



CONTENT STRATEGY OF KHYBER PAKHTUNKHWA WEB PORTAL & DEPARTMENT'S SUB-PORTALS

IN LIGHT OF GOOD GOVERNANCE STRATEGY OF GOVERNMENT OF KHYBER
PAKHTUNKHWA

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KHYBER PAKHTUNKHWA
INFORMATION
TECHNOLOGY
BOARD



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Section 1- Background & Overview

1.1 Introduction:

The Good Governance Strategy has five basic pillars each identifiable with certain areas of intervention. For the successful implementation of this strategy, each area of intervention has been made measurable by a set of Performance Indicators. On the basis of these KPIs the process of periodic review will take place for gauging the progress of district administration and administrative departments against each area of intervention.

The KP Good Governance Strategy has these five basic pillars. Each pillar has its own relevant categories. Under each category, certain tasks are defined. These tasks are relevant to different Government departments of KP. Each task has its own parameters like Performance Indicator, Beneficiary, Measure/Scale, Data Collection Agency / System, Responsibility, Timeframe, Frequency, Evidence.



Good Governance Strategy link: https://kp.gov.pk/page/downloads_1?s=good+governance+strategy

The KP Web Portal tasks fall under the first pillar i.e. **Open Government & Transparency**. Under this pillar the 3 sub categories have tasks that have been assigned to KP web Portal.

- **Open Government & Transparency**
 - Proactive Disclosure
 - Transparency
 - Access to the Government
 - E-Government Development Index (EGDI) & Online Service Index(OSI)
 - E - RTI

Among all the tasks KP web Portal tasks have been filtered out. Following table and graph indicates only



1.2 KP Web Portal Relevant All Tasks Under Good Governance Strategy

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
PROACTIVE DISCLOSURE								
1	Publishing of rules and regulations of the government	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	Rules name, date published, department, category, purpose. Verifiable online.
2	Publishing of government information and services	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	Functions, procedures, organizational structure, services provided, service procedures, service
3	Publishing of all forms, downloads, publications, FAQs, contact directory etc.	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	Title of downloads, publications and FAQs, contact information of officers' designation, office name and contact. Verifiable online

TRANSPIRANCY IN AUCTIONING /GRANTING LICENSES AND PERMITS								
1	Publishing/online availability of auction information related to vehicles, government assets etc.	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Mid-term	Real-time	Details of the auction information. Verifiable online
2	Publishing of licenses, NOCs, permits and validity online	Public	Number	KP Web Portal (KPITB)	All Govt. Entities	Mid-term	Real-time	Title of license, NOC, permits and online verification. Verifiable online



ACCESS TO THE GOVERNMENT

1	Citizen visited official websites	Public / Govt.	Number	KP Web Portal (KPITB)	KPITB	Immediate	Real-time	No. of citizens visited official website, demographics, contents searched and devising a strategy for making websites more user friendly
2	Availability of public documents in digital accessible formats for people with special needs (disabled, visually impaired and blind people)	Public / Govt.	Number	KP Web Portal (KBITB, Social Welfare, PMRU)	KBITB, Social Welfare, PMRU	Long-term	Real-time	Identification and conversation of documents into accessibility-inclusive format
3	Implementation of ICT Accessibility standards, guidelines in all KP ICT applications, Mobile apps, websites and service delivery portals	Public / Govt.	Number	KP Web Portal (KPITB, ICT Accessibility Center, University of Peshawar)	KPITB, ICT Accessibility Center, University of Peshawar	Long-term	Monthly	No. of website transformed for the consumption of people with special needs, blind people, deaf people etc.

E-Government Development Index (EGDI) & Online Service Index (OSI)

1	Updated Contact Information	Public / Govt.	Number	KP Web Portal (KPITB)	KP Web Portal/ All Govt.Entities	Immediate	Real-time	Contact information of officers' designation, officer name and contact. Verifiable online
2	Service Descriptions and Access	Public / Govt.	Number	KP Web Portal, All Govt.Entities	All Govt.Entities	Long-term	Monthly	Description of Services, Process, access of services
3	Transparency in Government Processes	Public / Govt.	Number	KP Web Portal (KPITB All Govt. Entities)	KPITB, ICT Accessibility Center, University of Peshawar	Long-term	Monthly	Outline Government services, Process and guideline
4	Feedback and Grievance Mechanisms	Public	Yes/NO	KP Web Portal (KPITB) , All Govt. Entities	All Govt.Entities	Long-term	Real-time	KP Web Portal Linked to online complaint/feedback portals (Ekhtyar and Business Complaint etc)
5	Public Service Announcements and Notices	Public	Yes/NO	KP Web Portal (KPITB) / All Govt. Entities	All Govt.Entities	Long-term	Real-time	Latest news uploaded in news and spotlight section of main portal and sub portals.
6	Inclusive and Multi-language Support	Public	Yes/NO	KP Web Portal (KPITB)	KP Web Portal (KPITB)	Short-term	Monthly	Accessibility tools integrated on main/sub portals.

