025 ("Effective Date") is supplemental to the BPS Participation Agreement (Non-Bank Aggregator) dated 17-04-2025 (the "Agreement") executed between ILINK (Private) Limited ("ILINK") and Khyber Pakhtunkhwa Information & technology Board (KP-ITB) ("BILL AGGREGATOR")

(Words and expressions used BPS Participation Agreement (Non-Bank Aggregator) but not defined in this Participation Memorandum shall, where the context requires, have the same meanings as defined in the Agreement.)

Khyber Pakhtunkhwa Culture and Tourism Authority (Sub-Biller/Sub-Aggregator) having its registered office Olympic Plaza, Peshawar Sports Complex, Stadium Road, Peshawar Cantonment, a public sector organization declared by Government of Khyber Pakhtunkhwa hereby agrees that upon execution of this Participation Memorandum, it shall:

WHEREAS:

- A. ILINK and the Bill Aggregator have agreed to enter into a BPS Participation Agreement (Non-Bank Aggregator) ("Agreement") to facilitate the billing transactions in Pakistan.
- B. *Khyber Pakhtunkhwa Culture and Tourism Authority* wishes to participate in this BPS Network for payment transactions for the purpose of this Agreement, through the Bill Aggregator.
- C. *Khyber Pakhtunkhwa Culture and Tourism Authority* have agreed to fulfil its obligations for the purposes of setting forth their respective rights and obligations relating to the Agreement and the Services being offered thereunder.

NOW, THEREFORE, IT IS WITNESSETH and it is agreed by the *Khyber Pakhtunkhwa Culture and Tourism Authority* as follows:

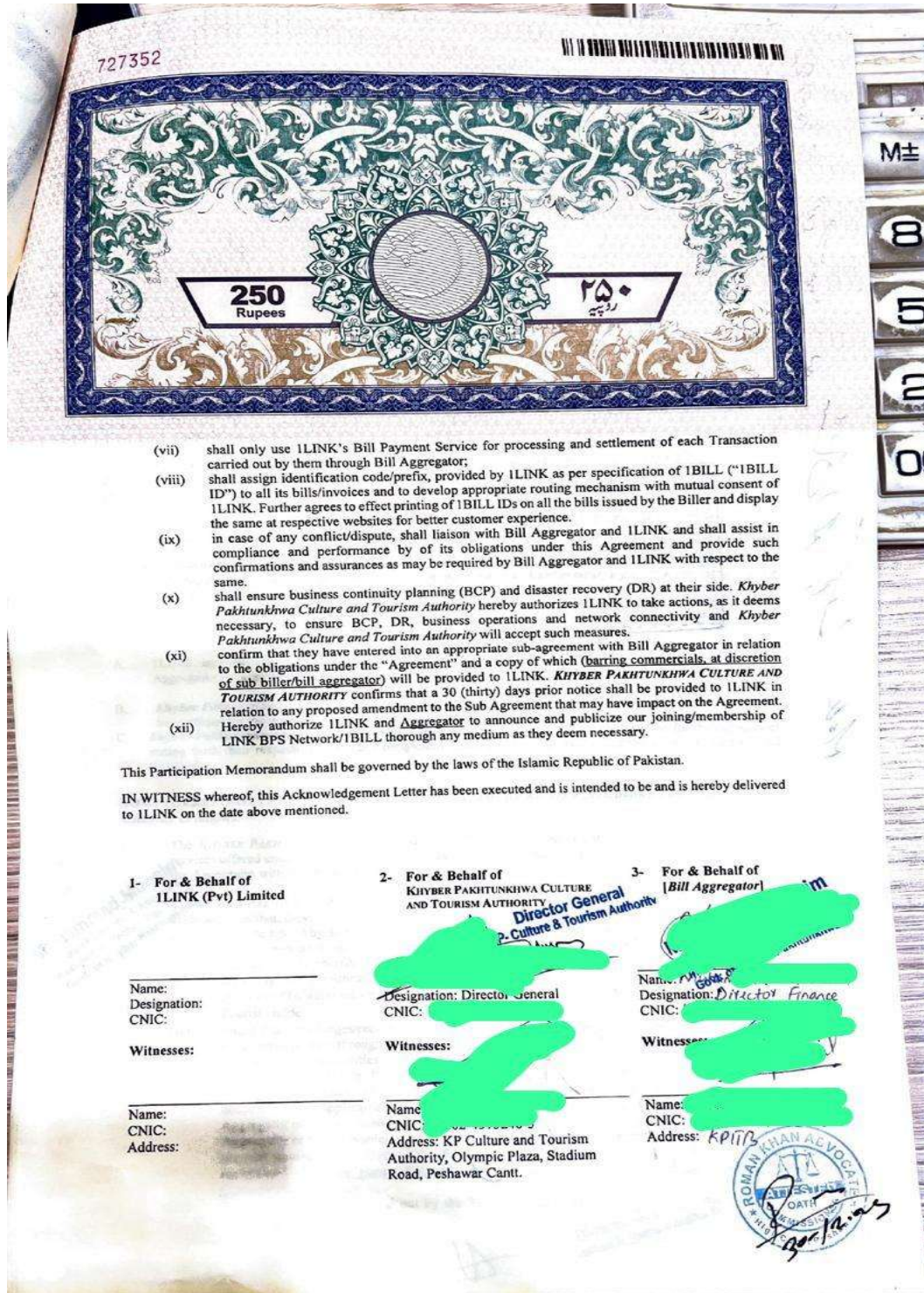
- 1. The *KHYBER PAKHTUNKHWA CULTURE AND TOURISM AUTHORITY* shall participate in the transactions and services offered under the Agreement in accordance with the Operating Guidelines and will become Party to the Agreement with effect from the date of execution of this Participation Memorandum.
- 2. The *KHYBER PAKHTUNKHWA CULTURE AND TOURISM AUTHORITY* hereby irrevocably undertakes, agrees and acknowledges that, they:
 - (i) shall be bound by and be subject to terms and conditions prescribed therefor in the Agreement;
 - (ii) shall be subject to all obligations of and have all the rights and benefits of Biller/Sub-Biller/Bill Aggregator Member/Acceding Party as provided in the Agreement;
 - (iii) are engaged in a business which is not in violation of any law of the land/Applicable Laws and fall under the TOURISM sector Hotel / Guest House, Restaurant, Travel & Tour Agency, Rent-a-Car, Tourist Guide
 - (iv) affirm that fee/charges/receipts/payments to be collected through ILINK Bill Payment System will be generated only through business activities as mentioned in (iii) above and not against any illegal/prohibited activities.
 - (v) hereby authorize ILINK for each Transaction to carry out settlement and clearing functions as per Operating Guidelines. And that they shall receive the proceeds of collection/bill payment after deduction of all applicable commission/fee/charges at source as agreed between ILINK and Bill Aggregator or as communicated through ILINK Schedule of Charges from time to time, in the bank account number [redacted] titled as DG Culture & Tourism Authority KPK (DTS) maintained with the Bank of Khyber in its branch Qayyum Stadium Branch (0003), Saddar Cantonment, Peshawar;
 - (vi) for each Transaction carried out by the Sub-Biller/Aggregator Member, shall abide by the Operating Guidelines;

