

Safia Bahadur *

Shaukat †

Fakhr ul Munir ‡

E-governance Reforms in Education and Police Departments in District Mardan (2013-2017)

Vol. VI, No. II (Spring 2021)

URL: [http://dx.doi.org/10.31703/gpr.2021\(VI-II\).12](http://dx.doi.org/10.31703/gpr.2021(VI-II).12)

Pages: 108 – 115

p- ISSN: 2521-2982

e- ISSN: 2707-4587

p- ISSN: 2521-2982

DOI: 10.31703/gpr.2021(VI-II).12

Headings

- [Introduction](#)
- [Part First: Historical Background](#)
- [Part Second: Reforms in Education Sector](#)
- [Biometric System](#)
- [Part Third: Reforms in Police Department](#)
- [FIR System Online](#)
- [Ladies Counters in Police Stations](#)
- [Police Citizen Feedback System](#)
- [Inspections of Police Stations](#)
- [Conclusion](#)
- [References](#)

Abstract

In the modern era yet restoration of sound governance is required in developing states, especially in less developed areas of particular state just like developed states. Globalization and information revolution have been blended to set the path for ICT initiated efforts in sure public troubles, which includes social offerings. The electronic approach is deployed in the mutual interplay of government and residents and businesses, in addition to the inner functioning of government offices. This research paper is divided broadly into three parts Part first deals with the general literature pertaining to the overall concepts and movement of e-governance and its practice over the entire globe and also elaborates implementation process of ICTs in developing states with special reference to Pakistan in South Asia. Part second deals with e-governance initiatives in the education department by the government of Khyber Pakhtunkhwa . And part third deals with the e-governance initiative in the police department of Khyber Pakhtunkhwa.

Key Words: E-governance, Information Communication Technologies, E-Participation Index, Electronic Government Development Index, Independent Monitoring Unit

Introduction

For the sake of efficient governance, political institutions and organizations knew the pivotal role of education and police departments in less developed societies. From the very beginning till now political scientists focused on the invention of new tools of governance to solve administration troubles. The swift notion of electronic governance has been started in the entire world generally. Pakistan has also implemented this new tool of governance in all provinces, but here they present study has confided itself to the comparative analysis of educational and police reforms implemented in

KP-district Mardan. This research is significant in terms of its exclusive focus on the role of electronic governance reforms in strengthening societal structure in terms of their practical outcomes related to the main characteristics of good governance There are basically four types of e-government services provided: Government to Business (G2B), Government to Government (G2G), Government to Citizen (G2C), and Government to Employee (G2E) along with Electronic-Right to Information (E-RTI). In all provinces of Pakistan, E-G and E-RTI has been

*Lecturer, Department of Political Science, Abdul Wali Khan University Mardan, KP, Pakistan.

†Lecturer, Department of Political Science, Abdul Wali Khan University Mardan, KP, Pakistan.

Email: Shaukat@awkum.edu.pk

‡PhD Scholar & Demonstrator, Department of Political Science, Abdul Wali Khan University Mardan, KP, Pakistan.

applied. This research has undertaken the less developed area under district government within the jurisdiction of the provincial government of Khyber Pakhtunkhwa for the purpose to assess the worth of implemented e-governance reforms package by actors dominating national politics. Globalization and information revolution have blended to create an area for ICT initiated efforts in sure public troubles, which includes social offerings, education, and health. This has led to growing and developing digital applications in government and public administration.

Part First: Historical Background

With the compilation of higher practices as the general goal, the primary observer frame of the study has been ICT/cell telephony for governance initiatives in Kenya primarily based on constitutions with companion government, civil society, and donor groups. And private-sector/software programmed builders. Moreover, key bilateral and multilateral donors headquarter have been contacted for a brief evaluation in their ICT policy and implementations studies with emphasis on mainstreaming and harmonization problems. Ultimately, pick out lead civil society agencies and assume tanks have contacted to substantiate thematic trouble as needed. A complete of 71 stakeholders were interviewed; 38 of these were based totally in Kenya. However, in many components of Africa, the outcome of e-authorities fell short of expectations. "e'part," stated one multilateral donor representative. The tale of e-government In Kenya is illustrative. The Directorate of E-government turned into hooked up in 2003. It changed at the start housed in the Ministry of Finance; however, it became soon moved below the president's workplace as an illustration of its significance. A planning organization turned into setup. However, because the Government grew in resources and features, ministries sought their very own automation and technology contracts ([Danida, 2012](#)). Estonia has been a pioneer in changing offerings into bendy e-solutions for its citizens and e-residents. The implementation of the government could answer presents a first-rate foundation for public e-services and solutions, which make Estonia the maximum virtual country in