RIGHT TO INFORMATION ACT

1	Detailed description of Right to Information (RTI) availability	Public	Yes/NO	KP Web Portal (KPITB), All Govt. Entities	All Govt.Entities, Public Body	Short-term	Monthly	Display RTI Section on main portal with detail Description
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1.3 Pillar wise Tasks of KP Web Portal

WEB PORTAL TASKS UNDER GOOD GOVERNANCE STRATEGY



Section 2- KP Web Portal Tasks Under Proactive Disclosure Pillar

2.1 Rules and Regulations

Good Governance Strategy								
#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
PROACTIVE DISCLOSURE								
1	Publishing of rules and regulations of the government	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	Rules name, date published, department, category, purpose. Verifiable online.

KP Web Portal Propose Strategy							
PROACTIVE DISCLOSURE							
#	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
1	Publishing of rules and regulations of the Government	Rules & Regulations	https://kpcode.kp.gov.pk/ https://www.pakp.gov.pk/	<ul style="list-style-type: none"> Integrate KP Code and KP Assembly websites via API; Upload received rules from other departments to the KP Web Portal. 	<ul style="list-style-type: none"> All Departments Focal Persons KP Web Portal Team 	Quarterly review for the Uploaded and received rules from different departments.	Updated rules Menu on KP Web and Sub-Portal.

Description:

- The sequence of the rules displaying should focus on the most recent years' rules instead of following the date of uploading the rule. It should show the most recent years' rule on the top. For example: It should be in the form of the one of the following sequence. It will also be easy for the visitors to filter the desired rule if we follow one of the following hierarchy.
 - Alphabetical
 - Department wise
 - Chronological
 - Category wise
- KP Code integrate via API. <https://kpcode.kp.gov.pk/>
- KP Assembly website integrate via API. <https://www.pakp.gov.pk/>
- Manually collect the rules from these two websites.
- In case any rule is received to KPITB for KP web Portal from any other department for uploading, the team uploads to the rules section on web portal.



2.2 Functions & Procedures

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
PROACTIVE DISCLOSURE								
2	Publishing of government information and services	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	Functions, procedures, organizational structure, services provided, service procedures, service

KP Web Portal Tasks Under Good Governance Strategy							
PROACTIVE DISCLOSURE							
#	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
2	Publishing of government	Functions, procedures, organizational structure, services provided, service procedures, service.	<ul style="list-style-type: none"> Data will be collected from their independent websites. Missing data to be collected from focal persons. 	<ul style="list-style-type: none"> Government entities upload functions, procedures, services online. KP Web Portal team adds information to KP Web Portal. 	<ul style="list-style-type: none"> All Departments Focal Persons KP Web Portal Team 	Quarterly review for latest & updated contents if any.	The information available on the department-wise services on top menu.

a) Description:

- Functions, procedures, organizational structure, services provided, service procedures will be uploaded by all government entities/departments on their independent website or sub-portals.
- The team will approach the departments for the Functions, procedures, organizational structure, services provided, service procedures. This information will also be added to KP Web Portal under the department-wise services section.

2.3 Forms, Downloads, Publications, FAQs and Contact Directory

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
PROACTIVE DISCLOSURE								
3	Publishing of all forms, downloads, publications, FAQs, contact directory etc.	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Short-term	Real-time	<ul style="list-style-type: none"> Title of downloads publications and FAQs, contact information of officers' designation, office name and contact/dedicated page. Verifiable online



KP Web Portal Tasks Under Good Governance Strategy							
PROACTIVE DISCLOSURE							
	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
3	Publishing of all forms, downloads, publications, FAQs, contact directory etc.	<ul style="list-style-type: none"> Forms Downloads. Publications FAQ's Contact Directory 	Forms and publication collected from departmental official websites.	<ul style="list-style-type: none"> Forms uploaded by departments appear on KP Web Portal. KPITB adds received forms to KP Web Portal. Government websites linked to KP Web Portal. 	<ul style="list-style-type: none"> All Departments Focal Persons KP Web Portal Team 	Quarterly follow-up for updated contents.	<ul style="list-style-type: none"> Forms Under Downloads Publication & FAQ's menu.

a) Description:

- The departments/ sub-portal will upload the forms on their sub-portals which is also reflected on main KP Web portal under downloads section.
- The forms received to KPITB from different government departments will also be uploaded on the KP web portal.
- All the independent websites of the government departments are linked/ redirected via KP Web portal. The forms uploaded by the independent websites can also be available online.
- Main KP web portal FAQ will be maintained.
- All Government entities will upload their FAQ's-on sub portals/ independent websites.
- Any other publication received to KPITB to be uploaded on KP Web Portal.
- NOTE: In New design of KP Web portal there will be dedicated section/module on admin. Where Sub-portal & Main portal's contents i.e. publications, forms, FAQ's will be collectively displayed.

b) Resource

- <https://lgkp.gov.pk/page/forms/>
- <https://pndkp.gov.pk/forms/>
- <https://agkhyberpakhtunkhwa.gov.pk/downloads/>
- <https://kpmineals.gov.pk/library/forms-and-templates>
- <https://kpra.gov.pk/application-form/>
- <https://ptpkp.gov.pk/downloads/>
- https://directorate_general_of_excise_and_taxation.kp.gov.pk/page/forms_public_related_application_forms
- <https://pndkp.gov.pk/publication/>
- <https://kpese.gov.pk/publication/>
- <https://kpboit.gov.pk/publications/>
- <https://kpbos.gov.pk/search/publication-detail?id=56>
- <https://crs.kp.gov.pk/page/publications>
- <https://lgkp.gov.pk/page/publications/>



Section 3 – KP Web Portal Tasks Under Transparency in Auctioning Pillar

3.1 Auction, Vehicle Information & Government Assets

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
TRANSPIRANCY IN AUCTIONING /GRANTING LICENSES AND PERMITS								
1	Publishing/online availability of auction information related to vehicles, government assets etc.	Public	Yes/No	KP Web Portal (KPITB)	All Govt. Entities	Mid-term	Real-time	Details of the auction information. Verifiable online

KP Web Portal Tasks Under Good Governance Strategy

TRANSPIRANCY IN AUCTIONING /GRANTING LICENSES AND PERMITS

#	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
1	Publishing/online availability of auction information related to vehicles, government assets etc.	<ul style="list-style-type: none"> Auctions Vehicle Information Government Assets 	<ul style="list-style-type: none"> Collect data from LCBKP, KPPRA, KP Transport, Excise & Taxation websites. 	<ul style="list-style-type: none"> Integrate Assasay platform; hyperlink departmental auctions. Create an auctions page with relevant links; include vehicle verification. 	<ul style="list-style-type: none"> Relevant Departments Focal Persons KP Web Portal Team 	Bi-Annual follow-up	<ul style="list-style-type: none"> Auction & Vehicle Information Pages Assasay Integration

a) Description:

- Assasay application is linked in the top menu under the online services of KP web portal.
- <https://apps.kpitb.gov.pk/Assasay>
- Any other asset related application initiated will be added to KP web portal.
- Vehicle related processes and procedure details are mentioned in the page.
- https://kp.gov.pk/page/vehicle_information. Important information related to citizen queries is mentioned on the page. The page further refers to the relevant website i.e. Directorate Excise and Taxation KP.
- Note: We propose to integrate the vehicle applications available on Directorate Excise and Taxation website via API for Public Information.

b) Resource:

- <https://eauction.lcbkp.gov.pk/AuctionController/upcomingAuctions>
- <http://www.kppra.gov.pk/kppra/activetenders>
- <https://transport.kp.gov.pk/auction.php>
- https://excise.gos.pk/vehicle/vehicle_search
- https://excise_taxation.kp.gov.pk/page/motor_vehicle_taxes
- https://excise_taxation.kp.gov.pk/page/motorvehiclealterationfee
- https://excise_taxation.kp.gov.pk/page/motor_vehicle_transfer_fee
- https://excise_taxation.kp.gov.pk/page/motor_vehicles_dealers_tax
- https://excise_taxation.kp.gov.pk/page/motorvehicletokentaxrates
- https://excise_taxation.kp.gov.pk/page/motor_vehicles_dealers_tax



3.2 Licenses, NOC's & Permits

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
TRANSPIRANCY IN AUCTIONING /GRANTING LICENSES AND PERMITS								
2	Publishing of licenses, NOCs, permits and validity online	Public	Number	KP Web Portal (KPITB)	All Govt. Entities	Mid-term	Real-time	Title of license, NOC, permits and online verification. Verifiable online

