

CODE FOR PAKISTAN

ANNUAL REPORT 2021



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This is a comprehensive annual report to provide you with an overview of Code for Pakistan and its activities, covering the period January 1, 2021 to December 31, 2021



Sheba Najmi

Founder & Executive Director,
Code for Pakistan

As we look back on 2021, we're humbled by everything we accomplished: we expanded the Fellowship Program from the provincial to the federal level; we launched a new Women Civic Internship Program; we hired a Country Head; and we're partnering with more government organizations to help Pakistan deliver better digital services to Pakistanis like you and me.

Our work is about creating technology-enabled solutions that are citizen-centered, and this year and its successes is owed as much to you as it is to our team. Thank you for making our favorite moments from this year possible, and for being a part of this incredible community.

Your continued belief in our mission means that even more Pakistanis will have the opportunity to work on civic initiatives like the Fellowship programs, civic hackathons, and community-led projects, enabling us all to become change agents in our communities and help deliver better government services.



Code for Pakistan is a technology-focused nonprofit, building a nonpartisan civic innovation ecosystem to improve the quality of life across Pakistan. We are an active member of the global Code for All movement, which is an international network of organizations that believe that digital technology can both improve governance and open new channels for citizens to more meaningfully engage in the public sphere.

- Introduction

Our Team



Sheba Najmi Founder & Executive Director Board Chair



Shaji Ahmed Vice President for Technology Board Member



Khadeeja Balkhi Board Member



Samina Rizwan Country Head



Anam Zakaria Head of Fellowships



Ebtihaj Product Monager



Azfaar Community Load



Ali Raza Director of Technology



Mubassir Hayat Senier Soffware Engineer



Shahzeb Siddig Assistant Manager EF Felloworsp Program



Bushra Mustafa Fragram Coordinator



Sohail Khan Product Monoger ICF Fellowship Program



Ammar Rehmani Storytelling 6 Outreach Lead



Fadaiqa Shuja Grophic Designer



Qarib Raza Vice President for Every & Hockettens



Mahwish Khan Head of Communications





Ibraheem Saleem Pregram Monager, &P Fellowship



Faisal Shahid Director of Operations.



Nazim Ud Din Government Portnerships and M&E Lined



Hassan Mehmood Selfream Engineer



OUR MISSION

We harness the power of people and technology to build a better, citizen-centered ecosystem of governance.

OUR VISION

To create a government that works for everyone seamlessly.

Our Approach

Championing participatory government:

We promote government and civic society collaboration using technology as a tool, to enable good governance, transparency and accountability.

Approach

Building capacity for innovation in government:

We provide the government with the tools and skills they need to innovate in the government services through our Fellowship Program, government training, open data workshops, and other initiatives.

Through our civic innovation labs, fellowship program, civic hackathons, open source days, and other community-building events, we provide platforms to empower citizens to create solutions to address civic needs.

Fostering civic engagement and participation:

Facilitating government digital transformation:

We promote government and civic society collaboration using technology as a tool, to enable good governance, transparency and accountability.

Creating solutions that meet citizens' needs:

Through robust user research and human-centered design practices, we work to ensure that the public services we create are effective and meet users where they are.

Area of Focus



DIGITAL SERVICES & TRANSFORMATION

We participate in government led projects with critical services to validate problem statements through discovery and re-engineer processes where necessary. Our team monitors and evaluates progress and impact, and documents through case studies and impact reports, thus making technology-based interventions sustainable in areas such as healthcare, education, public safety, clean water and the environment. We also create citizen-focused, omni-channel mobility applications that improve civic services and are intuitive in use by the average citizen.



GOVERNMENT
CAPACITY BUILDING

We run mentored fellowships enabling coders, designers, community organizers to work alongside domain experts in government and the civic community to build and deploy apps. We also offer Pakistani subject matter experts in technology and related domains as speakers, mentors and coaches at a global level.



COMMUNITY ENGAGEMENT

We nurture a strong volunteer community and offer opportunities to the community to participate in government projects as well as to enhance skills, and we rely upon our volunteer mentors and coaches to guide our project teams, volunteers and hackathon participants during hackathons and other events that spark civic engagement to solve their communities' needs, and show what's possible using tech. CfP also conducts concerted outreach campaigns, and provides a supportive environment and opportunities for aspiring women developers and designers.