the global. With the government could solve, Estonia is taking the subsequent step in its digital evolution to make bigger its ICT society. The Estonia authorities could result in the modernization and renewal of current records structures to embody the opportunities provided via could technology and permit greater agility in the provision of e-services with aid of the Estonia government groups and essential provider to residents and e-citizens. To accommodate physical protection necessities, the Estonia government could be deployed in places, having one area outside of the capital. This will permit to manipulation facts and information structure in a disbursed manner. To help the Estonia "virtual" independence and uninterrupted operation of public IT offerings in the country of emergency, there is a protracted-time period plan to set up e-embassies outside Estonia in a pleasant foreign nation. The Estonia government could is advanced in collaborated between the Estonia governments, represented through the country info-communication foundation (RIKS), and a consortium of personal one companies which includes Cybernetica, Dell EMC, Ericsson, open node and Telia) (<http://e-estonia.com/solution/e-governance/,n.d>). [Gianfortune \(2014\)](#) express his views about e-governance in the report " US trails behind leaders South Korea and Australia among others" that in spite of e-governance in the report. "US trails behind leaders south Korea and of virtual transparency and open information, the U.S government now ranks 7th worldwide in e-government, down to spots considering 2012, in keeping with a united nations report on the problem. Launched Wednesday, the E-government for the destiny we need record contracted the 185 U.N. participants by way of the E-government development index. The EGDI is made up with the aid of 3 additives of e-government online provider index, human capital index, and data and communication technology. South Korea ranked first, with Australia, Singapore, France, and the Netherlands rounding out the pinnacle five. [Jin-Wan Seo and Hasan \(2015\)](#) published a research paper on e-government titled "Where is e-government in South Asian Countries" they had selected four countries for

comparative evaluation. In an effort to examine the chosen nations, information has been accrued from the surveys conducted by the United Nations Organization related to electronic governance aimed to measure the status of e-government in member countries of UNO. The time-series records cover the years 2003 to 2005 and from 2012 to 2014. This current study is pertaining to finding out the status of South Asian countries related to e-governments through each the EGDI (E-government development Index) and the EPI (e-Participation Index). Korea's EGDI value turned into 0.928 in 2012 and respectively 0.946 in 2014. Those values are a bit higher than earlier and Korea acquired the primary function inside the world in both years. India's EGDI value converted into 0.247 in 2003, 0.304 in 2004, and 0.401 in 2005, this change has been occurred in the total value of EGDI and extended regularly from 2008 to 2014. But in contrast to Pakistan EGDI value was 0.373 in 2003, 0.387 in 2004, and 0.401 in 2005. A drastic change has been occurred from 2008 till now. Bangladesh accomplished higher in 2012 due to a policy exchange in the regime and the delivery of enough fund for imposing such an in depth challenge. But, the scenario can change greater through taking a vital step like a political consensus, improvement of mass resources, ICT invasion, and making the right lengthy period plan for enforcing electronic-governance in Bangladesh. (Hassan, 2013) India is successfully practicing electronic governance in all South Asian countries. The Korea total value of EPI turned in to 1.00 in the year of 2014, which means that the very best rating, from 2012 to 2014 the EPI values of three states, India, Bangladesh, Pakistan, and Bangladesh, showed a positive change that e-participation had been swiftly developing and growing. To satisfy citizens' expectancies of now days global, governments are under strain to become Extra powerful, incorporated, respective and quicker ones, they're under strain to perform and respond in a way that is adjoining to residents choice and voice. In recent times, many instances, they want to be as immediate as constantly been prepared to serve at the mouse-click of citizens. This case leaves no alternative for any government of the existing world