KP Web Portal Tasks Under Good Governance Strategy							
TRANSPIRANCY IN AUCTIONING /GRANTING LICENSES AND PERMITS							
#	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
2	Publishing of licenses, NOCs, permits and validity online	<ul style="list-style-type: none"> Licenses NOC's Permits 	<ul style="list-style-type: none"> Searched Link Upload Received file 	<ul style="list-style-type: none"> Online website link 	<ul style="list-style-type: none"> All Departments Focal Persons KP Web Portal Team 	Quarterly	<ul style="list-style-type: none"> Visits concerned page of the KP Web and Sub-Portals

a) Description:

Data will be collected from KP Government Independent websites or sub portals regarding the licenses, NOC's and permits. A dedicated page is designed for each section. The page contains details about the procedures, the department name and the relevant link of the concerned website. These pages will be included under the top or side menu of the KP web portal.

b) Resource

- Driving License
<https://www.kppolice.gov.pk/detail.php?pid=3>
- Food authority License
<https://kpfsa.gov.pk/apply-for-license/#>
- Arms License
https://hd.kp.gov.pk/page/arms_license_via_dastak_app
- Trade License
<https://business.gov.pk/free-of-cost-registration-of-small-trades-businesses/>
- Healthcare Commission license
<https://hcc.kp.gov.pk/licensing-registration/>
- Route permits
<http://www.transport.kpdata.gov.pk/RoutePermit.aspx>
<https://transport.kp.gov.pk/route.html>
- Learner driving permit
https://kp.gov.pk/page/procedure_to_get_learner_driving_permit/page_type/citizen
- Mines and minerals Permit rules



- https://kp.gov.pk/page/minor_minerals_permit_rules_2017/page_type/rules
- KPEZDMC NOC's
<https://kpezdmc.org.pk/form/nocs>
- P&D NOC's
<https://pndkp.gov.pk/download/guidelines-for-issuance-of-noc/>
- Finance Department NOC's
<https://www.finance.gkp.pk/search?query=NOC>

Section 4- KP Web Portal Tasks Under Access To The Government

4.1 – Citizens visited Official Website

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
ACCESS TO THE GOVERNMENT								
1	Citizen visited official websites	Public / Govt.	Number	KP Web Portal (KPITB)	KPITB	Immediate	Real-time	No. of citizens visited official website, demographics, contents searched and devising a strategy for making websites more user friendly

KP Web Portal Tasks Under Good Governance Strategy							
ACCESS TO THE GOVERNMENT							
#	Task	Content Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
1	Citizen visited official websites	<ul style="list-style-type: none"> • Demographics • Keywords Search • User friendly website 	<ul style="list-style-type: none"> • Google Analytics 	<ul style="list-style-type: none"> • keeping track of countries with high visitors. • Enhancing the pages that has high viewership. 	KP Web Portal Team	Immediate via Google Analytics review	<ul style="list-style-type: none"> • Google Analytics Report • No of visitors

a) Description:

- Looking for the keywords visitors are searching on the web portal. This gives us overview what our visitors are interested in. Is the information already available, if not, team will try to add those contents?
- Fixing the broken links and reviewing the content of most frequency searched keyword pages.
- Displaying the number of visitors on the footer. The KP web portal has high visitors on daily basis. The matter is under process to display the daily visitors on the website. It will show how many total visitors have visited the website, daily visitors. (to be implemented in the new design).



b) Resource

- Google Analytics
- Development is required to show the statistics of the visitors on the web portal.

4.2 Availability of Documents for Disable People

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
ACCESS TO THE GOVERNMENT								
2	Availability of public documents in digital accessible formats for people with special needs (disabled, visually impaired and blind people)	Public / Govt.	Number	KP Web Portal (KBITB, Social Welfare, PMRU)	KBITB, Social Welfare, PMRU	Long-term	Real-time	Identification and conversation of documents into accessibility-inclusive format
KP Web Portal Tasks Under Good Governance Strategy								
ACCESS TO THE GOVERNMENT								
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence	
2	Availability of public documents in digital accessible formats for people with special needs (disabled, visually impaired and blind people)	<ul style="list-style-type: none"> • Screen Reader • Accessibility Tool 	•	Screen reader to be added/accessibility tools will be added on KP Web Portal	<ul style="list-style-type: none"> • KP Web Portal Team • KBITB, Social Welfare, PMRU 	Real-time	<ul style="list-style-type: none"> • Real-time 	

Description:

This specific tasks highlight the rights of special people or disable people. Being the official website of the KP government it is very important to make the website information readable and accessible for all the citizens, including the disable people also. Specially the blind people who people who are visually impaired. The following requirements fall under this pillar.

- The evidence section of this rule mentions "Identification and conversation of documents into accessibility-inclusive format". It requires screen reader for blind people so that the document can be read by blind people.

Existing:

- Accessibility tool which is already incorporated on the KP web Portal.
- Special People rights, acts, rules are mentioned in the citizens' rights. So that they should be aware of the rights and privileges that KP government is giving them.

