Promoting the use of Information and Communication Technologies for Implementation of the Convention

The National Accountability Bureau (NAB) is empowered under section 33-C of the National Accountability Ordinance (NAO), 1999 to review the rules, and laws of the public institutions and propose reforms in their laws and procedures to promote transparency and curb corruption.

2. In light of the foregoing, the National Anti-Corruption Bureau (NAB) has established Prevention Committees in several public sector institutions to analyze systems and recommend reforms in laws, rules, and procedures to eliminate corruption in collaboration with the concerned institutions and all relevant stakeholders. The important recommendations of these committees are transmitted to the relevant ministries for implementation. Some of them are summarized below:

1. Prevention Committee on Reformation in Housing Sector

   a. Development of Website: The NAB’s following recommendation on the use of ICT for the land record, procurement and ownership has been implemented by the Capital Development Authority in their land sub-division rules, 2010:

   "In order to provide for submission of a web-based application, allotment of plots etc. the Sponsors / Developer shall have a website as per approved format duly connected to Regulator site, containing details of land ownership, its location, approved map of the Housing Scheme, NOC and layout plan, detail of public amenities and total residential, commercial and amenity. The sponsors shall update the website regularly."

   b. Regulators’ Awareness Campaigns through Print, Electronic and Social Media:

   The NAB’s following recommendation has now become a common practice for all national land regulators:

   "The Regulators should also launch awareness campaign through Print and Electronic Media from time to time for the general public about illegal developments / Housing Societies, projects. Besides print and electronic media, advertisements on social media must also be regulated by concerned agencies/authorities."

2. Prevention Committee on Procurement Procedures of Khyber Pakhtunkhwa

   E-Procurement: The implementation of the E-Procurement Regime in all departments of Khyber Pakhtunkhwa ensures an inherent evaluation process of Rules and Rates, as well as the capacity to generate analytical reports for the detection of violations/breaches, assuring transparency. Through the addition of relevant provisions in Section 14 (3) of the KPPPRA Act, 2019, the templates should be available in the system for Procuring Agencies to upload cost estimates/engineer estimates for the procurement and prices/quotes received in bid(s) to enable a clear transparent comparison.
3. Prevention Committee on Standardization of Terms & Conditions for Pre-qualification of Contractors, Tender / Bid Documents / Contract Agreements & Design / Specifications of Building, Projects

Creating a Real-Time Database of Blacklisted Suppliers in E-procurement System:

"The Pakistan Engineering Council (PEC) and the Public Procurement Regulatory Authority (PPRA) should jointly build a method for creating a real-time database of blacklisted suppliers, preferably in the E-Procurement System.". The preventive committee’s recommendation has been successfully implemented with the bidder evaluation system.

E-Procurement System: PPRA is in the process of moving away from manual tendering and e-procurement and toward an ICT-based procurement system. PPRA only published 14% of procurement announcements in newspapers this month, but E-Procurement platforms aim to eliminate all manual processing details and increase transparency in the system. The system will be based on AI and automatically functions under the PPRA rules. To maintain transparency, there would be an inbuilt evaluation procedure for Rules and Rates, as well as the ability to generate analysis reports for the detection of infractions/breaches, if any. The Procuring Agencies would be able to upload cost estimates/engineer estimates for the procurement as well as prices/quotes received in bid(s) to enable a clear transparent comparison.

4. Prevention Committee on Evacuee Trust Property Board

Computerization of Manual Record of Evacuee Trust Property Board ("ETPB"): The Evacuee Trust Property Board, a statutory board of the Government of Pakistan, is a key government department that administers evacuee properties, including educational, charitable or religious trusts left behind by Hindus and Sikhs who migrated to India after partition.

The Preventive Committee's proposal to digitize, map, and geotag all evacuee trust properties is currently being implemented and will be accessible to the public via their website, adding transparency and removing land grabbing concerns.