OPEN
DATA POLICY

We encourage the Government of Pakistan to adopt an open data policy so that data becomes accessible to all thus building a relationship of trust between government and citizens. Our strategy includes designing processes to crowdsource data collection and building solutions that are equally valuable to citizens and government. Our team also collaborates with like-minded organizations worldwide to create awareness and enablement about civic tech, govtech and open data.

Key Achievements

- Grew our team and registered as a local nonprofit entity in Pakistan
- Grew our Fellowship Program from the provincial level to the federal level
- Supported a Women Civic Internship Program to upskill women from underserved areas in KP
- Completed 6th KP Fellowship Cycle with 6 services launched
- Hosted our largest hackathon to date with 1500 participants
- Created a collaborative cross-geographic framework with Codeando México for digitally enabled citizen-led participatory processes
- Developed new partnerships with local and international organizations sharing our knowledge, skills, and experience as it relates to civic and gov tech

Technology changes absolutely everything.



Core Programs



Fellowship Programs

We develop fellowship programs that connect young IT professionals with the government to build solutions that break down barriers to accessing public services.



Community Engagement

We facilitate collaboration between citizens and the government to develop tech solutions that strengthen our communities.



Digital Services

We work with government and other public sector organizations to design, prototype, and build better digital services.



Learning Programs

We train government innovators on how to lead digital-driven change in the public sector.

FELLOWSHIPS

Each year, we select IT professionals and train, upskill and pair them up with government departments that lack the resources and the know-how to develop technology that is citizen-centered. Our intensive program provides the Fellows with training, mentorship from industry experts, and exposure to the workings of the government. Most importantly, these Fellows work on projects that create a large-scale positive impact in improving government service delivery to citizens.

3 Key Features of Our Fellowship Programs



Increasing Citizen Engagement

Instilling greater ownership, participation, and trust in public services



Innovating in **Public Services**

Saving government resources, increasing transparency, & reducing corruption for efficient service delivery



Improving Government Processes

Building capacity and enabling the government to meet citizens where they are



About the KP Government Innovation Fellowship Program

Our KP Government Innovation Fellowship Program is a 6 month program supported by Code for Pakistan, KP IT Board, and the World Bank. The program brings together citizen technologists and government to build solutions that inspire civic engagement, improve public services, build government capacity, and evoke cultural change in how the government works.

Our Fellows work closely with a range of government departments and provide technological solutions in a step towards digital transformation.



KP Government Innovation Fellowship Impact



107
Fellows graduated with 90%+ employment rate



37
digital services
developed



users served saving 57,128 hours in government processing time on service delivery



Fellowship cycles completed



378
government
officials trained



government departments facilitated

Meet the KP Government Innovation Fellows





















Asma Ahmed

Aqib Iqbal

Iqtidar Hadi

Aamir Khan

Hafeez Sajad Muhammad Hamid Najeeb Ullah

Tanveer Ali Shah

Salman Zafar







Syeda Quratulain



Rukhsar Ali



Noreena Khan



Syeda Marvi



Zabih Ullah











Rehan





Imtinan Khurshid Sufyan R. Khan

Meet the KP Government Innovation Fellows



Thanks to the Fellowship, I've learned more about how to use technology to improve public services, and the curriculum has been optimized so that it's entirely focused on helping us improve our skills. We have knowledgable program managers and mentors, who have contributed to building my confidence, and I'm certain that when the program ends, I'll be ready to enter the market as a seasoned full stack developer, inshAllah.

TANVEER ALI SHAH, WEB DEVELOPER
KP GOVERNMENT INNOVATION FELLOWSHIP PROGRAM

Meet the KP Government Innovation Fellows



My experience with the Fellowship Program has been excellent. I've learned about UI/UX Designing. I used different resources and tools for my project work. The sessions and activities arranged by our mentors were very informative and it was new learning for me. I interacted with different people from government departments. I had meetings with high-level officials at the Advocate General Department and Directorate of Sports Department to complete citizen-centered projects. Moreover, the management team at Code for Pakistan is very helpful and they have guided me every step of the way.