To be Added:

Availability of the public documents like forms etc. in digital readable format means screen reader support.

Sample Website:
<http://accessiblepak.com/>



4.3 Implementation of ICT Accessibility Standards

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
ACCESS TO THE GOVERNMENT								
3	Implementation of ICT Accessibility standards, guidelines in all KP ICT applications, Mobile apps, websites and service delivery portals	Public / Govt.	Number	KP Web Portal (KPITB, ICT Accessibility Center, University of Peshawar)	KPITB, ICT Accessibility Center, University of Peshawar	Long-term	Monthly	No. of website transformed for the consumption of people with special needs, blind people, deaf people etc.

KP Web Portal Tasks Under Good Governance Strategy							
ACCESS TO THE GOVERNMENT							
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
3	Implementation of ICT Accessibility standards, guidelines in all KP ICT applications, Mobile apps, websites and service delivery portals	Making the ICT websites/apps accessible to disable people.	<ul style="list-style-type: none"> Collecting Guidelines from ICT Accessibility center. 	<ul style="list-style-type: none"> Upload and enforce standards on the web portal. Display and share standards across KPITB channels. 	<ul style="list-style-type: none"> KPITB (KP Web Portal) 	Monthly	Real-time Accessibility tool Screen reader

Description:

This task is also relevant to making the websites and web portals more accessible to the people with special needs or blind people. Specially those portals that are specifically designed for public service delivery.

- All the public service delivery apps and web portals should follow the accessibility standards and guidelines.
- The websites should be transformed i.e. making them accessible by implementing the tools to make it readable for blond and deaf people.
- Standards to be collected and uploaded on the web portal.
- Make sure main portal as well as all the sub-portals are following the standards.
- Considering/highlighting the standards to be implemented in the development of ICT development.
 - Displaying the standards at KPITB.
 - Adding in News section on KP web portal.
 - Social Media Pages of KPITB.
 - Sharing the standards via email/ messages to management to make sure the standards are followed.



Section 5- KP Web Portal Tasks Under E-Government Development Index (EGDI) Online Service Index (OSI)

5.1 Update Contact information

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
1	Updated Contact Information	Public / Govt.	Number	KP Web Portal	All Govt.Entities	Immediate	Real-time	

KP Web Portal Tasks Under Good Governance Strategy							
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)							
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
1	Updating Contact information i.e. contact number, email, physical address, name of officer and designations, list of full range of services, eligibility criteria, required docs.	<ul style="list-style-type: none"> Uploading Contents, Contacts information, Key Services 	<ul style="list-style-type: none"> KPITB (KP Web Portal) 	<ul style="list-style-type: none"> Uploading Contacts Email Address Updating designations Services, eligibility Criteria and required documents. 	<ul style="list-style-type: none"> All Govt. Entities, Focal person of Sub-portals 	Real-time	Contact information of officers' designation, officer name and contact. Verifiable online

Description:

Task under EGDI and OSI of updating contact information is ensure the transparency and enable citizen to directly reach the right personnel for inquiries or assistance.

- Uploading contact information is the responsibility of all government offices with complete details of email address, physical address and designations of key officers for the purpose of ensuring transparency.
- List down all services provided by the department, eligibility criteria and required documentation to avail the required services.

5.2 Service Descriptions and Access

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
2	Service Descriptions and Access	Public / Govt.	Number	KP Web Portal	All Govt.Entities	Long-term	Monthly	
KP Web Portal Tasks Under Good Governance Strategy								
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence	
2	Detail Description of Services, Outline the steps involved in accessing the Services, Information about the timelines, Ease of access to services	<ul style="list-style-type: none"> Description of Services Required Steps Timeline of Services 	<ul style="list-style-type: none"> KPITB / Govt Offices 	<ul style="list-style-type: none"> Uploading Detail Description of Services Define all steps involved in accessing Services Timeline Details 	<ul style="list-style-type: none"> All Govt. Entities, Focal person of Sub-portals 	Monthly	Description of Services, Process, access of services	



Description:

In this task, all government departments upload all their service information, steps involved in accessing the services information about the timelines and procedure to avail the services, on their website.