5. Prevention Committee on National Fertilizer Marketing Limited

Development of Centralized Web/IT-Based Application: The prevention committee’s following recommendation is in the final stage of implementations

"To promote transparency at the National Fertilizer Marketing Limited (NFML) stores across the country, a centralized web/IT-based application should be developed for real-time data entries of fertilizers receipt and issuance at NFML designated stores”

“Efforts should be made to implement an up-to-date financial software/inventory management system which can meet the 21st-century demands/requirements”.
6. **Prevention Committee on Tax Evasion**

**Use of Information Technologies:** The Federal Board of Revenue (Pakistan’s National Tax collection body) has successfully implemented the recommendations of the Preventions Committee on Tax Evasion, which includes

a. The Federal Board of Revenue (FBR)/ Inland Revenue should develop an efficient, reliable and user-friendly information technology system to achieve the objectives of FBR.

b. Use of Enterprise Resource Planning (ERP) software by FBR.

7. **Prevention Committee on Cooperatives Department, Islamabad**

**Regular Information Update on Website:** Every Cooperative Society should upload its annual report, minutes of Annual General Meetings (AGMs), list of voters and a copy of the approved Lay Out Plan (LOP) on its official website. They should regularly update their website to ensure access to information for their members.

8. **Prevention Committee on Irregularities in process of procurement of wheat and distribution of Gunny bags in Multan**

**Upgradation of Wheat Management Information System (WMIS):** Punjab’s government dashboard on Wheat Management Information System (WMIS) is recommended to add the following in their software:

i. Geotagging/satellite mapping of the agriculture fields at the time of sowing of crops duly linked with computerized land record centres database to make the process more and more transparent.

ii. Additionally, the system would cater for authentication of ownership/crop survey (Girdawari) through the satellite images, which would help to create authenticated data in the shortest possible duration.

iii. Video recording of wheat procurement is done at centres to eliminate the discretionary role of the officials involved and monitoring through the information system.

9. **Prevention Committee on Motor Registration Authorities, Islamabad**

The following recommendations of the preventive committee have successfully been implemented:

a. **Creation of Centralized Database integrated with NADRA:** Pakistani Identity Card is issued by NADRA. It is essential to activate real-time links between vehicle registration and identification cards. The linking will provide an individual's profile, allowing for the detection of tax evasion, automobiles
previously registered in an applicant's name, bogus, tampered autos, and other fraudulent actions.

b. **Mandatory Biometric Verification for Vehicle Transfer/Registration:** All provincial motor registration authorities must require biometric verification of the owner for vehicle registration/transfer. The same may be incorporated in section 32, rule 47(1) of Motor Vehicle Ordinance 1965.

c. **Enhancing Coordination with FBR, NADRA and Police:** All provincial Excise & Taxation (E&T) Departments must collaborate with NADRA, FBR and Police Departments for information/record sharing. Memorandum of Understandings (MOUs) should be signed with the concerned departments for information sharing.

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**10. Prevention Committee on Canal Irrigation System (Mogahs)**

a. **Upgradation of Monitoring System to Water Resource Monitoring Management Information System and Real-Time Flow Monitoring System: Encompassing Geo Tagging and GPS:** The Government could improve the monitoring system by implementing automated modern high-tech management information systems, such as the Water Resource Monitoring Management Information System and the Real-Time Flow Monitoring System, which include geo-tagging and GPS to ensure fair distribution and discharge of water through the outlets, as well as reporting theft cases throughout the distributaries/canals, and so on. The provision of customized Android smartphone applications for irrigation and farming field employees should be considered in this regard for real-time reporting and information.

b. **Development of Comprehensive System through Android Applications:** In partnership with the meteorological department, the irrigation department may establish a complete system to raise farmer awareness using Android phone applications. Water foster (warabandi) can be added to this app if desired. It may also explore using print and electronic media to raise awareness about water theft.

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**11. Prevention Committee on Mines and Minerals Department, Government of Baluchistan**

**Automation of MMD Department:** Automation of Mines and Minerals Department (MMD) through Mines Management Information System (MMIS) and Digitized Royalty Regime Project is recommended. It should include the issuance of online rahdaris, installation of digital weighing machines along with CCTV cameras on each check post. It would also include geotagging, resource mapping provisions and an online database of royalty and titles. The establishment of One window and a Mineral Cadastre System is recommended.