however to willy-nilly embody new Technologies within the perspective of technological revolution together with Globalization, around the arena, governments are accommodating revolutionary efforts and essential steps to affirm modification within the location of public administration to hold pace with more recent expectations of citizens. No government in the present global can avoid such adjustment as, an alternative they want to reconsider as to how they ought to be prepared from the angle of the human beings. The government of Pakistan has already started out shifting toward e-governance, having its ambition to make certain higher citizen services. In 1995 net emerged in Pakistan. At that point simplest few huge towns on Pakistan were linked through the internet and the net user populace changed into as small as a few hundred users. However, now, in the year 2007, the identical has been multiplied greater than 10 instances of its inception. The internet facility has become available and ensured around eight hundred cities whilst the whole wide variety related to users of internet is now reached to approximately 10 million-plus. The IT policy of Pakistan, regarding to 2003 now consists of an unbiased clause supporting for full-fledged body or forum on Electronic government Frame under the jurisdiction of IT Ministry construct Virtual resolution of trouble rendering to digitize information and disseminates it generally (Ahmad, 2012). Just like other provinces in Pakistan, e-governance reforms are introduced in KPK as well. This study is confined to e-governance reforms in education and police departments. E-initiatives are as under:

Part Second: Reforms in Education Sector

Barber (2010) expressed his analysis in "Education Reforms in Pakistan: This time it's going to be difficult" that still Pakistan is suffering from many severe problems which are the offspring of a poor education system. Education standard is weak and facing numerous impediments and miserable facts which are: 1/3rd of primary level youngsters, a bulky share of girls contrary to boys are not going to high school. 35 % around children are lacking educational competency and proved totally nil. Many schools are placed under the category of "ghost schools" they are called for practical

functioning. This means there is a dire need for the reopening of those schools which aren't functioning. [Mehboob, \(2011\)](#) published his paper title "Governance and militancy in Khyber Pakhtunkhwa Province," published in CSIS (Centre for strategic and international studies) in which he had thoroughly discussed the main problems which contributing in the maintenance of backwardness and diversified status of KP formerly known as NWFP. The literacy rate is very low as compare to other provinces of Pakistan. There was only 1 teacher to 40 students during 2008-2009. The government didn't provide clean drinking water and well-managed buildings. Out of 19,677 schools in KP, 7,392 have no such facilities of drinking water. 10 000 have no electricity. [Asgar \(2013\)](#) shed light on the effective change and improvement work of institutions in Pakistan for the development of social life standard and for the improvement of livelihood of the citizens of Pakistan. There is a dire need of attention required from the government side to curb horrible societal evils which are continuously diminishing the healthy life of Pakistani citizens. [Haq \(2013\)](#) stated in his article "Six-point education policy: PTI aims for one education system" that PTI stresses the educational change in the KP and drastic uplift of education budget from 2.1% to 5% of GDP. There are six main points of PTI's education policy which are given as under: Single education system for everyone. a) New governance pattern rest upon complete decentralization. b) Increased uplift in educational budget. c) Adult education. d) Teacher training, grooming, and new strategies for up-gradation. e) New modern communication technology. The Elementary and Secondary Education Department had been working on the restoration of IMU (Independent Monitoring Unit) in, has given many advantages and helped in teacher's absenteeism up to 10%. Appreciation programmes is initiated to identify both teacher and students performance. A Biometric system was also introduced and installed in 76 offices, 480 schools and government colleges by PTI's government to ensure transparency. ESED has allotted 4 billion rupees for the purchasing of school's furniture. The solar electricity system is also in consideration (www.E&SED.com, 2013). [Dunder, Beteille, Riboud & Deolalikar \(2014\)](#)