- Upload detail description of services
- Steps / procedures of accessing the services
- Timelines of services

5.3 Transparency in government processes

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
3	Transparency in government processes	Public / Govt.	Number	KP Web Portal	All Govt.Entities	Long-term	Monthly	

KP Web Portal Tasks Under Good Governance Strategy								
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence	
3	Outlining government processes for services such as permits, licenses or registrations to increase transparency Step-by-step guides,	<ul style="list-style-type: none"> • Detail of services • Registration Procedure 	<ul style="list-style-type: none"> • KPITB / Govt Offices 	<ul style="list-style-type: none"> • Upload Detail information about service process • Uploading step by step guides 	<ul style="list-style-type: none"> • All Govt. Entities, Focal person of Sub-portals 	Monthly	Outline Government services, Process and guideline	

Description:

In this task under EGDI and OSI the concerned department should upload the detail of services such is permits, licenses and any other registrations to ensure the ease of access to services.

- Upload the name of services
- Accessing procedure of services
- Registration process step by step

5.4 Feedback and Grievance Mechanisms

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
4	Feedback and Grievance Mechanisms	Public / Govt.	Yes/No	KP Web Portal	All Govt.Entities	Long-term	Real-time	

KP Web Portal Tasks Under Good Governance Strategy								
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								



#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
4	Each Department shall give link to the Ekhtyar app for submission of feedback and Grievances	<ul style="list-style-type: none"> Ekhtyar Portal 	<ul style="list-style-type: none"> KPITB / Govt Offices 	<ul style="list-style-type: none"> Ekhtyar Portal Link Insertion 	<ul style="list-style-type: none"> All Govt. Entities, Focal person of Sub-portals 	Real-time	KP Web Portal Linked to online complaint/feedback portals (Ekhtyar and Business Complaint etc)

Description:

- In this task under EGDI and OSI KP Web Portal linked the Ekhtyar Portal ([Ekhtyar \(Complaint Portal\)](#)) in footer of both Main KP Web Portal and Sub Portal for feedback and grievances.

5.5 Public Service Announcements and Notices

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
5	Public Service Announcements and Notices	Public / Govt.	Number	KP Web Portal	All Govt.Entities	Long-term	Real-time	

KP Web Portal Tasks Under Good Governance Strategy								
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence	
5	Regularly update news and announcements regarding changes in respective services, laws, Rules.	<ul style="list-style-type: none"> Description of Services 	<ul style="list-style-type: none"> KPITB / Govt Offices 	<ul style="list-style-type: none"> Uploading News Uploading Announcements 	<ul style="list-style-type: none"> All Govt. Entities, Focal person of Sub-portals KP Web Portal Team 	Daily	Latest news uploaded in news and spotlight section of main portal and sub portals.	

Description:

News updates are managed by a Web Portal team on their central portal and other government offices/department are responsible to upload news, announcement and changes in the respective services on their sub portal.

5.6 Inclusive and Multi language Support

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
6	Inclusive and Multi language Support	Public / Govt.	Number	KP Web Portal	All Govt.Entities	Long-term	Real-time	

KP Web Portal Tasks Under Good Governance Strategy								
E-GOVERNMENT DEVELOPMENT INDEX (EGDI) & ONLINE SERVICE INDEX (OSI)								
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence	
6	Inclusive and Multi language Support	<ul style="list-style-type: none"> Description of Services 	<ul style="list-style-type: none"> KPITB / Govt Offices 	<ul style="list-style-type: none"> Uploading Contents 	<ul style="list-style-type: none"> All Govt. Entities, Focal person of Sub-portals 	One Time	Accessibility tools integrated on main/sub portals.	

Description:

In this task under EGDI and multi-language support feature are available on the KP Web Portal.



Section 6- KP Web Portal Tasks Under Right to Information (RTI)

6.1 Publication and availability of records

#	Performance Indicator	Beneficiary	Measure/ Scale	Data Collection Agency / System	Responsibility	Timeframe	Frequency	Evidence
RIGHT TO INFORMATION ACT								
1	Detailed description of Right to Information (RTI) availability	Public	Numbers	KPITB / Govt Offices	All Govt.Entities	Long-term	Monthly	

KP Web Portal Tasks Under Good Governance Strategy							
RIGHT TO INFORMATION ACT							
#	Task	Requirement	Data Collection	Strategy	Responsibility	Frequency	Evidence
1	categories of information shall be duly published by public bodies in an up-to-date fashion and in a manner which best ensures that they are accessible to those for whom they may be relevant, including over the Internet	<ul style="list-style-type: none"> Acts subordinate legislation rules, regulations Notifications bye-laws, manuals orders PIO database 	<ul style="list-style-type: none"> KPITB / Govt Offices 	<ul style="list-style-type: none"> Each Office create page of e RTI on the main web portal/Sub-Portal 	<ul style="list-style-type: none"> All Govt Entities/Bodies KP Web Portal 	Monthly	Display RTI Section on main portal with detail Description

Description:

- In this task under EGDI and RTI Each department are responsible to upload/publish information in an up-to-date fashion that they are accessible to those for whom they may be relevant.
- PIOs database are linked in E-RTI page on KP Web Portal.