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**12. Recommendations by Prevention Committee on Railways**

**Introduction of Information Technology (IT) Solutions and Automation of Data.**
To cope with the issue of ghost employees, Face Recognition CCTV technology along with digital fingerprinting be introduced at all official premises such as workshops/stations etc.;

Fuel Trackers (automated IT solutions) be deployed to monitor to cope with the problem of pilferage of fuel;

Manual accounting mechanism for record-keeping be upgraded to the automated system i.e. implementation of Financial Information System (FIS) for Financial Data Automation;

Material Accounting System (MAS) be upgraded and utilized properly;

Digitalization of train ticketing and introduction of Train Automation System and E-tracking system be introduced to bring transparency in overall operations;

Customer-friendly E-Ticketing services be provided by utilizing available solutions. Handheld devices should be provided on all passenger trains to support the automation of trip planning and computerization of tickets;

A comprehensive safety plan be developed and Computerized Based Interlocking (CBI) may be introduced to enhance safety measures;

Introduction of on spot complaint resolving mechanism and improve services of call centre and Customer care information desk;

E-procurement system in consultation with PPRA may be developed and the same be integrated with Material Accounting System (MAS);

Computerization of records on maintenance / over-hauling activities through Inventory Management Information System and the same be updated on the website of Pakistan Railway.

Proper utilization of Land Record Management Information System (LRMIS) for collection/recovery of outstanding rents/ occupancy charges and re-auction of expired leases be enforced.

Human Resource Management Information System (HRMIS) should be developed and implemented for efficient management of manpower. A suitable system of Periodic performance appraisal may be devised.

13. Prevention Committee on Local Government, Sindh

**Digitalization / Computerization of Records and Disbursement of Salaries of Employees through Banks:**

- Digitalization of records of Local Government Department be ensured by utilization of Information Technology. Appropriate changes be made in the rules/regulations to cater for the same.

- Appropriate changes in rules/regulations be made ensuring digitalization of Service records of all Local Government Department employees to avoid the issue of ghost
employees and lists of employees and pensioners along with their salary details be prepared and updated from time to time.

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<th>14. Prevention Committee on “Export Forms (E-Forms) Verification, Reconciliation and Realization of Proceeds”</th>
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<tr>
<td>a. <strong>Development of Web-Based One Customs (WebBOC):</strong> WebBOC is an online tax exemption and declaration filing system used by Pakistan Customs. The module for processing bulk export shipments and exports requires quota debiting i.e.; Sugar, fuel etc. and complete roll-out of WebBOC in all stations.</td>
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<td>b. <strong>Issuance of Electronic E-Forms for Bulk Cargo:</strong> All items requiring quota debiting for exports by State Bank of Pakistan i.e. Sugar, Tobacco etc. and all other exports by Authorized Dealers (“ADs”) by utilizing existing facilities of WebBOC modules, and doing away with the manual system of issuance of E-Forms.</td>
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<td>c. <strong>State Bank of Pakistan (“SBP”) to Put in Place an Auto Mechanism, Preferably Integrated with WebBOC:</strong> For quarterly reconciliation of manual issued E-Forms between Customs, Authorized Dealers and SBP itself.</td>
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<td>d. <strong>A Module Integrated with WebBOC:</strong> A Module Integrated with WebBOC is developed in consultation with the Authorized Dealers/State Bank of Pakistan and Customs so that relevant information is timely shared among each other before cancellation of E-Forms if any.</td>
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<th>15. Prevention Committee on “Food Department, Govt. of Pakistan”</th>
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<td>a. <strong>Development of Email Reporting System:</strong> The Food Department shall launch an email reporting system to update the Food Directorate on day-to-day Dispatch, Receipt and Issue (“DRI”) and payment transactions.</td>
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<td>b. <strong>Installation of CCTV Cameras at Provincial Reserve (“PR”) Centers:</strong> CCTV shall also be installed at the entry and exit points to transparent the PR Center matters.</td>
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Challenges to and Good Practices in Anti-Corruption Awareness-Raising, Education, Training and Research:

Good Practices in Awareness-Raising and Education:

Section 33 of the National Accountability Ordinance-1999 (NAO) mandates Pakistan's National Anti-Corruption Agency, the National Accountability Bureau (NAB), to conduct public awareness campaigns to change the public's attitude toward corruption and money laundering from indifference to abhorrence. It entails forming anti-corruption alliances and highlighting various facets and dimensions of the corruption threat. The NAB's Awareness and Prevention Division (A & P) and Regional Bureaus' A & P Wings arrange a variety of programs to meet the goal of changing social attitudes and thought processes. The Bureau engages in the following activities regularly:

a. **Print Media Advertisements:** The NAB regularly advertise awareness messages against corruption and money laundering in leading English and Urdu newspapers quarterly;

b. **Anti-Corruption Day:** Every year in the first week of December, Pakistan organizes Anti-Corruption Week. Seminars, lectures, workshops, declamation contests, essay writing competitions, display of posters and banners, short films/videos, and other activities such as special supplements in leading dailies, awareness walk, sports competitions, and endorsement on the wall of culture are all part of the week-long activities that coincide with the International Anti-corruption Day.

c. **Bill Boards:** The NAB's regional offices place anti-corruption and anti-money laundering messages on billboards in prominent areas across the country after gaining permission from local authorities. Anti-corruption messages, penalties, and complaint procedures are displayed on the billboards. Anti-corruption messages are also printed on utility bills in Pakistan.

d. **Seminars/Walks:** The NAB, in collaboration with the UNODC, Pakistan, and relevant NGOs and international donor organizations, arranges 2-4 seminars in each region of Pakistan regularly, involving people from all walks of life.

e. **Character Building Societies (CBS):** The formation of Character-Building Societies is aimed toward future leadership. The target groups for these societies are students of various levels. Character-Building Societies of notables from the District, Tehsil, and Village Committee are also formed to raise corruption awareness among all segments of society. There are currently over 50,000 Character-Building Societies operating in Pakistan.

f. **CBS's Activities Website:** The activities of all regions' Character-Building Societies are posted on the NAB website. Every region has its officer in charge of monitoring CBS's activities. Regional Bureaus organize annual workshops of Character-Building Societies, which include appointments of holders of degrees from universities, colleges, and schools.

g. **Coalition Groups:** The NAB identify numerous NGOs, media groups, women's groups, civil society organizations, and working groups with which to collaborate to raise public awareness and combat social evils such as corruption, corrupt practices, and money laundering in urban areas. Members of the group can act as whistleblowers and focal points for NAB's Awareness Campaign's different initiatives.
h. TV / Radio Channel: NAB, in collaboration with the Ministry of Information and Broadcasting, and the Pakistan Electronic Media Regulatory Authority, approaches both the public and private sectors to plan various Talk Shows, Dramas, and Lectures by Intellectuals and Religious Scholars to highlight the negative effects of corruption and corrupt practices on society, to establish a corruption-free society based on social justice, meritocracy, and freedom from all forms of exploitation.

i. Mega Corruption Cases Decided During the Last 14 Years: In Pakistan, the National Accountability Bureau (NAB) has been effective in prosecuting mega-corruption cases. Some of these incidents are used as a source/material for drama/theatrical play scriptwriting. People from all walks of life may easily identify with the actual cases, which serves to raise awareness about corruption while the current situation of preposterous acts as an effective deterrent to corruption.

j. Uploading of NAB Seminars / Workshops/Lectures: NAB offices organize seminars and workshops against corruption from time to time via the NAB web portal, and social media platforms like Facebook, YouTube, and others to maximize audience and enhance awareness campaigns;

k. NAB website address and contact details: The NAB’s website address and contact information are widely published, with the promise of complete security of information on corrupt acts by any government, a non-government, or private body, entity, or individual, to effectively reach and prevent corruption in society. The information is conveyed by billboards, public awareness campaigns, utility bills, and video advertisements.

l. SMS Messages Carrying Anti-Corruption Slogans / Themes: Character-building themes including religious obligations aimed toward youth are broadcast regularly through SMS packages offered by several cellphone operators to raise public awareness about the ill effects of corruption and corrupt practices.

m. Conference Mode – Prevention Exercise: These conferences are held in situations where a face-to-face briefing is necessary for inspiring the concerned regulator or institution to implement the intended impacts in its daily operations to eliminate corruption and corrupt practices.