**Director Finance & Accounts
Information Technology Board
Govt. of Khyber Pakhtunkhwa**

**Director General
& Tourism Authority**

WITNESSETH
[Signature]
[Stamp]

Template No 7:



- (vii) shall only use 1LINK's Bill Payment Service for processing and settlement of each Transaction carried out by them through Bill Aggregator;
- (viii) shall assign identification code/prefix, provided by 1LINK as per specification of 1BILL ("1BILL ID") to all its bills/invoices and to develop appropriate routing mechanism with mutual consent of 1LINK. Further agrees to effect printing of 1BILL IDs on all the bills issued by the Biller and display the same at respective websites for better customer experience.
- (ix) in case of any conflict/dispute, shall liaison with Bill Aggregator and 1LINK and shall assist in compliance and performance by of its obligations under this Agreement and provide such confirmations and assurances as may be required by Bill Aggregator and 1LINK with respect to the same.
- (x) shall ensure business continuity planning (BCP) and disaster recovery (DR) at their side. *Khyber Pakhtunkhwa Culture and Tourism Authority* hereby authorizes 1LINK to take actions, as it deems necessary, to ensure BCP, DR, business operations and network connectivity and *Khyber Pakhtunkhwa Culture and Tourism Authority* will accept such measures.
- (xi) confirm that they have entered into an appropriate sub-agreement with Bill Aggregator in relation to the obligations under the "Agreement" and a copy of which (~~harring commercials, at discretion of sub biller/bill aggregator~~) will be provided to 1LINK. *KHYBER PAKHTUNKHWA CULTURE AND TOURISM AUTHORITY* confirms that a 30 (thirty) days prior notice shall be provided to 1LINK in relation to any proposed amendment to the Sub Agreement that may have impact on the Agreement. Hereby authorize 1LINK and Aggregator to announce and publicize our joining/membership of LINK BPS Network/1BILL through any medium as they deem necessary.
- (xii)

This Participation Memorandum shall be governed by the laws of the Islamic Republic of Pakistan.
 IN WITNESS whereof, this Acknowledgement Letter has been executed and is intended to be and is hereby delivered to 1LINK on the date above mentioned.

<p>1- For & Behalf of 1LINK (Pvt) Limited</p> <p>Name: _____ Designation: _____ CNIC: _____</p> <p>Witnesses: _____</p> <p>Name: _____ CNIC: _____ Address: _____</p>	<p>2- For & Behalf of KHYBER PAKHTUNKHWA CULTURE AND TOURISM AUTHORITY <i>Director General Culture & Tourism Authority</i></p> <p>Designation: Director General CNIC: _____</p> <p>Witnesses: _____</p> <p>Name: _____ CNIC: _____ Address: KP Culture and Tourism Authority, Olympic Plaza, Stadium Road, Peshawar Cantt.</p>	<p>3- For & Behalf of [Bill Aggregator]</p> <p>Name: _____ Designation: <i>Director Finance</i> CNIC: _____</p> <p>Witnesses: _____</p> <p>Name: _____ CNIC: _____ Address: <i>KPITB</i></p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

ROMAN KHAN ADVOCATE
 OATH
 20/12/2025

Template No 8:

This Agreement is made and entered into on this ___ day of ___, 20___, at Peshawar,

By and Between:

Khyber Pakhtunkhwa Information Technology Board (KPITB), hereinafter referred as First party or Party A or Party 1, a statutory body established under the Government of Khyber Pakhtunkhwa Information Technology Board, Act, 2011, having its office at plot 134-136 Industrial Road, Peshawar, hereinafter referred to as "KPITB or Service Provider" which expression shall, unless repugnant to the context, include its successors-in-interests, assigns and administration, authorized representatives on the First party or Party A;

and

Culture & Tourism Authority, Government of Khyber Pakhtunkhwa, Peshawar, having its registered office at Olymic Plaza Peshawar Sports Complex, Stadium Road, Peshawar Cantonment, a public sector organization declared by the Government of Khyber Pakhtunkhwa through its Director hereinafter referred to as "Client" or Second Party or Party B or Party 2 which expression shall, unless repugnant to the context, include its successors-in-interests, assigns and administration, authorized representatives on the Second party.