Section 7 - KP Web Portal Routine Tasks Strategy

7.1 Updating Ministers List

The Updating Ministers List task involves comparing the list of ministers with the official notification received by KPITB. The content management officer is responsible for this update, which should be completed immediately by receiving of the notification. Evidence of completion includes the Notification Menu and the Updated List of Ministers' Menu on the KP Portal.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
1	Updating Ministers List as per the Notification	Comparing the List with Notification.	<ul style="list-style-type: none"> Notification received to KPITB from Administrative (Cabinet Wing) Notification forwarded by individuals. CM Secretariat KP 	<ul style="list-style-type: none"> KP Portal Team Establishment & Administration Department CM Secretariat KP 	Immediate	As per notification	<ul style="list-style-type: none"> Notification Menu on KP Portal Updated List of Ministers' Menu

Note:

- Notifications are often not received by the KP Web Portal Team or received late. Due to this problem the list keeps outdated.
- It is the responsibility of the sub-portal focal person to keep their Minister/Secretary/Head name & Picture updated on their respective website.

7.2 Updating Secretaries List

The Secretary's List is updated by comparing it with the latest notification received by KPITB. This update is completed immediately, and the revised list is available under the Notification Menu on the KP Portal. List is updated immediately as soon as the notification is received.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
2	Updating Secretaries List as per the Notification	Comparing the List with Notification	<ul style="list-style-type: none"> Notification received to KPITB. Establishment Departmental Social Media Pages. (Confirmed from concerned department) Notification forwarded by individuals 	<ul style="list-style-type: none"> KP Portal Team Establishment & Administration Department 	Immediate	As per notification	<ul style="list-style-type: none"> Notification Menu on KP Portal Updated List of Ministers' Menu



7.3 Uploading News

News updates are managed and uploaded by KP Web Portal and focal persons of departmental sub-Portals for their portal. The main KP web Portal will post news in News Section. The resources are the DG Information Department's social media pages, the KP Government official Facebook page, and the KPITB social media page. These updates are published daily and reflected in the News section on the KP web portal.

#	News Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
3	Uploading News	Number	<ul style="list-style-type: none"> Social Media (FB) Page of DG Information Department KP Government Official FB Page KPITB Social Media Page. Any other important News received. 	KP Portal Team	Short-Term	Daily	<ul style="list-style-type: none"> News section on Home Page of KP web portal.

7.4. Uploading Tender

Tender documents are uploaded immediately as soon as received by KPITB. The Content Management Officer ensures that all tenders are added promptly to the Tender Menu on the KP Web Portal.

#	Tender Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
4	Uploading Tender	Number	<ul style="list-style-type: none"> Tenders received to KPITB. Tenders forwarded by focal person of the department. Tenders Uploaded by sub-portals 	KP Portal Team	Immediate	As per receiving of Tender	Tender Menu on KP Portal.

7.5 Uploading Jobs

Job postings are uploaded immediately as they are received. The Content Management Officer makes these postings available under the Job Menu on the KP Web Portal.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
5	Uploading Jobs	Number	<ul style="list-style-type: none"> Jobs received to KPITB. Jobs Uploaded by Departments 	KP Portal Team	Immediate	As per receiving of the Job.	<ul style="list-style-type: none"> Job Menu at KP Web Portal.

7.6. Uploading Notifications

Notifications from the Establishment/Administration departments are uploaded immediately upon receiving. The KP Web Portal ensures these notifications are accessible under the Notification Menu on the KP Web Portal.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
6	Notifications Uploading	Number	<ul style="list-style-type: none"> Notification received from Establishment/Administration department from KPITB. Social Media pages of establishment department. (Confirmed from concerned department) Received from departmental Focal Person. 	<ul style="list-style-type: none"> KP Portal Team Establishment & Administration Department 	Immediate	As per receiving the notification	<ul style="list-style-type: none"> Notification Menu at KP Web Portal.



7.7 Trainings

Training sessions are conducted upon request and include individual, online, and bi-annual combined training for departmental focal persons. The Content Management Officer manages these sessions and Data collection operator maintains attendance records and training pictures as evidence.

#	Training	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
7	Trainings	Number	<ul style="list-style-type: none"> Individual training requested by focal person. Training to New Focal Person Zoom/Online training upon request. Bi- annual combined training to all departmental focal persons. 	<ul style="list-style-type: none"> KP Portal Team 	<ul style="list-style-type: none"> Upon request. Bi- Annual Combined Training. 	<ul style="list-style-type: none"> As per request. Bi- Annual Combined Training. 	<ul style="list-style-type: none"> Attendance record of training. Training Pictures.