ASMA BAIG, UI/UX DESIGNER

KP GOVERNMENT INNOVATION FELLOWSHIP PROGRAM



About the KP Women Civic Internship Program

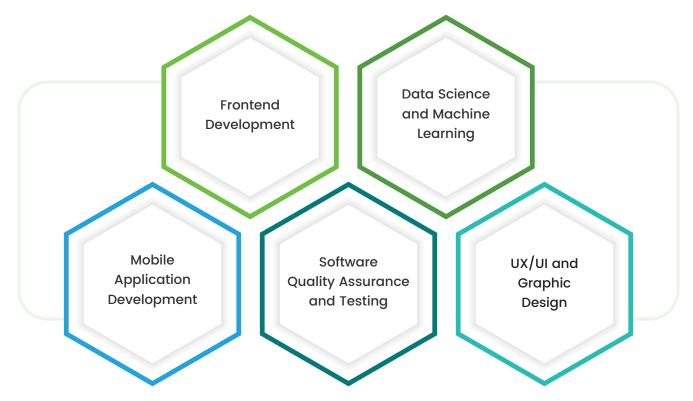
The KP Women Civic Internship Program is a 6 month internship supported by Code for Pakistan, Helvetas, KP IT Board, and the World Bank. The internship is designed to upskill women who are fresh college graduates in KP with technology skills, provide practical hands-on work experience, and prepare them for a career in engineering, IT, and software development. All of the women in our Internship Program are from 3 underserved districts in KP: Bajaur, Mohmand and Charsadda.

Upon completion of the Internship, the women interns will be offered a spot in our KP Government Innovation Fellowship Program.



Learning Tracks

The KP Women Civic Internship Program offers five learning tracks, and mentors with different skill sets have been assigned to the Interns. These mentors assist the Interns with technical skills development and guide them in their chosen learning tracks.



Meet the KP Women Civic Interns







Sana Haseeb



Hajra Asad



Gul Naz



Saima Gul



Sana Gul



Habiba Noor



Seema Bibi



Fatima Jauhar

Meet the KP Women Civic Interns



I consider myself lucky to be part of the KP Women Civic Internship Program as a graphic design intern. I graduated from the University of Engineering, Peshawar, and applied for the internship — not fully realizing at the time what a great opportunity it would be to develop and hone my skills. Since joining, I've found it to be an incredible experience, and I've gotten to work alongside experts on a Case Management System for the Advocate General's office. My situation is no different than the many other women in our country who face social challenges, but this internship has helped me to discover a career path that I'm passionate about, while providing me with valuable job experience. A HUGE thank you to the whole Code for Pakistan team for managing the KP Women Civic Internship Program, and to Helvetas and KP IT Board for their support in this journey.

FATIMA JAUHAR, GRAPHIC DESIGN
KP WOMEN CIVIC INTERNSHIP PROGRAM



Tech-NIH Fellowship Program

Code for Pakistan and the National Institutes of Health (NIH) collaborated on a 3 month pilot program aimed at co-creating digital technology to help the federal institution make better use of its resources. The Fellows worked on technology that would improve the quality, efficiency, and ultimately, the experience of every patient. The 7 TECH-NIH Fellows for 2021 were responsible for conducting user research, product development, and improving service delivery based on the needs of the NIH. The new technologies derived from the program helped bring about better integration of care and improved the health of the wider population in Pakistan.



Meet the Tech-NIH Fellows



Zaeem Hassan Frontend Developer



Zeeshan RehmatBackend Developer



Tooba Waqar UI/UX Designer



Nawal Zaheer Content Writer



Salman Khan React Native Developer



Salman KhanBackend Developer

Meet the Tech-NIH Fellows



The TECH-NIH Fellowship was a great chance for me to gain exposure and it has been a wonderful career-enhancing experience. Through the Fellowship, I've made many contacts in the health community and the government, and I've been able to really hone my content-writing skills working on initiatives that were interesting, as well as incredibly impactful and necessary to helping our country achieve growth in the public health sector. This program opened up many doors, and I've continued to work with other organizations within my community. I think the program speaks for itself; although the Fellowship has ended, many of us are continuing to volunteer with Code for Pakistan. There is simply no other organization that brings together this caliber of resources, mentors, and thought leaders to tackle some of the biggest technical problems citizens face in Pakistan.