The First Party, and the Second Party shall be individually referred to as the "Party" and collectively as the "Parties".

WHEREAS:

- a. The Government of Khyber Pakhtunkhwa is pursuing the digitization of public payments to enhance transparency, service delivery, and technological adoption across departments;
- b. The KPITB has developed and operates the Paymir Digital Payment Platform, designed to facilitate citizens in making secure, real-time payments for government services through mobile and online channels;
- c. **The Culture & Tourism Authority desires to integrate its Registration and Licensing of Tourism Products with the Paymir Platform to enable digital payment options for the general public; and;**
- d. Both Parties, having mutually expressed willingness to collaborate, now enter into this Agreement to define their respective obligations, roles, and responsibilities regarding integration, collection, reconciliation, and disbursement of funds through Paymir.

NOW, THEREFORE, THE PARTIES, in consideration of the mutual benefits to be derived, the representations, warranties, conditions and undertakings contained herein and intending to be legally bound, hereby agree as follows

1. DEFINITIONS:

In this SLA, unless the context otherwise requires, the following terms shall have the following meaning;

- . "Applicable law" means the Laws and any other instruments having the force of law in the Pakistan;
- a) "Authorized representative" means any officer or person duly authorized by any party and mentioned in this agreement hereinafter;
- b) "Consideration" means the consideration for this Agreement mentioned in Article 3 of this Agreement;
- c) "Effective date" means the date on which this Agreement comes into force pursuant to clause 2.1;
- d) "Province" means the Province of Khyber Pakhtunkhwa;
- e) "Services" means the services rendered by the First Party in connection with providing Payment ease to party B
- f) "PAYMIR" means Digital Payment Gateway developed by the KPITB.

2. COMMENCEMENT, TERM, EXTENSION AND AMENDMENTS:

2.1. Commencement of Agreement:

This Agreement shall come into force from the date of its signing by the parties.

2.2. Term of Agreement:

This Agreement shall remain in force for **two (2) years** from the Effective Date and shall be **automatically renewed** unless terminated by either Party with a **30-day written notice**

2.3. Extension of Agreement:

This Agreement may be extended by mutual consent of the Parties, in writing, if so desired on the basis of revised terms and conditions.

2.4. VARIATIONS IN WRITING:

This Agreement may be varied or amended only by the mutual consent of the parties. All such variations and amendments shall be binding only if they are in writing and are signed by duly authorized representatives of the parties.

3. RESPONSIBILITIES OF THE PARTIES:

3.1. Responsibilities of KPITB (First Party):

- a. Provide technical support, API, and integration tools for connecting Party B's Registration and Licensing of Tourism Products services to Paymir;
- b. Maintain secure payment infrastructure, ensuring data integrity and system uptime;
- c. Provide Party B with transaction-level data and reconciliation dashboards;
- d. Mediate with 1-Link for any Transaction error, dispute, refund, correction.
- e. KPITB shall be granted ample time for the resolution of the matters pertaining to 1-Link.

3.2. Responsibilities of Culture & Tourism Authority (Second Party):

- a. Nominate a focal person/technical team to coordinate system integration;
- b. Provide accurate and updated fee heads/codes/bank account to KPITB;
- c. Ensure that departmental records correspond to data generated through Paymir;
- d. Facilitate reconciliation, verification, and record retention of all digital transactions;

e. Notify citizens and field offices of the availability and use of Paymir.

4. INTEGRATION OF PAYMIR WITH PARTY B

- KPITB shall provide Party B with the necessary **Application Programming Interface (API)** or integration mechanism to connect Party B system with **Paymir**.
- A secure channel of communication including a VPN connection shall be established by Party B to ensure safe and reliable connectivity with Paymir services
- Party B shall provide necessary support to KPITB, including access to relevant data, assistance in defining system requirements, and testing during the integration process.
- Both parties shall collaborate closely to ensure the timely and successful completion of the Digital Payment integration.

5. PAYMENT METHODS & CHARGES

5.1. The following payment methods shall be available to citizens through Paymir:

- **Microfinance Banks (via 1-Link Platform)**
- **All Commercial Banks (via 1-Link Platform)**

5.2. Transaction Charges:

Amount in PKR (Transaction Range)	Transaction Charges
PKR 1-10,000	As per prevailing rates of 1-Link
PKR 10,001-100,000	As per prevailing rates of 1-Link
PKR 100,001-250,000	As per prevailing rates of 1-Link
PKR 250,001-1,000,000	As per prevailing rates of 1-Link
PKR 1,000,001-2,500,000	As per prevailing rates of 1-Link
PKR 2,500,001-5,000,000	As per prevailing rates of 1-Link
PKR 5,000,001-Above	As per prevailing rates of 1-Link

- The transaction charges will be over and above to the fee and will be collected by the citizen at source. The transaction charges will be deposited in the KPITB BOK Account by the 1-Link and the department's service fee will be deposited in **Culture & Tourism Authority BOK Account**.
- If per transaction charges are updated by the 1-Link, KPITB will intimate the variations in rates to **Culture & Tourism Authority**.