7.8 Response to Visitor Messages/Feedback

Visitor messages will be responded weekly by the KP Web Portal team, providing relevant information and resources for the information.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
8	Response to Visitor Messages/Feedback	Number	<ul style="list-style-type: none"> Replying the query with relevant resources details. (Website links/ information/ concerned contact number) 	<ul style="list-style-type: none"> KP Portal Team Focal Person of Concerned Portal 	<ul style="list-style-type: none"> Short-Term 	<ul style="list-style-type: none"> Bi-Monthly 	<ul style="list-style-type: none"> Visitors Messages dashboard reply section. Official email dashboard contains all the replies.

7.9 Keeping the Web Portal Live 24/7:

The web portal remains operational/Live 24/7. Developer is responsible to check for any issues regarding the server. It is tackled and fixed immediately by coordinating the KP data center.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
9	Keeping the Web Portal Live 24/7	Real-time	<ul style="list-style-type: none"> Online Access 	<ul style="list-style-type: none"> KP Portal Team 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Real-time

7.10 Creation of Sub-Portals

Sub-portals are created based on official department requests and during training sessions. The team handles these requests and provides the URL or website link for each new sub-portal.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
10	Creation of Sub-portals	Number	<ul style="list-style-type: none"> Official Letters received from departments/Government office for the sub-portal creation. On request/directions of High-ups. 	<ul style="list-style-type: none"> KP Portal Team 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> As per request by the department. 	<ul style="list-style-type: none"> The URL/ website link of the website.



7.11 User Manual & Video Tutorials

User manuals and video tutorials are updated mid-term in line with new modules and features on the KP Web Portal. These resources are uploaded to the departmental admin dashboard and shared with focal persons.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
11	User manual & Video Tutorials	Documents & Video	<ul style="list-style-type: none"> Dashboard process flow of KP Web Portal. Frontend navigation flow of KP web portal. 	KP Portal Team	Mid-Term	As per new Modules & Features added on the website.	<ul style="list-style-type: none"> Videos Uploaded on departmental admin dashboard. User manual documentation shared with focal person.

7.12 Departmental Technical Assistance

Technical assistance for departmental sub-portals is provided immediately upon request. Developers address any technical errors, documenting resolutions through WhatsApp support group conversations, text messages, and screenshots.

#	Contents Uploading	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
12	Departmental Technical Assistance	Number	<ul style="list-style-type: none"> Any technical/issues/customization received from sub-portal. Team suggests improvements/corrections. 	KP Portal Team	Immediate	As per the request	<ul style="list-style-type: none"> WhatsApp support group conversation. Text messages of technical error. Screenshots of error resolution. Jira task management system record.

7.13 Integration with Third Party

Integration with third-party platforms such as Open Data, E-Auction, and KP Assembly websites is

#	Integration with 3rd Party	Measure/Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
13	Integration with 3rd Party Platforms (Open data, Govt. Tech, CMS etc.)	Number	<ul style="list-style-type: none"> Open Data Website Integration Govt. Tech CMS 	<ul style="list-style-type: none"> KP Portal Team Application Concerned department 	Mid-term	Once	Integrated live contents on KP Web Portal.

managed by the developer. This task is completed mid-term, ensuring integrated content is live on the KP Web Portal

7.15. Sub-Portal Contents Updating

Inactive sub-portals are updated quarterly by the team to keep content current and relevant on their independent websites.



7.15 Uploading Policies

Policies from various government departments are uploaded monthly by the Content Management Officer. These policies are available under the Policies section on the KP Web Portal.

#	Contents Uploading	Measure/ Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
15	Policies Uploading	Number	<ul style="list-style-type: none"> Uploading policies of different Government departments. 	KP Portal Team	Mid-Term	Monthly	Polices uploaded under the policies section.

7.16 Updating Services

Any new Service initiated by KP Government to facilitate the citizens of KP is added under the services menu, online services/ offline services and department-wise services are updated on the KP portal.

#	Contents Uploading	Measure/ Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
16	Updating/Adding Services Online/offline/department wise	Number	Official websites of KP Government	KP Portal Team	Mid-Term	Quarterly	Real-time

7.17 Any other Contents

Any new Service initiated by KP Government to facilitate the citizens of KP is added under the services menu, online services/ offline services and department-wise services are updated on the KP portal.

#	Contents Uploading	Measure/ Scale	Data Collection	Responsibility	Timeframe	Frequency	Evidence
17	Add/Upload finalized contents on required location of the Portal	NA	Collect via any official mechanism with proposed directions	KP Portal Team	Mid-Term	Immediately	Access portal Real-time



