

Digital Government Transformation - A Case of Pakistan



**Shah Nasir Khan – Head of UNRC's Office and
Senior Strategic Planner for UN System**

**JAN
2023**

POPULATION ESSENTIALS

DEMOGRAPHICS AND OTHER KEY INDICATORS



PAKISTAN

TOTAL
POPULATION



238.1
MILLION

FEMALE
POPULATION



49.6%

MALE
POPULATION



50.4%

YEAR-ON-YEAR CHANGE
IN TOTAL POPULATION



+2.0%
+4.6 MILLION

MEDIAN AGE OF
THE POPULATION



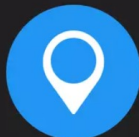
20.6

URBAN
POPULATION



37.9%

POPULATION DENSITY
(PEOPLE PER KM²)



310.4

OVERALL LITERACY
(ADULTS AGED 15+)



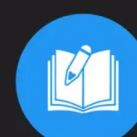
58.0%

FEMALE LITERACY
(ADULTS AGED 15+)



46.5%

MALE LITERACY
(ADULTS AGED 15+)



69.3%

**JAN
2023**

ESSENTIAL DIGITAL HEADLINES

OVERVIEW OF THE ADOPTION AND USE OF CONNECTED DEVICES AND SERVICES

NOTE: PLEASE READ THE IMPORTANT NOTES ON COMPARING DATA AT THE START OF THIS REPORT BEFORE COMPARING DATA ON THIS CHART WITH PREVIOUS REPORTS



PAKISTAN

TOTAL
POPULATION



238.1
MILLION

URBANISATION

37.9%

CELLULAR MOBILE
CONNECTIONS

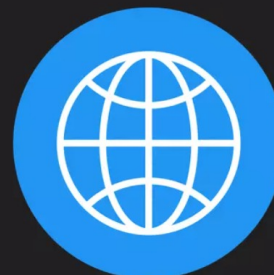


191.8
MILLION

vs. POPULATION

80.5%

INTERNET
USERS

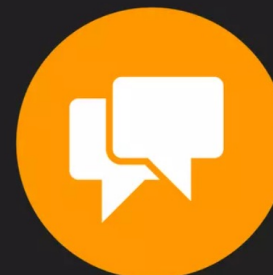


87.35
MILLION

vs. POPULATION

36.7%

ACTIVE SOCIAL
MEDIA USERS



71.70
MILLION

vs. POPULATION

30.1%



**BY 2030, IF LEVERAGED FULLY, DIGITAL TRANSFORMATION CAN
CREATE UP TO...**



PKR9.7 TRILLION (USD59.7 BILLION) in annual economic value¹

ANALYSIS April 28, 2023

Pakistan has the potential to add \$60bn to economy with digital transformation

Presently Pakistan's e-commerce sector lags at 1% of retail market, says OICCI Report



Business

‘Pakistan needs to prioritise digital transformation to boost economy’

By Our Correspondent

April 29, 2023

FINTECH JANUARY 11, 2021 / 11:24 PM / UPDATED 2 YEARS AGO

Pakistan government announces new instant digital payment system

- **State Bank of Pakistan launched Pakistan's first Instant payment system**, called Raast, which offer instant, reliable and zero-cost digital payment services to the people of Pakistan with the objective of promoting the adoption of digital financial services in the country.
- Pakistan has joined a **select club of countries** who have either launched or are in the process of launching Instant payment systems
- Close to **30 million people have already created their Raast IDs** (which is ~65% of already financially included people Pakistan)
- More than a **PKR 2.3 trillion worth of transactions already conducted** (almost a **million transactions daily** in terms of volume)

Punjab Information Technology Board – few notable initiatives

- [REAL-TIME MONITORING
OF PUBLIC SCHOOLS
ACROSS PUNJAB](#)
- [Tracking Vaccinators \(e-
Vaccs\)](#)
- [E STAMPING](#)
- [AGRICULTURE E-CREDIT
SCHEME](#)
- [E-CHALLAN AND E-TEST](#)
- [CRIMINAL RECORD
MANAGEMENT SYSTEM](#)

A stylized map of Punjab is shown in the background, rendered in a purple hue. Overlaid on the map is a network of white dots connected by thin white lines, suggesting a digital or technological theme. The map is positioned on the right side of the slide, partially obscured by text boxes.

DIGITAL

PUNJAB

Enhancing Public Services Through Technology

Challenges of digital government transformation in Pakistan



- The challenge is not one of policy formulation and planning, but of **implementation as well as molding the mindset** for a Digital Pakistan.
- **Insufficient Digital Infrastructure:** According to the United Nations E-Government Survey 2022, Pakistan ranked 150 out of 193 countries in the E-Government Development Index (EGDI)
- **Digital Literacy Gap:** The Pakistan Social and Living Standards Measurement (PSLM) Survey 2019-20 reported that only 40% of households in Pakistan have a computer-literate person, reflecting a significant digital literacy gap (PBS, 2020).
- **Bureaucratic Hurdles:** The entrenched bureaucratic culture often resists the transition towards digitalization. A study by Zaidi et al. (2022) highlights that such resistance stems from fear of transparency, loss of power, and the perceived threat of job redundancy
- **Trust deficit** to share sensitive information

Leveraging current Partnerships to operationalize the toolkit in Pakistan



- RCO Pakistan, in partnership with UNDESA and Division for Public Institutions and Digital Government (DPIDG), forged strategic partnerships with public administration schools (NSPP, CSA, NIM) involving senior civil servants
- The training is aimed to include among others the embedment of the toolkit on Changing Mindsets in PAs trainings at various levels to achieve SDGs. **Digital Mindset** gets significant interest, attention & feedback.
- **Civil servants well-positioned to create transformative change** by turning ideas and visions into a course of action that generates the desired outcome
- **The Digital Government Transformation Toolkit comes at a crucial time**, providing structural guidance to address the challenges highlighted earlier and accelerate the country's digital government transformation.
- The Toolkit includes concrete methodologies **and innovative cases from around the world**. These resources can be used to inspire and guide capacity development efforts in Pakistan.
- One approach to leveraging the Toolkit is through **organizing national capacity building workshops ; also influencing existing training curricula**. Training and empowering government officials in understanding and implementing the Toolkit's methodologies and strategies important.



شكریہ



For any comments/queries

<https://pakistan.un.org>

Shah,nasir@un.org

<https://twitter.com/ShahNasirKhan>