6. DEPOSIT & DISBURSEMENT OF FUNDS

6.1. All payments collected through Paymir shall be deposited directly into the provided Bank of the **Culture & Tourism Authority** as follow:

Sr No	Bank Name	Account No
01	XXXXXX	XXXXXX

6.2. The transaction service charges, to be borne by the citizen, shall be automatically segregated and credited to the designated KPITB service account through the 1-Link settlement process.

6.3. KPITB shall have no access to, or, control over **Culture & Tourism Authority** revenue collected on behalf of Party B.

6.4. If Party B wish to change its settlement account, it shall intimate Party A in writing upon which, procedure for the change in Bank Account will be initiated.

7. DASHBOARD, RECORDS & RECONCILIATION

7.1. KPITB shall provide PARTY B a dynamic reporting dashboard where multiple reports can be generated for transparency and visibility

7.2. KPITB shall provide transaction wise data to Party B for record management and revenue tracking

7.3. Both Parties shall conduct **monthly reconciliations** to ensure accuracy in fund transfers.

8. LIABILITY & DISPUTE RESOLUTION

8.1. KPITB shall be responsible for resolving any technical issues related to Paymir transactions.

8.2. In case of failed or disputed transactions, KPITB shall initiate refund process or reprocess the payment with 1-Link as applicable upon the request of the Party B.

8.3. Any dispute, controversy, or claim arising out of or in connection with this Agreement shall first be attempted to be resolved amicably between the Parties through mutual consultation within **thirty (30) days** of written notice.

8.4. If the dispute remains unresolved, it shall be referred to **arbitration under the Arbitration Act, 1940 (as amended)**. The **venue of arbitration shall be Peshawar**, and the proceedings shall be conducted in English.

8.5. The decision of the arbitrator shall be final and binding on both Parties.

8.6. Subject to arbitration, the **courts at Peshawar** shall have exclusive jurisdiction over matters arising under this Agreement.

9. TERM & TERMINATION

9.1. This Agreement shall remain in force for **two (2) years** from the Effective Date and shall be **automatically renewed** unless terminated by either Party with a **30-day written notice**.

9.2. Upon termination, KPITB shall settle all pending payments to PARTY B within 15 working days and vice versa.

- 9.3. Either party may terminate this Agreement at the time of a material breach by either party upon 30 days prior written notice to the other party.

Provided that in the event of termination, the First Party shall be entitled to payment from the Second Party for all work completed up to the date of termination, and the Second Party shall be entitled to take possession of all work completed up to the date of termination.

- 9.4. Subject to anything hereinbefore contained, this Agreement may be terminated by any Party before the expiration of this Agreement in the event of a material breach of the terms of this Agreement by the other Party.

- 9.5. For the purpose of clause 8.3, "material breach" includes but is not limited to the following, namely:

- a. if a Party violates the terms of this Agreement or fails to perform its obligations under this Agreement;
- b. if a Party fails to rectify/remedy the breach in the performance of its obligations under this Agreement, within thirty (30) days after being notified or within any further period as the other Party may have subsequently approved in writing;
- c. if a Party fails to comply with any final decision reached as a result of arbitration proceedings;
- d. if a Party submits to the other Party a statement which has a material effect on the rights, obligations or interests of the other Party; and

- 9.6. In case of termination of this Agreement, the following processes shall be followed prior to termination namely:

- a. the Party shall give notice to the other Party specifying the nature of breach and requesting the other party to cure or rectify the same within a period of 30 days.
- b. Parties shall be entitled to all remedies available at law or in equity. This Agreement shall stand terminated after the expiry of the aforesaid additional thirty (30) days period.
- c. Upon termination of this Agreement, the Parties shall settle their accounts for the purpose of settling financial obligations incurred during the validity of this Agreement. Also, any confidential information in possession of a Party belonging to the other Party to this Agreement shall be returned confidentially to that Party. These settlements and return of the data shall be concluded within a period of 30 days from the date of termination of this Agreement.

10. ENTIRE AGREEMENT:

This document constitutes the entire agreement between the Parties and supersedes any prior understandings.

11. CONFIDENTIALITY:

11.1. WHEREAS, for the purposes of this Agreement, the term “Confidential Information” shall include, but not be limited to, software products, software source code or any related codes in all formats, business plans, financial statements, customers or users, analytical data, documentation, and correspondences that have not otherwise been made publicly available.

11.2. WHEREAS, the Confidential Information does not include:

- Information generally available to the public domain;
 - a. as per the relevant sections of the Right to Information Act 2014, which ensures the accessibility of publicly held information unless exempted under the Act.
 - b. That is legally classified as non-confidential under the Official Secrets Act 1923 or any other applicable laws governing information disclosure.
 - c. Information rightfully in the possession of the Parties prior to signing this Agreement; and
 - d. Information independently developed without the use of any of the provided Confidential Information.
 - e. WHEREAS, the obligation of the Parties shall be to hold and maintain the Confidential Information in the strictest of confidence at all times and to their agents, employees, representatives, affiliates, and any other individual or entity that is on a “need to know” basis. If any such Confidential Information shall reach another person or party which is not mentioned in this agreement, or becomes public, all liability will be on the Party that is responsible. Neither Party shall, without the written approval of the other Party, publish, copy, or use the Confidential Information for their sole benefit. If requested, either Party may return any and all materials to the Requesting Party.