NAWAL ZAHEER, CONTENT WRITER TECH-NIH FELLOWSHIP PROGRAM

COMMUNITY ENGAGEMENT

Our Community Engagement Program establishes and facilitates coordination between community members with leaders from government, nonprofits, and media organizations to collaborate on technology, data, policy, and design projects that strengthen their communities.

Meet the Tech-NIH Fellows

Code for Pakistan ran a GovTech Innovation Challenge: an online competition where our followers submitted problem statements in the areas of health, travel & tourism, mobility, education, and environment. Over 1,000 citizens raised their voices to tell us what problems in their communities require a tech solution.

Statements submitted to the challenge were made publicly available to inspire GovTech Hackathon participants, who were encouraged to develop solutions to the problems noted by our community.

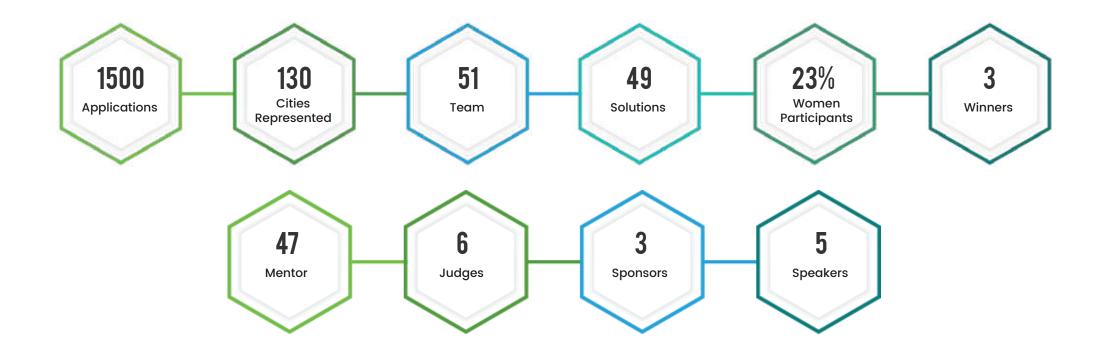
WINNING PROBLEM STATEMENTS

In a step towards paperless governance, our country needs a platform that can issue original documents /certificates from a government database.

- There need to be better ways for people in remote regions to access plant nurseries.
- Attestation and verification process for documents is tiresome and should be digitized.
- There should be an electronic portfolio to make it easier to submit educational documents.
- Healthcare systems need a centralized database that can store patient records.

GovTech Hackathon

Code for Pakistan collaborated with KP IT Board and the World Bank to hold a weekend-long GovTech Hackathon to identify solutions in the areas of health, travel/tourism, mobility, education, and environment.



- Program Report

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GovTech Hackathon Winners



There were so many great ideas and projects that were submitted for the GovTech Hackathon — there was tough competition, which is partly why we are thrilled and honored that the judges decided to award us with the top prize! It feels amazing to win, but also, it feels even better to know that there are so many like-minded Pakistanis out there who are trying make our country more inclusive and equitable, and I hope that KP IT Board, Code for Pakistan, and the World Bank continue to invest their energies into developing more opportunities like this one.

H.S. Umer Farooq, Founder, Boltay Huroof | WINNER OF THE GOVTECH HACKATHON



1ST Boltay Huroof

When a teammate's brother had to study without books, co-founders Umar and Tabish designed a solution that would translate regional languages into braille.



2ND Drive(H)er

As a frequent user of ride-hailing services, Eisha and her friends frequently felt unsafe and always took precautionary measures.

Aware of the difficulties women face commuting, they created a ride-hailing app for women with an Al-powered security authentication.



3RD Hidayat

To guide students in need of career advice, Amna Afzal teamed up with Azeem Abbas & Mahwish Nazli to connect counselors with students from all over Pakistan through the integration of Al

Thank you to our judges, speakers...























...and our mentors!





















































Digital Youth Summit

Digital Youth Summit is a tech conference and startup expo which was first organised by the World Bank in Peshawar in May 2014. Its main objective is to bring together the next generation of digital innovators in Pakistan, with a primary focus on technology entrepreneurship, online work and the role of digital technology in transforming social innovation.



