



MCL PITB INK MOU FOR ISSUANCE OF CONSTRUCTION PERMITS E-KHIDMAT CENTERS SO FAR SERVED 553,720 CITIZENS-Dr. Umar Saif

Lahore, July 10, 2017

The Metropolitan Corporation Lahore (MCL) and Punjab Information Technology Board (PITB) signed a Memorandum of Understanding (MoU) for the automation of the construction permit process for permits regarding warehouses which are at least 1300 m² in size and are to be used for the housing of nontoxic materials. The automation will be performed with the expectation that the automated systems proposed will have the capacity to be scaled up and at a later stage include the issuance of construction permits of residential, commercial and industrial properties. Col [®] Mubashar Javed Mayor of Lahore and Dr. Umar Saif Chairman PITB signed MoU on behalf of the respective sides.

While talking to media Dr. Umar Saif said that around two years back e-Khidmat Centers were established for shifting paradigm totally to citizen for providing a number of services under one roof in a fixed turnaround time. Under right to service six Citizen Facilitation Service Centers at Rawalpindi, Gujranwala, Sargodha, Sahiwal, Lahore so far established, which have so far served more than 553,720 citizens and these Centers would also add MCL services, while under the MoU the time duration for permission to construct a ware house under MoU would be limited from the previous seven months duration to 21 working days through automation of the process by the PITB, which would further generate the business activity, he added.

Col [®] Mubashar Javed Mayor of Lahore disclosed that under android system the building plans would be supervised. The unprecedented professional support extended by Dr. Umar Saif has encouraged us to exercise smart technology for facilitating the citizens of Lahore and a system was being devised for MCL to obtain approvals from LDA for the individuals in the shortest span of time, he added.

The MoU will ensure business-friendly improvements in aspects of the current construction permits arrangements which will be reflected in the World Bank's Ease of Doing Business (DB) indicator related to 'Construction Permits' (CP), improvements in service delivery, improved transparency of the construction permits system, automation of current processes related to the issuance of construction permits and integrated public facilitation counters. Initially these services would be offered by Citizen Facilitation & Service Center Lahore, which would further be replicated to other divisions of the Punjab in a phased approach.

The Citizen Facilitation Service Center (CFSC) project team in coordination with Metropolitan Corporation Lahore (MCL) team will establish process flows and document requirements for each MCL service to be offered at CFSC and develop CFSC-MCL CRM, B.I systems, mobile application and other associated systems, to run operations smoothly and efficiently, standardized systems, frameworks, policies and standard operating procedures will be devised and implemented.

Punjab information Technology Board (PITB) has implemented the project titled "Establishment of Citizen and Facilitation Service Centers" under which multiple services have been identified in which citizens are engaged with different government institutions / departments. More services will be identified and incorporated into the portfolio of CFSC services as and when required resulting in increased efficiency of the government departments. Total Thirty-seven (37) Citizen Facilitation and Service Centers

(CFSC) will be established across the Punjab. Initially 10 centers are established in Divisional Head Quarters of the Punjab (two in Lahore and One each in the remaining eight Divisional Head Quarters of the Punjab) and remaining 27 will be established in all the Districts of the Punjab except divisional headquarters.

The Metropolitan Corporation Lahore has been assigned the responsibility to implement Punjab Local Government Act (PLGA) 2013 to achieve the stated objectives of the Government. Moreover, the Metropolitan Corporation Lahore has an over-seeing role to ensure that the local governments perform their functions within the provincial framework and adhere to the federal and provincial laws.

Metropolitan Corporation Lahore will provide the relevant documents required for ware house building's map approval of MCL service offered at CFSC's of Lahore, define completeness of application documents including fee requirements and mechanism, provide testimonials/pre requisite/post requisite of each and every document and related services.