12. INDEMNITY

- a) First Party agrees to indemnify and hold Second Party harmless from any and all claims, damages, or expenses arising out of or related to the software development services provided by Second Party.
- b) First Party agrees to indemnify and hold Second Party harmless from any and all claims, damages, or expenses arising out of or related to Second Party’s use of the Paymir Software.
- c) Second Party agrees to indemnify and hold both the parties harmless from any and all claims, damages, or expenses arising out of or related to payments and transactions.

13. FORCE MAJEURE:

- a. Neither Party shall be held liable for failure or delay in performance due to events beyond its reasonable control, including natural disasters, war, civil commotion, or government restrictions.
- b. Any Party relying on Force Majeure shall promptly notify the other Party of such an event within forty-eight hours of the first occurrence of the specific nature of the event and the manner in which performance is affected. The notification shall be through written communication only.

14. LANGUAGE:

All communication between the parties shall be conducted in the English language and all notices if in any other language shall be accompanied by a translation in English. In the event of a conflict between the English text and the text in any other language, the English text shall prevail.

15. SUPPORT HOURS

Routine support: Routine technical support will be available during the following hours:

Routine Support [Monday-Friday: 09 am – 05 pm]

Urgent Support: 24/7

16. RESPONSE TIMES

KPITB commits to responding to support inquiries within 2 Hours during the routine support hours.

17. UPDATES AND MAINTENANCE

KPITB will inform Party B one day before if any updates or maintenance are carried out in the system.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names in two identical counterparts, each of which shall be deemed as the original, as of the day, month and year first above written.

For Khyber Pakhtunkhwa Information Technology Board (KPITB) (PARTY A):

Name & Designation:

Signature:

Date:

Witness:

Signature:

Name & Designation:

For Culture & Tourism Authority (PARTY B):

Name & Designation:

Signature:

Date:

Witness:

Signature:

Name & Designation:

Template No 9:



**KHYBER PAKHTUNKHWA
CULTURE & TOURISM
AUTHORITY**



To,

The Managing Director,
Khyber Pakhtunkhwa Information
Technology Board (KPITB).

Subject: **ON BOARDING AS A SUB-BILLER WITH KPITB.**

I am directed to refer to the subject cited above and to inform you that the Khyber Pakhtunkhwa Culture and Tourism Authority (KPCTA) is mandated to register and license tourism products in the Province of Khyber Pakhtunkhwa under KP Tourism Act 2019. These include the registration and licensing of hotels/guest houses, restaurants, travel and tour agencies, rent-a-car services, and tourist guides.

2. In this regard, KPCTA intends to engage the Khyber Pakhtunkhwa Information Technology Board (KPITB) as a technical partner, in collaboration with 1-Link, for the relevant digital and technical support. You are therefore requested to kindly consider the proposal and extend the necessary cooperation, please.

**Deputy Director
Digital Transformation Cell
Khyber Pakhtunkhwa Culture
and Tourism Authority**

Copy forwarded for information to:

- 1) PS to Director General, Khyber Pakhtunkhwa Culture and Tourism Authority.
- 2) PA to Director Admin & Finance, Khyber Pakhtunkhwa Culture and Tourism Authority.

**Deputy Director
Digital Transformation Cell
Khyber Pakhtunkhwa Culture
and Tourism Authority**



Olympic Plaza, Peshawar Sports Complex, Stadium Road, Peshawar Cantt.
Phone: 091-9211090-1, Fax: 091-9210871
kpcta@kptourism.com

8. Responsibility Matrix

Sr	Activity	Responsibility	Time Line
1	1. Monitoring & Supervision of process	ACS (G) Office/ CM Sect/ Any other office recommended by ACS (G)	On-going
2	1. Sanction from Head of Department 2. Authority Letter 3. Account Maintenance Certificate from Bank 4. Identity Requirement 5. 1-Link Application Form 6. Tripartite Agreement 7. Schedule of Charges Agreement 8. Business Requirement Document 9. Formal Request for Onboarding	Concerned Department	
3	1. Review documents/requirements before submitting to 1-Link	Office Proposed by ACS (G)	As proposed by ACS (G)
4	1. Get approval of the case 2. Create TAGS 3. Share with KPITB	1-Link	
5	1. Creation of Paymir API (if Service Undigitized)	KPITB	2 Days
6	1. Adoption of Paymir API (if Service Undigitized)	Concerned Department	
7	1. Starts Integration 2. Test Transaction with 1-Link Team 3. Inform Concerned Dep 4. Create Credentials for Digital Muhasil (If service Un Digitized) 5. Master Training on Digital Muhasil (If service is Un Digitized) 6. Go-Live	KPITB	6 Days other than training
8	1. Roll out plan 2. Train further staff 3. Implementation	Concerned Department	

9. Master Checklist

Concerned Department Letter Head

Subject: Checklist for On-Boarding Non-Account 1 P2G (Person to Government) Payments

Submitted to: FinTech Unit KPITB

Date:

Sr No	Document	Yes/No	Annexure No
1	Authority Letter of officer – Signed		
2	Account Maintenance Certificate from concerned Bank as per provided template – Sign & Stamp on Bank Letter Head		
3	Identity Requirement (Cnic Copies)		
4	1-Link Application Form (In Direct Customer) Sign & Stamp		
5	Tripartite Agreement (3 Sets) on Rs 150-200 Rupee Stamp Paper Sign & Stamp		
6	Schedule of Charges Agreement Rs 150-200 Rupee Stamp Paper (2 Sets) Sign & Stamp		
7	Business Requirement Document Signed		
8	Formal Request for Onboarding – Signed		
9	Any other data required by Service Provider		