published the article "Delivering Quality Education in South Asia: Has Decentralization Worked," where in they said that makes a Specialty of understanding the implementation demanding situations and the special dimension of training Decentralization reforms in south Asia and the hyperlink between those reforms and school fine. Decentralization reform in south Asia has suffered from numerous challenges, inclusive of coverage uncertainty and inconsistency, inadequate assets, susceptible political purchase-in and political interventions, weak local potential and useless network engagement, low possession of reforms, and bed data system to manual reform. [Rumi \(2015\)](#) published a very important report titled "Charting Pakistan's internal security," in which he had clearly given a precise view of weaknesses of education curricula prevailing in all provinces of Pakistan, which are mainly contributing to backwardness and extremism. Still education system is lacking to develop progressive Curricula of Education. Khyber Pakhtunkhwa Schools Sector Plan 2015-2020 had clearly mentioned its policy. The main key objectives are: more effective teachers, better schools and facilities, every child's right to education, good governance and management and preparation for ESP (education Sector Plan) 2020. (Khyber Pakhtunkhwa Schools Sector Plan 2015) Wilson Centre Asian Programme is doing a totally powerful and innovative work in the realm of training within the 1/3 world nations. [Nadia \(2016\)](#) stated in her important work "Pakistan's Education Crises-The real story" in Wilson Centre Asian Programme. KP initiated an education program based on efficient monitoring and information assessing reforms. In March 2014 they started monitoring schools. Today over 90 % of schools are visited and checked by five hundred monitors uploading the related information in a central database. One hundred one data opened currently due to e-governance, [Khan, \(2016\)](#) express his views in "KP education reforms produce outstanding results" that Pakistan Tehreek -e- Insaaf in Khyber Pakhtunkhwa has obtained global appreciation an ardent of its education policy and effective initiative in the realm of education. This education program is supported by the Department for International Development (DFID) in

consultation and collaboration of experts. Policy priorities: Striving to reap MDGs by way of 2018 growth enrolment rates (primary stage to 100%) elementary and secondary by way of 50% reforming the provider shape of instructors to make certain exceptional teaching standards, promoting a gender balance, improving the best of educational infrastructure, canter and offerings. Stakeholder led to control of school and collages, established order of a strong M&e gadget, provoke academic reforms at school, college, and university stage establishment of independent monitoring unit

(IMU) to improve monitoring & supervision system and discourage teacher absenteeism in all of the 28000 government school in the provinces an IMU has been mounted and RS.1500 million being allotted for the motive. The IMU is operational from the first week of February, 2014. 5 hundred monitoring assistance were recruited who go to the school throughout the Provinces on a daily basis, schooling of district Monitoring officials (DmOs) and monitoring assistants had been completed, Review were generated within the month of March & April 2014.

Table 1.

March 2014 Report	25279
Total schools visited	88%
Closed Schools	14%
District Administrators visit to the school	40%
Teacher absentees	30%
Student absentees	47%

Table 2.

April 2014 Report	25170
Total schools visited	88%
Closed schools	9%
District Administrators visit to the school	43%
Teacher absentees	20%
Student absentees	26%

Biometric System

It became brought at provincial Secretariat, Directorate and District place of work and being rolled out to circle at school level, Pc-I has been accredited for extension of the facility.

Grievance Redressed System/ Feedback System

Focal individuals nominated at, Directorate & District tiers. The system is in area in two Districts as point undertaking i.e. Sawabi and Mardan and might be rolled out to all districts.

Part Third: Reforms in Police Department

In KP a few reforms are made in police departments like the facility to register complaints online is a welcome initiative via the Khyber Pakhtunkhwa police because it saves residents the disturbance of

going to a police station. With the aid of permitting residents to lodge their complaint directly. This system avoids police officers who're often unwilling to sign in FIRs, in particular in kidnapping and ransom instances. Potentially, this could be an effective tool in combating the endemic corruption and strain at Thana level. In addition in November KP police announced a grievance registration machine PAS (Police Access Service) with the help of SMS on 0315-9007777 ensures that respond will be made inside 24 hours if someone need to speak he may capitalize this facility, by making call on toll loose number 0800-00400, send an email at pas.kppolice@gmail.com or may made FAX on 091-9223575. (Published in the Express Tribune, July 15th, 2013) Modern Technology started using and tracing, categorizing unregistered and stolen vehicles within instants. All evidence almost the