Our Volunteer & Mentor Network

- Senam Khan
- Javeria Masood
- Adnan Khan
- Dr. Saadiya Razzaq
- Saflain Haider
- Dr. Ayesha Khan
- Arbab Sayaf Khan
- Faisal Sherjan
- Kaleemullah
- Huzaifa Habib
- Hina Nisar Sadouzai
- Mian Dawood
- Mian Jawad
- Tooba Waqar
- Dr. Faisal Khan
- Dr. Adeela Khan
- Dr. Muhammad Akif Khan

- Shafeeq Gigyani
- Maliha Javed Khan
- Shamyl Bin Mansoor
- Prateek Sibal
- Dr. Cedric Aimal Edwin
- Huma Imdad
- Dr. Imran Zualkernan
- Saeed ul Hassan Shah
- M. Mohsin Tariq
- Hassan bin Masham
- Asim Ishaq
- Azmat Ali
- Nazish Tila Khan
- Zeeshan Rehmat
- Mohd Sohail
- Saqib Hussain

- Hira Javaid
- Huma Hamid
- Hassan Bin Rizwan
- Fajer Rabia Pasha
- Ayesha Razzaque
- Ehsan Gul
- Muazma Zahid
- Ali Ashraf
- Ms. Afia Salam
- Zillay Mariam
- Salman Tariq
- Rina Saeed Khan
- Salman Sufi
- Maira Khan
- Ali Moeen
- Faisal Jamil
- Sajjad Khan

- Kashan Ahmad
- Sobia Maqbool
- Zeeshan Suhail
- Aftab-ur-Rehman Rana
- Muhammad Komail Abbas
- Asif Bangash
- Mahad Hussain
- Adnan Faisal
- Monis Rahman
- Dr. Ayesha Farooque
- Dr. Asif Jaffri
- Haroon Sharif
- Sidra Riaz
- Usman Khan
- Shumaila Farhad
- Nangyal Khan
- Aziz ullah Bangash

DIGITAL SERVICES AND SOLUTIONS

We work with government and other public sector organizations to design, prototype, and build better digital services by investing in recruitment, learning, and communities, helping departments and public servants amplify their skills in areas like user research, design, and data science.

KP Super App

The Khyber Pakhtunkhwa government maintains a list of services that are offered to its citizens, but some of the citizen services listed are not actually linked, and some of the apps and other services have not been updated or used in years. Visitor services are limited to tourism related activities such as booking of rest houses and pods, whereas other governments and business services are under construction. Individual service locators are helpful but can bring more value when integrated with other services and information on how to acquire those services.

In order to provide government digital services in the province of Khyber Pakhtunkhwa, KPITB and Code for Pakistan conducted preliminary discovery leading to the development of a central platform that provides all of these services.



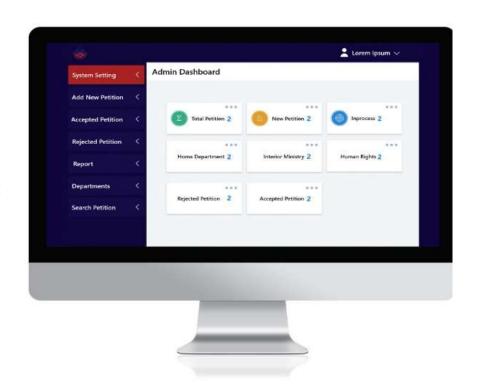
Developing a Case Management System for Advocate General Office (KP)

A case management system has been developed for the Advocate General Office (KP) to streamline case management and improve department workflows for better service delivery. The online system will help reduce case backlogs and improve file management within the department.



A Mercy Petition System for Inspector General Prisons (KP)

The department needed a mercy petition system for Inspector General Prisons (KP), under the direction of the Interior Ministry. The automated system will help the department review mercy petitions of prisoners all across KP and expedite the process of communication between the Ministry of Human Rights and the Interior Ministry. This will shorten the time for the provision of relief, especially for prisoners on capital punishment.