Signature of Authorized Officer



On-Boarding Tool Kit for G2P Payments



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1. Introduction

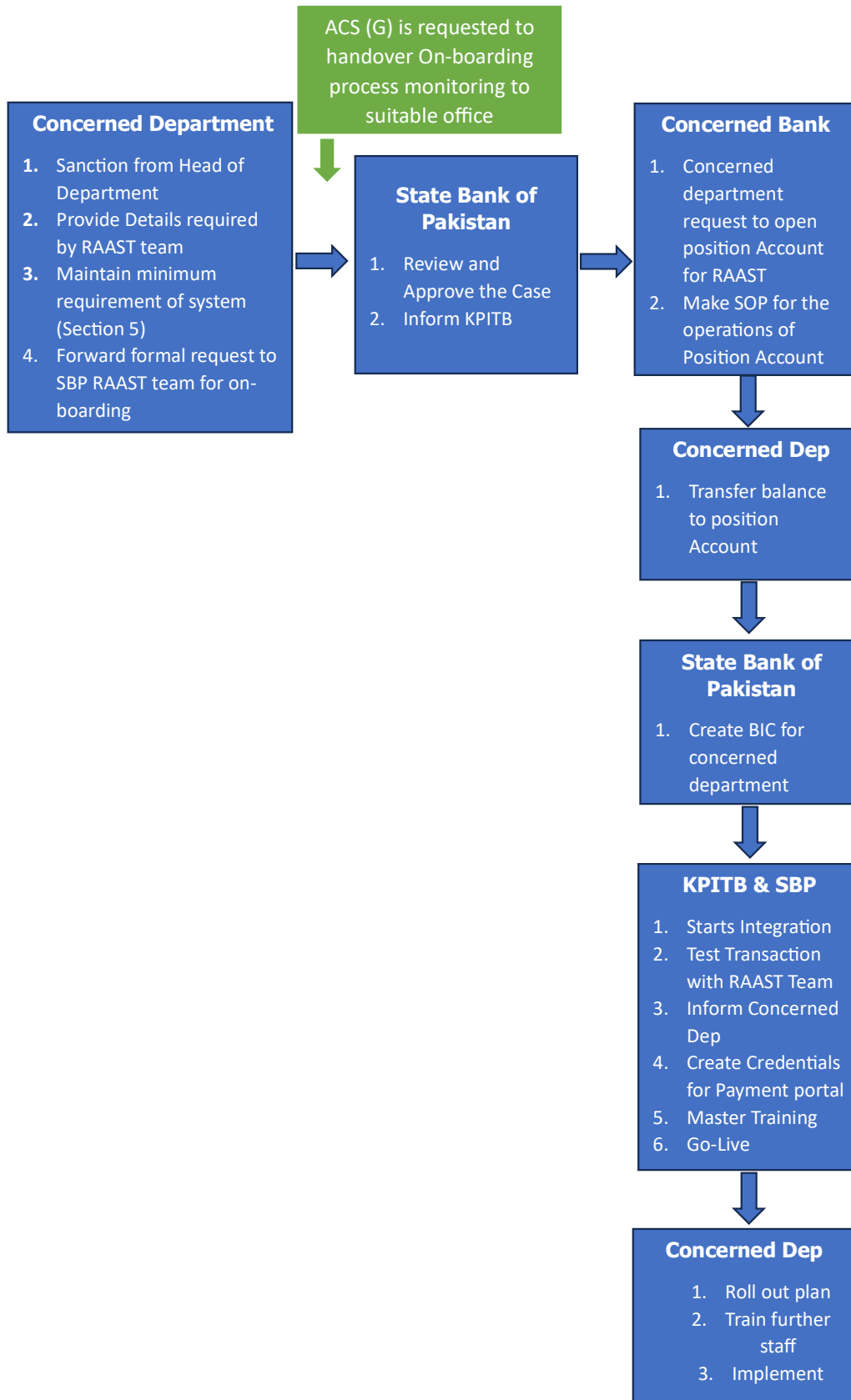
This document outlines the onboarding framework for enabling Government-to-Person (G2P) digital payments across Government Departments of Khyber Pakhtunkhwa. The process is sequential and dependency-driven, where each stage is contingent upon the completion of the preceding stage. Progression across stages is governed by document completeness, formal approvals, and external processing timelines.

This toolkit has been developed to streamline and facilitate the onboarding process for all concerned departments. It provides a clear, structured view of the end-to-end workflow, while highlighting key requirements, documentation prerequisites, and stage-wise responsibilities necessary for successful onboarding.

2. G2P (Government to Person) Payments

Government-to-Person (G2P) payments under the RAAST model refer to transactions wherein Government Departments of Khyber Pakhtunkhwa disburse salaries, other employee's payments and Vendor payments for the goods & services procured. In this model, payments are directly made to the beneficiary bank account via KPITB's FinTech Unit portal which is integrated with State Bank of Pakistan's RAAST platform.

i. Flow Chart



ii. Procedure and Requirements

The onboarding process Government-to-Person (G2P) digital payments under the RAAST model is initiated by the concerned department. The department secures formal approval from the Head of Department, provide the following detail to State Bank of Pakistan along with the formal request to on-board on RAAST platform via Khyber Pakhtunkhwa Information Technology Board (Template No 1):

1. Account maintained in which bank?
2. Total number of transactions processed monthly or yearly?
3. Total value of transactions processed monthly or yearly?
4. Do they have any ERP or they will consume KPITB portal?