vehicle registration, colour, number plate furthermore owner name and identity will be granted to police concerned staff with the help of their mobile phones, and they may easily find and capture the offender with the help of ICTs. Authorized heads have mentioned that seventy plus SIMs have been issued to police officers to streak and find out those stolen cars or any transportation means which have been stolen as well as to search out unregistered vehicles throughout the province. Police by implementing this advance technology have proved fruitful because of hundred plus suspected vehicles are captured. Police expressed about these vehicles which was stolen and kept unregistered are practicing in different terrorist attacks and social crimes. Meanwhile, citizens will no longer wait for their vehicles verification process, it is made easier. (Last edited by Syed Haider Imam; 06-Jan-2014 at 06:38 AM), [Mahmood \(2017\)](#) The Khyber-Pakhtunkhwa (K-P) Assembly approved the Police Act of 2017 on January 24th with no media coverage. For the very first time such type of decision has been made by KP Provincial Assembly related to the police department. Credit goes to the PTI provincial government for adhering to their police reforms agenda and introducing the legislation to make the police operationally autonomous, politically neutral and democratically controlled.

FIR System Online

This (fir) system is a 24/7 Websites based feasible service that permits human beings to register fir with the help of www.kppolice.gov.pk. Instead of personal travelling to a police station at local place, this new initiative aimed to provide at close connection to the majority, lessen the misunderstanding of those fir that are non-registered; and provided the sufferers with an immediate access to the better authorities of the police branch.

Reports collected in 2014 are as follows:

- fir ID's: 1350
- Registered Cases : 1155
- Cases filed or untraced: 129
- pending: 66

Police to Victim Services

Toll unfastened number 0800-00400, installed on facilitate police workplace Peshawar: presents phone call gets right of entry to facilitate sufferers who aren't in a function to visit a police station of were denied their right through the police station staff. The service additionally pursuit at lowering police reaction time and gives the provincial police office a tracking tool for assessing pace and high-quality of police service.

Ladies Counters in Police Stations

Because of cultural obstacles and low women literacy, it's far very tough for women to avail their rights, particularly availing of police services to repair this, Khyber Pakhtunkhwa police branch has Mounted ladies. Desks provides women sufferers with easy get right of entry to police remedial services which includes registration of cases on women's complaints: reduction of violence toward women and empowerment of ladies by way of informing them in their legal right. Thus far ladies country had been hooked up in 700 police stations.

Police Citizen Feedback System

Followed by using the Khyber Pakhtunkhwa police department to get remarks from the police concerning police station. Targets to tackle the risk of petty corruption at its roots and offer comfort to the residents, as a version of proactive governance, it goal at construction trust residents by way of attaining out to them through growing citizen participation, decreasing corruption and enhancing service delivery. The citizen comment system presents senior police officers with a monitoring and accountability device.

Inspections of Police Stations

The Provincial Police Officer has initiated the unique inspections of Police Stations so one can eliminate Thana subculture. The initiative seeks to make police a professional, service orientated and responsible entity, with the aid of addressing the problems of police excessive-handedness, misbehaviour with public and unlawful detentions. To this point 432 Police & officials had been terminated resulting from corrupt practices.

Introduction of TETRA System Related to Communication in Mardan Region

With the intention to installed region an unreachable and fool-evidence conversation system with message recording facility, tetra communication system of conversation is being improved in district Mardan on pilot foundation. The gadget will shield towards unlucky mishaps of jailbreaks and other terrorist activities which have occurred inside the current past ([Pakhtunkhwa, 2014](#)). There was a hub of many problems prevailing in education and police department. Previous government had implemented e-governance reforms, so this fresh study is tended to find out many changes in education department as compared to police department.

[Khattak \(2018\)](#) wrote a striking article title "PMRU speeds up work in provincial government offices" that The Khyber Pakhtunkhwa Chief Secretary Azam Khan's overall performance management and Reforms Unit (PMRU) exceeded over 1,746 tasks to government departments or enhancing performance wherein 1,303 have been finished in the beyond 3 months. The duties had been associated with improving service delivery to the public, Institutional reforms, rules, resolving personnel problems and civic features. Giving a briefing to media approximately the overall performance of the Unit, the PMRU coordinator Adil Saeed Safi and his group of deputy coordinators, which includes Fahad Ikram Qazi and Akif Khan defined the duties and their achievements in these three months because the appointment of

the incumbent chief secretary. Explaining the obligations, Safi said that eleven government departments which include the education, finance, excise, fitness and energy. Safi stated. "We placed the government colleges' admission gadget 100% online and this year 184,610 students implemented on-line for admission out of which 52,000 got admitted in the colleges," he stated. He said report monitoring system has been prolonged it to 1,330 sections of all departments, directorate and attached departments.