- Program Report

A License & Product Registration System and Citizens Feedback App for Halal Food Authority (KP)

A License and Product Registration System will help the department streamline the process of acquiring food licenses that are mandatory to sell food-related items and branded food products in KP. A mobile app will collect citizen feedback on the quality of food in restaurants and shops, which will help ensure that the food served and sold is hygienic and fresh. It will also provide a medium through which citizens can report food businesses for unhygienic practices. The app's name will be Staso Rayee (which means "Your Opinion" in Pashto). The app will be used to rate restaurants by the public, provide feedback on SOPs, policies, and quality of food items.



- Program Report 40

A Management Information System for Directorate of Sports (KP)

A Management Information System will be developed for all existing sports facilities in KP. The system will include ticketing systems and membership systems to facilitate KP citizens with seamless access to sporting facilities and discourage unauthorized entry to these facilities.



– Program Report

A Monitoring and Evaluation System with KP IT Board

After receiving multiple requests from different government departments to develop M&E systems to streamline workflows and create more oversight, Fellows developed a generic monitoring and evaluation system with KPITB as the implementation partner. The system will be deployed in the M&E unit of KPITB, and will be extended to other departments as a turnkey solution. The system will be developed with provisions to deploy it to other departments with minor modifications.



– Program Report

An Online Complaint Redressal System and Mobile App for Public Safety and Police Complaints Commission

An online complaint redressal system and mobile app is being developed for the Public Safety and Police Complaints Commission. The system will help the department review citizens' complaints against police and law enforcement personnel, enabling authorities to take swift action.



Updates to the Lab Information Management System for Directorate of Livestock & Dairy Research (KP)

The support team is working on system upgrades and adding new modules and reports to the existing Lab Information Management System that was developed for the department during the 6th cycle.



- Program Report

Biological Production Division Portfolio

The Biological Production Division (BPD) is the sole producer of life-saving and anti-sera vaccines, and had been demanding a separate digital portfolio to showcase its efforts and services. The BPD requested a website to display its services in a way that is comprehensive, and for Fellows to curate content for the portfolio. After extensive research and several revisions, the website content and design flow received approval from the BPD team. The portfolio website has been launched on the NIH's server.



- Program Report

Clinical Trials Unit Portfolio

The Clinical Trials Unit (CTU) is one of the biggest R&D components of NIH, but the department was unable to extend its research globally. CTU lacked the medium to attract and invite national and global level researchers to collaborate on multiple projects pertaining to drug testing, safety and quality assurance. The Fellows worked with the department to develop a web-based portfolio with guidance and support from the Fellowship management team.



TECH Website

As a new initiative at the National Institutes of Health, the Transformation & Excellence Centre for Health (TECH) had no web presence. The TECH-NIH Fellows created a website to present TECH's vision and mission in a way that is dynamic and meaningful, incorporating features within the site for a unique user experience. After several design revisions and upon obtaining user feedback, the changes were incorporated into the site.



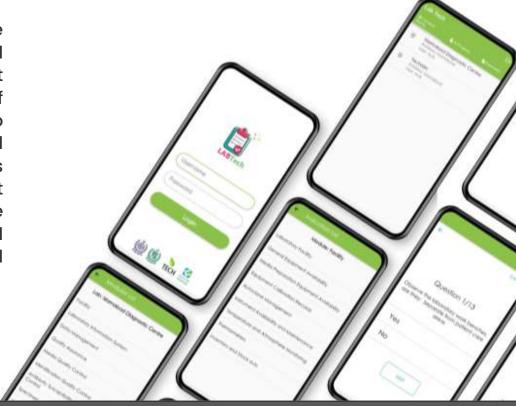
Expecting Mothers Application

TECH expressed a desire to address challenges faced by expecting mothers through a mobile application-based appointment system, which would allow patients to schedule an appointment with the OB/GYN. The Fellowship team created an app that is user-friendly, streamlines communication between doctors and patients, and also provides information pertaining to the well-being of the mother/fetus and duration of pregnancy. The app further enables both patients and doctors to schedule appointments via voice and video calls, and allows doctors to attach notes and prescription for patients.