The case is then reviewed and approved by the State Bank of Pakistan's RAAST team. Upon approval, the concerned department initiate the case for the concerned Bank to open the Position Account under RAAST platform. After opening of the position account, the SOP for the operation of the position account is finalized between department and concerned bank (Template No 2 & 3).

Once position account opened, the funds are transferred through cross cheque and RAAST team is requested to create BIC for the department.

After completing aforementioned process, RAAST team and FinTech Unit team of KPITB start integration, perform test transactions and acknowledge the transaction settlement in real time. Upon successful transaction settlement, FinTech Unit of KPITB arrange training for the nominated officers of concerned departments and handover the credentials for further implementation.

3. G2P Templates

Template No: 1

To,

MUHAMMAD IMADUDDIN

DIRECTOR DIGITAL INNOVATION AND SETTLEMENTS DEPARTMENT
2nd Floor, LRC Building, I.I. Chundrigar Road, Karachi

SUBJECT: EXPRESSION OF INTENT TO ONBOARD RAAST PLATFORM

Dear Sir,

The **concerned department name** extends its compliments to the State Bank of Pakistan and acknowledges the pivotal role RAAST is playing in strengthening Pakistan's digital payments ecosystem.

In line with the directions of the Provincial Government of KP, the department intends to on-board on the RAAST platform for the disbursement of funds via Government of KP Aggregator Khyber Pakhtunkhwa Information Technology Board.

We respectfully request the initiation of formal coordination and technical onboarding processes with the relevant teams at SBP. We look forward to your guidance on the necessary procedural, technical, and compliance requirements in this regard.

Signature

Dated:

CC:

To KPITB & Other Relevant Offices

Template No: 2

KHYBER PAKHTUNKHWA
INFORMATION
TECHNOLOGY BOARD
KPITB Government of Khyber Pakhtunkhwa

خیبر پختونخوا انفارمیشن ٹیکنالوجی بورڈ
حکومت خیبر پختونخوا

Plot No: 134, 135 & 136, Industrial Estate Phase V, Hayatabad, Peshawar, Khyber Pakhtunkhwa, Pakistan ☎091- 5891513, 091-5891516, Fax, 091- 5891511
www.kpitb.gov.pk info@kpitb.gov.pk kpitb.gov

Ref No: KPITB/25-26/ADA/ Dated: March 13, 2026

The Branch Manager,
The Bank of Khyber,
[REDACTED]

SUBJECT: PERCEPTUAL STANDING INSTRUCTIONS REGARDING DEBITING ON DAILY BASIS OF KPITB ACCOUNT FOR TRANSACTIONS DONE VIA RAAST POSITION ACCOUNT MAINTAINED AT STATE BANK OF PAKISTAN-SBP

Dear Sir,

Reference to Standing Operating Procedure-SOP between Khyber Pakhtunkhwa Information Technology Board (KPITB) and Bank of Khyber Phase v branch regarding debiting of KPITB account on daily basis for the transactions incurred via RAAST by KPITB through position account maintained at SBP. KPITB hereby authorizing the Bank of Khyber (BOK) to debit the KPITB PLS account maintained at BOK Phase-V branch for the clearing and settlement of KPITB transactions.

KPITB Bank Account detail is as:

Account Title: Khyber Pakhtunkhwa Informatin Technology
IBAN: [REDACTED]

Best Regards

Authorized Signatorie: [REDACTED]

Dr. Akit Khan
Managing Director,
KPIT Board.

Muhammad Munaim
Director Finance,
KPIT Board.

Managing Director
Khyber Pakhtunkhwa
Information Technology Board

Muhammad Munaim
Director Finance & Accounts
Information Technology Board
Govt. of Khyber Pakhtunkhwa

Template No 3:

DRAFT SOP FOR (KHYBER PAKHTUNKHWA INFORMATION TECHNOLOGY BOARD (KPITB) TRANSACTIONS VIA RAAST

Scope

Under Cashless economy initiative, SBP, KPITB and **concerned department name** have decided to integrate its payments through SBP Raast Portal. Since **concerned department name** is maintaining its account with **Bank of Khyber**, therefore following procedure has been finalized to replenish **concerned department name** Position Account maintained with SBP;

Procedure:

- **Concerned department name** will forward its request for replenish **concerned department name** position account with requested amount from designated official of **concerned department name** via email to designated official of **BOK** Reconciliation department.
- Upon receipt of Request from authorized official of **concerned department name**, **BOK** Reconciliation Department will verify the availability of sufficient funds in the **concerned department name** PLS account before replenishing the position account, to ensure that the debit cap is aligned with the available balance at the time of settlement.
- After verification of availability of funds in **concerned department name** PLS account, **BOK Reconciliation department** will set the position account of **concerned department name** in MPG Raast SBP Portal with requested amount after
- After replenishment of PA with requested amount, the **BOK Head Reconciliation department** will intimate the **concerned department name** and SBP for balance availability in Position account.
- Once the debit cap is set in Position account, **concerned department name** will process their transactions.
- After each clearing cycles of the day, **BOK Reconciliation department** will debit the **concerned department name** PLS account maintained in **BOK Phase V branch** against the actual consumptions of funds during the Raast daily clearing cycles.
- This whole process will be completed within the same day once clearing cycles completed.
- On every Next Working Day, **concerned department name** will share all the transactions details performed by **concerned department name** with **BOK Reconciliation department** via email. Similarly, the **BOK Reconciliation department** will share the debit transactions details with **concerned department name** where clearing funds are debited from PLS Account of **concerned department name** maintained in **Phase V branch** on next working day via email.
- If there is any dispute or differences showing between **concerned department name** transactions detail and debit funds of **BOK**, then both departments (**concerned department name** and **BOK Reconciliation**) will check and resolve the differences on very next working day.
- To complete the above process, the below requirements need to be completed by **concerned department name** and **BOK**:

- BOK and concerned department name will share the details of designated persons along with the official email addresses and contact numbers for correspondence.
- Concerned department name shall provide the perceptual standing instructions on its official letter head duly signed by the authorized signatories. Where they authorizing the Bank of Khyber (BOK) to debit the KPITB PLS account maintained at BOK Phase-V branch for the clearing and settlement of concerned department name transactions.