Conclusion

The above literature thoroughly analysed this area of study from numerous angles and attempted to provide an explanation related to the role of political parties in bringing change in Pashtun society .E-Governance reforms in education and police especially districts Mardan how far contemporary government is come to be a successful in the elimination of any trouble. The Fresh study is tended to discover the changes within the gadget which had been brought via implementation of new present day means and technology (IMU and biometric system), effects of appreciation Programme on the overall performance of each teacher and student, availability of assets, fixtures and facilitation. This have a look attended to stock out implications plus weakness of education and policy reform of current government. E-Governance reform contributed prominently in education branch rather than the police department.

References

- Ahmad, S. S. (2012). E-Government Initiatives in Pakistan.
- Asghar, M. U. (2013). *Governance Issues in Pakistan: Suggested Action in Pakistan*. Strategic Research Associate at Institute for Strategic Studies, Research and Analysis (ISSRA), (National Defence University, Islamabad).
- Barber, M. (2010, 4th November). Education Reform In Pakistan: This Time It's Going To Be Different. https://www.brookings.edu/wp-content/uploads/2012/04/BarberPakistan_Education-Paper.pdf
- Danida. (April 2012). *Using ICT to promote Governance*. Danida study.
- Dawson, R. H. A. (2006). *Doing Case Study Research*. Teachers College Columbia University New York and London.
- Directorate of Information Technology, K. P. (n.d.). *E-Governance Initiative*.
- Dundar, H., Béteille, T., Riboud, M., & Deolalikar, A. (2014). Delivering Quality Education in South Asia: Has Decentralization Worked? *Student Learning in South Asia: Challenges, Opportunities, and Policy Priorities*, 357–390. https://doi.org/10.1596/978-1-4648-0160-0_ch10.
- Gianfortune, R. (26 June 2014). *US trails behind leaders South Korea and Australia among others*.
- Haq, R. (2013, 21 February). Six-point education policy: PTI aims for one education system. <https://e-estonia.com/solutions/e-governance/>.
- Keping, Y. (2017). Governance and Good Governance: A New Framework for Political Analysis. *Fudan Journal of the Humanities and Social Sciences*, 11(1), 1–8. <https://doi.org/10.1007/s40647-017-0197-4>.
- Khan, J. (2016). *KP education reforms produce outstanding results*.
- Khattak, S. (2018). PMRU speeds up work offices provincial government. *Express Tribune*.
- Khyber Pakhtunkhwa Schools Sector Plan 2015-2020*. KP Elementary and Secondary Education Department (KPESC).
- Mahmood, A. (2017, 23 may). Police reforms in KP.
- Naviwala, N. (2016). *Pakistan Education's Crises - The real story*. Washington, D.C: Woodrow Wilson International Center for Scholars One Woodrow Wilson Plaza 1300 Pennsylvania Avenue NW. www.wilsoncenter.org.
- Pakhtunkhwa, R. I. (2014). Reforms Initiatives in Khyber Pakhtunkhwa. <http://gkp.gov.pk/wp-content/uploads/2014/03/Reforms-Implementation-Cell-KP-Report.pdf>
- Pakistan, F. i.-G. (2010). *Digital Information Management (ICDIM) Fifth International Conference*, (p. 120).
- Rumi, R. A. (2015). *Charting Pakistan's Internal Security Policy*. Special Report 368, UNITED STATES INSTITUTE OF PEACE www.usip.org.
- Mehboob, S. R. (2011). Governance and militancy in Khyber Pakhtunkhwa Province. www.E&SED.com.
- Seo, J.-w. & Hasan, M. (July-Dec 2015). where Are E-Government in South Asian Countries: A Comparative Approach. *A Research Journal of South Asian Studies*, 30(2), 7-24.