LabTech App (LAARC Tool)

The LAARC tool has been developed by the Centre for Disease Control to help developing countries inspect their clinical laboratories by documenting findings in an excel sheet that consisted of 1800 questions. On average, the process of conducting a single survey of a clinical lab took 4 days to complete. It was also difficult to compare previous data and state whether or not the condition of a laboratory meets standards. TECH-NIH Fellows developed an app that incorporated all the queries. They then followed the divide-and-conquer rule for developing multiple surveys and created a system that would store all the information, as well as a dashboard that would display all the data.



CfP ACADEMY

We work with government and other public sector organizations to design, prototype, and build better digital services by investing in recruitment, learning, and communities to help departments and public servants amplify their skills in areas like user research, design, and data science.

Framework for Digitally Enabled Citizen-Led Participatory Processes

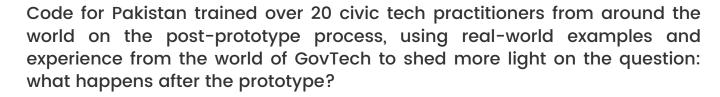


Earlier this year, the Code for All Exchange Program asked Codeando México and Code for Pakistan to jointly implement two pilot projects and codevelop a framework for digital citizen-led efforts to provide input and feedback on government policies and processes.

Citizen participation is often thought of in terms of government-led efforts to include citizen voices or open opportunities for collaboration. These types of spaces (e.g. participatory budgeting, participatory policy making, citizen feedback to improve services) are essential, but they are based on the traditional power dynamic that gives public institutions power to summon and decide how — and if — to listen to citizens.

Our collaboration showcases the impact that proactive citizen participation can have on transparency, citizen rights and service delivery by proposing solutions to our cities' current problems through digital means.

IRI Training: The Post-Prototype Process



The training emphasized the need for design thinking and agile/lean software development in the context of GovTech, and explained product life cycles for civic tech projects, including why it is necessary to develop prototypes and what comes once the prototype has been developed.





Inspiring Civic Innovation

Sharing knowledge and best practices on civic tech in Pakistan and abroad









Ibraheem Saleem CODE FOR ALL SUMMIT

Ibraheem shared case studies from the KP Fellowship Program with civic tech practitioners and changemakers from all over the world. Sheba Najmi SAN DIEGO DESIGN WEEK

Sheba discussed human-centered design approaches to smart cities, exploring collaborative projects that have addressed issues such as housing and air pollution.

Ebtihaj
MYSOCIETY CIVIC
TECH SURGERY

Ebtihaj spoke of tackling the problems that occur when NGOs and nonprofits take on work within governments.

Samina Rizwan STARTUP TALKS

On a popular podcast, Samina discussed Code for Pakistan's role in bridging the gap between citizens and the government.

Code for Pakistan in the News











































Our Partners







































Looking Ahead at 2022

How we're growing participatory, human-centered public services in Pakistan

Elevating conversations with government to participate in policy matters related to open data and digital transformation. Extending programs and services to additional provinces, specifically Sindh, Balochistan, and Azad Jammu and Kashmir. Coordinating the Open Data Summit for the KP Government, based on the province's Open Data Strategy.

Building capacity in government through trainings and digital units. Fostering greater participation of women in the civic tech ecosystem by creating dedicated programs for women in tech. Promoting international crosscollaboration and learning through exchange projects.

Spreading awareness about the importance of civic technology and demonstrating its impact on citizens' lives.

Increasing civic engagement by expanding our Civic Innovation Lab network and projects.



Financial Overview

Code for Pakistan is a nonprofit, nonpartisan organization registered in the U.S. as an IRS tax-exempt 501(c)(3), and with the Securities and Exchange Commission of Pakistan under Section 42 as "Foundation for Civic Tech."

Provide Supervision

Code for Pakistan can provide oversight on product development processes for upcoming digital initiatives or help improve the existing IT infrastructure currently being used by the government

Offer Consultations

Code for Pakistan can make experts available to advise and work with government organizations or other entities on a short or long term basis. We can also help with hiring new resources, permanent resources or contractors to meet project needs

Partnerships

Code for Pakistan works
with a partner registered
as a private limited
company or as a nonprofit
organization to develop
civic tech and govtech
solutions

Financial administration for Code for Pakistan is managed by Optera Digital, an organization that helps with our operations.



Contact & Social Media

Get in touch over email or our social media channels

www.codeforpakistan.org