Note: concerned department name will be make sure that debit cap balance of Position Account must be available in their PLS Account maintained at BOK Phase V branch so that BOK can settle the Payment clearing cycle. In no case, concerned department name will withdraw the capped amount from their PLS account otherwise concerned department name management will be held responsible.

4. Responsibility Matrix

Sr	Activity	Responsibility	Timeline
1	1. Monitoring & Supervision of process	ACS (G) Office/ CM Sect/Any other office recommended by ACS (G)	On-going
2	1. Sanction from Head of Department 2. Provide Details required by RAAST team 3. Maintain minimum requirement of the system as mentioned in Section 5 below 4. Forward formal request to SBP RAAST team for on-boarding	Concerned Department	
3	1. Review documents and requirements before submitting to SBP RAAST Team	Office Proposed by ACS (G)	As proposed by ACS (G)
4	1. Review and Approve the Case 2. Inform KPITB	SBP RAAST Team	
5	1. Concerned department request to open position Account for RAAST 2. Make SOP for the operations of Position Account	Concerned Bank	
6	1. Transfer balance to position Account	Concerned Department	
7	1. Create BIC for concerned department	SBP RAAST Team	
8	1. Starts Integration 2. Test Transaction with RAAST Team 3. Inform Concerned Dep 4. Create Credentials for Payment portal 5. Master Training 6. Go-Live	KPITB & SBP RAAST Team	10 Days subject to availability of RAAST team
9	1. Roll out plan 2. Train further staff 3. Implementation	Concerned Department	

5. Minimum Requirement by the Department

i. Infrastructure & Other Required Information

- a) **Disbursement Process flow** diagram including **Approval Workflows**
- b) **Account maintained in which bank:** Bank account from which disbursements will be made.
- c) **Existing ERP / Accounting System:** Whether an ERP or accounting system is already being used (specify name).
- d) **ERP / Accounting Hosting Environment:** Where the ERP/accounting system is hosted (KP Data Center / On-Premises / Cloud).
- e) **ERP Integration Capability:** Whether the existing ERP supports API or integration with external systems.
- f) **Existing Software Technology Stack:** Technologies used by current systems (e.g., .NET, Java, PHP, Oracle, SQL Server).
- g) **In-House Technical Team Availability:** Whether the department has internal IT staff for support and integration.
- h) **Messaging Services Availability (WhatsApp / SMS / Email):** Whether the department has subscriptions or systems for automated notifications.
- i) **Average Monthly Volume:** Approximate monetary value of Monthly transactions usually processed.

ii. General Information Required

- a) Department / Autonomous Body Name: Name of the department, service or autonomous body.
- b) Parent Department: Supervising or parent department under which the entity operates.
- c) Focal Person Name: Designated contact person responsible for coordination and onboarding.
- d) Designation: Official job title of the focal person.
- e) Email Address: Official email address for communication and portal notifications.
- f) Phone Number: Contact number of the focal person for coordination and support.

iii. Minimum Hardware Requirements – RAAST Aggregator

a) Workstations / Computers

- Standard desktop or laptop
- Minimum:
 - **Processor:** Core i3 or higher
 - **RAM:** 4 GB (16 GB recommended)
 - **Storage:** 256 GB HDD/SSD

b) Internet Connectivity

- Stable broadband connection

- Minimum **10 Mbps** (higher recommended for smooth operations)
- Backup internet (optional but preferred)

c) Scanning & Printing Devices

- Scanner or multifunction printer
- Required for:
 - Document digitization
 - Record keeping

d) Network & Security Devices

- Firewall (hardware/software)
- Antivirus protection
- Secure Wi-Fi/router

e) Server (Optional – Based on Scale)

- Required if:
 - Hosting ERP locally
 - Handling high transaction volumes
- Minimum:
 - 8 GB RAM
 - Multi-core processor

f) Mobile Devices (Optional)

- Smartphones/tablets for:
 - Approvals
 - Notifications

g) Power Backup

- UPS for systems
- Backup power source (for critical operations)

h) Types of Payments

- For example
 - Salaries
 - Utilities
 - Vendor Payment.

6. Master Checklist

Concerned Department Letter Head

Subject: Checklist for On-Boarding G2P (Government to Person) Payments

Submitted to: FinTech Unit KPITB

Date:

Sr No	Document	Yes/No	Annexure No
1	Sanction from Head of Department		
2	Provide Details required by RAAST team		
3	Forward formal request to SBP RAAST team for on-boarding		
4	Minimum requirement as mentioned in Section 5		
5	Review and Approve the Case by SBP RAAST		
6	Concerned department request to open position Account for RAAST		
7	Make SOP for the operations of Position Account		
8	Transfer balance to position Account		
9	Create BIC for concerned department		

Signature of Officer